Arizona State Emergency Response and Recovery Plan

April 3, 2017

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Executive Order 2013-07
Adoption of Revised 2013 Arizona Emergency Response and Recovery Plan
(*Rescinding Executive Order 2009-02*)

WHEREAS, A.R.S. §§ 26-301 through 26-319 outline certain responsibilities and authorities for disaster preparedness, response, recovery and mitigation; and

WHEREAS, in accordance with A.R.S. § 26-305, there is established in the Department of Emergency and Military Affairs, the Division of Emergency Management, which is administered by the Department under the authority of the Adjutant General, subject to powers vested in the Governor as provided by law; and

WHEREAS, the Adjutant General has delegated the responsibility to the Director of the Arizona Division of Emergency Management to prepare for and coordinate those emergency management activities that may be required to reduce the impact of a disaster on persons or property; and

WHEREAS, in accordance with this responsibility, the Director of the Arizona Division of Emergency Management has reviewed the 2008 state emergency operations plan and has recommended that a revised 2013 State of Arizona Emergency Response and Recovery Plan, (the "2013 Plan") be adopted by the Governor; and

WHEREAS, State agencies play a vital role in emergency and disaster preparedness, response, recovery and mitigation activities; and

WHEREAS, significant organizational and procedural changes have occurred in numerous federal, state, and local governments to prevent and prepare for potential domestic or international acts of terrorism within Arizona.

NOW, THEREFORE, I, Janice K. Brewer, Governor of the State of Arizona, by virtue of the authority vested in me by the Constitution and laws of the State of Arizona, do hereby order the adoption of and adherence to the 2013 Plan, and direct the following:

1. The Director of the Arizona Division of Emergency Management shall update the 2013 Plan periodically and test the quality of the 2013 Plan through exercises.

    - The 2013 Plan shall be implemented upon the activation of the State of Arizona Emergency Operations Center.
    - The 2013 Plan shall prescribe the rules and regulations for emergency and disaster operations anywhere in the State of Arizona.
    - Each State agency shall prepare procedures to implement the various emergency functions in the 2013 Plan.
    - Each State agency shall participate in an annual review to, as necessary, update the 2013 Plan and agency procedures.

2. The Director of the Arizona Division of Emergency Management is authorized to activate and deactivate the State of Arizona Emergency Operations Center and to exercise overall direction and control of state emergency or disaster operations.

    a. The Director of the Arizona Division of Emergency Management shall maintain at all times the necessary materials, including contact lists for all possible responders in the State Emergency Operations Center to effectively respond to statewide emergency and disaster situations, including terrorist incidents.

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b. The Director of the Arizona Division of Emergency Management shall keep records of each disaster response as it occurs, tracking missions assigned and completed, for use during the response effort and review afterward.
c. The Director of the Arizona Division of Emergency Management shall formally critique the response coordination efforts and produce after-action reports that identify areas needing improvement during a response effort.

3. Each State agency shall appoint an emergency coordinator and an alternate to act on behalf of the agency during an emergency or disaster, and shall furnish the name and contact telephone numbers to the Director of the Arizona Division of Emergency Management. Each State agency also shall:

   a. Staff the Arizona Emergency Operations Center with personnel during training exercises relevant to the agency and during emergencies and disasters as requested by the Director of the Arizona Division of Emergency Management.
   b. Maintain and operate a 24-hour response capability when the 2013 Plan is activated.
   c. Maintain logs, records, and reporting systems required by state and federal disaster assistance laws, rules, and regulations.

4. All State agencies not assigned a primary or secondary role in the 2013 Plan shall carry out whatever duties or services may be specified or directed by the Governor.

5. The 2013 Plan supersedes the State of Arizona Emergency Response and Recovery Plan dated December 2008, and any subsequent revisions, which shall be destroyed.

6. Executive Order 2009-02 (January 9, 2009) is hereby rescinded.

IN WITNESS WHEREOF, I have hereunto set my hand and caused to be affixed the Great Seal of the State of Arizona.

GOVERNOR

DONE at the Capitol in Phoenix on this eleventh day of September in the Year Two Thousand Thirteen, and of the Independence of the United States of America the Two Hundred and Thirty-Eighth.

ATTEST:

SECRETARY OF STATE

Plan Review, Evaluation and Changes			
Date	**Summary of Activity**	**Plan Area Affected**	**Recommendation By Entry Made By**
3/08/2017	Corrected American Red Cross Acronym, page ESF #6-4, from AMR to ARC.	ESF #6-4	M. Gonzalez, Planning
2/21/2017	Shortened length of bullet explanation	ESF #7, DEMA Actions, Bullet #3	Darlene Quihuis, DEMA M. Gonzalez, Planning
2/15/2017	Inserted Matrices for Support and Incident Annexes.	Inserted at BP-24	M. Gonzalez, Planning
2/15/2017	Corrected order of two Appendices, PVNGS is first, then RDD	Basic Plan, page 8 and 9	M. Gonzalez, Planning
2/15/2017	Updated "HSIN", replaced with Homeland Security Digital Library (HSDL.org).	Basic Plan, page BP-13, Line 387	M. Gonzalez, Planning
2/15/2017	Title correction, BP-iii, "Pl" added to title at top of page.	Plan Review, Evaluation and Changes Title	M. Gonzalez, Planning
2/06/2017	Updated ADWR Roles & Responsibilities.	ESF #7, RSFs #4 & #5, Basic Plan ESF Matrices	Mike Ball, ADWR M. Gonzalez, Planning
1/23/2017	Updated agency names according to recent changes for Forestry & Fire Management and Weights & Measures.	Globally	M. Gonzalez, Planning
1/23/2017	Added AZNG as a Support Agency.	ESF #10	Major M. Spencer M. Gonzalez, Planning
1/23/2017	Updated Authorities and References. Updated Purpose statement.	Basic Plan ESF #15	M. Gonzalez, Planning
12/15/2016	Inserted State EOC Org Chart.	Basic Plan Response Facility Organization	M. Gonzalez, Planning
12/8/2016	Changed Primary Agency assignment to ADEQ and DPS to a support role.	ESF #10	ADEQ/DPS/DEMA M. Gonzalez, Planning
12/8/2016	Added note explaining ESF #15 Primary Agency DEMA as interim until appropriate lead agency assumes duties. Revised the Public Affairs description.	ESF Primary/Support Agency Matrix, Basic Plan Information Collection, Analysis, and Dissemination, Basic Plan	J. Kioski, PIO S. Austin, Planning
12/8/2016	Revised bulleted summary description of ESF15.	Basic Plan ESFs and Scope ESF #15	J. Kioski, PIO S. Austin, Planning
11/23/2016	Added Private Sector Matrixes and agencies to appropriate ESFs and RSFs.	Primary and Support Agencies and Partners	W. Hensiak, Human Services S. Austin, Planning
8/31/2016	Two-week review period closed. Minor changes to individual agency responsibilities (AZDA and ADES).	All	Planning
8/15/2016	Complete revision including format and material. Material revisions were based on feedback from Primary Agencies.	All	S. Austin, Planning
10/26/2015	Results from SERRP Workshop this date. ADOT: Minor language changes.	ESFs #1, 4, 9, 11; Private Sector & Volunteer Support Annexes; Incident Annexes	ADOT M. Gonzalez, Planning
10/26/2015	Results from SERRP Workshop this date. Registrar of Contractors: Minor language changes.	ESF #3	M. Gonzalez, Planning
10/26/2015	Results from SERRP Workshop this date. AZ Dept of Health Services: Minor language changes.	ESF #3 & 8	M. Gonzalez, Planning

10/26/2015	Results from SERRP Workshop this date. AZ Geological Survey: Minor language changes.	ESF #3	M. Gonzalez, Planning
10/26/2015	Results from SERRP Workshop this date. US Army Corps of Engineers: Minor language changes.	ESF #3	M. Gonzalez, Planning
10/26/2015	Results from SERRP Workshop this date. AZ Corporation Commission: Minor language changes.	ESF #3	M. Gonzalez, Planning
10/26/2015	Results from SERRP Workshop this date. American Red Cross, Grand Canyon Chapter: Minor language changes.	ESF #7	M. Gonzalez, Planning
07/24/2015	Insertion of acronym "NCH" = Natural and Cultural Resources and Historic Properties.	BP8 and Acronyms & Definitions Section.	M. Gonzalez, Planning
6/15/2015	AZ Game & Fish, Roles & Responsibilities, update to reflect expanded Law Enforcement role, delete "Road Blocks" replace with "for security assignment".	ESF #4	M. Gonzalez, Planning
7/22/2014	ADWR updates and Roles & Responsibilities	ESF #3, 8, and the Drought Annex	M. Gonzalez, Planning
11/19/2014	Updates include definition of Core Capability, Public Information and Warning, as per Lead PIO.	ESF #15	M. Gonzalez, Planning

Training, Exercise and Engagement Activity			
Date	**Summary of Activity**	**Partners Involved**	**Entry Made By**
1/17/2017	Presented SERRP overview at JOC Training Course for AZNG.	AZNG, DEMA	M. Gonzalez
10/08/2016	Introduced the 2016 SERRP and delivered training/education session to DEMA personnel in the SEOC.	DEMA Personnel	M. Gonzalez

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INTRODUCTION

The State of Arizona, in accordance with *Arizona Revised Statutes, Title 26, Chapter 2, Article 1, Emergency Management*, is required to prepare for, respond to, and recover from emergencies and disasters with the primary objectives to save lives and protect public health, property and the environment.

The Governor of the State of Arizona is responsible for State government operations per ARS Statute 41-101. The Governor may delegate any of the powers vested in the Office of the Governor under this chapter to the Adjutant General who may further delegate those powers to the Director, Division of Emergency Management.

The Arizona *State Emergency Response and Recovery Plan* (SERRP) is an all-hazards plan addressing Arizona's hazard and threat environment including both natural and human-caused hazards. The SERRP integrates, complements, and is consistent with all applicable Federal guidance, including the *National Response Framework* (NRF) and utilizes the *National Incident Management System* (NIMS), *Core Capabilities, and the Incident Command System* (ICS) as a basis for its structure. The SERRP is designed as a high tier **Whole Community** document defining the State response and recovery concept of operations and identifying State agency roles and responsibilities during an emergency or disaster. The SERRP does not include agency specific standard operational procedures/job aids, however, it serves as the foundation for the development of respective State agency and department, local, tribal, and non-governmental organization plans and procedures.

Additionally, the SERRP complements existing agency and department emergency operations and tactical plans/procedures as integrated components including but not limited to:

- The Arizona Disaster Recovery Framework (AZDRF)
- The State of Arizona Emergency Operations Center (SEOC) Standard Operating Procedures (SOP)
- The State of Arizona Hazard Mitigation Plan (2013)
- The Department of Emergency and Military Affairs (DEMA) Continuity of Operations Plan
- The Offsite Emergency Response Plan For Palo Verde Nuclear Generating Station (PVNGS)
- Tactical Interoperability Communications Field Operations Guide
- The ADEM Resource Management and Logistics Plan

The SERRP is comprised of a Basic Plan, fifteen (15) individual Emergency Support Function (ESF) Annexes, six (6) Recovery Support Function (RSF) Annexes, six (6) Support Annexes/Appendices, and five (5) Incident Annexes/Appendices.

PURPOSE, SCOPE, SITUATION OVERVIEW AND ASSUMPTIONS

Purpose

The purpose of the SERRP is to establish a framework for how State of Arizona agencies and departments conduct all-hazards emergency response and recovery.

Scope

The SERRP describes the structure for implementing State of Arizona response and recovery policy and operational coordination for all types of incidents. This Plan is implemented when any emergency or disaster reaches a level that overwhelms local, county, or tribal resources or is determined by the Governor to constitute a statewide emergency.

Applicability

The SERRP is applicable to all State agencies and departments that may be tasked to provide emergency assistance in the form of personnel and/or equipment resources, or to conduct operations in the context of an actual or potential statewide emergency or disaster.

The SERRP applies to:

- Any State agency or department that may:
  - Be tasked to provide response and recovery assistance.
  - Require emergency assistance to perform critical missions and services as directed per statutory requirements.
- Any political subdivision within the State requiring, or in a position to provide, assistance.
- Any Federally recognized tribal government located within the State of Arizona that formally requests State or county emergency assistance.
- Any non-governmental organization (NGO) designated in an ESF Annex in this document.
- Any organization considered critical infrastructure/key resource (CI/KR) and requiring or capable of providing emergency response assistance.

Situation Overview

The SERRP leverages the results of the annual State of Arizona *State Preparedness Report* (SPR), *Threat and Hazard Identification and Risk Assessment* (THIRA), and other applicable local, tribal, and state threat and hazard data to develop and build the response and recovery Core Capabilities addressed in this document. Threats and hazards addressed include, but are not limited to, the following:

- Natural hazards, including floods, wildland and urban fires, drought, and heat emergencies.
- Technological and infrastructure hazards, such as transportation system failure, dam failure, chemical or other hazardous materials spills, and radiological or nuclear material releases having the potential to cause extensive fatalities and severe economic impacts.

- Terrorist acts involving conventional weapons, weapons of mass destruction (WMDs), physical threats, and armed attacks.
- Cyber-security threats exploiting critical infrastructure systems, placing the State's security, economy, and public safety and health at risk.

No single threat or hazard exists in isolation. As an example, a hurricane can lead to flooding, dam failures, and hazardous materials spills. The SERRP, therefore, focuses on core capabilities that can be applied to deal with cascading effects.

Planning Assumptions

The SERRP is based on the following planning assumptions:

- Incidents begin locally and end locally, and may occur at any time and with little or no warning.
- Incidents are typically managed at the lowest possible jurisdictional level.
- Incidents may immediately or rapidly overwhelm the capabilities of local, county, tribal governments, and private sector owners and operators.
- Incidents may require the activation of the SEOC to coordinate operations and/or resource support.
- Incidents may require significant information sharing across multiple jurisdictions and between public and private sectors.
- Incidents may involve single or multiple geographic areas simultaneously.
- Incidents may have significant impact, both physical and economic, beyond the State of Arizona.
- Incidents may involve multiple hazards or threats.
- Incidents may disrupt State, local, county, and tribal government operations.
- Incidents may result in a large number of casualties, fatalities, health and medical problems, displaced persons, property loss, disruption of normal critical infrastructure and key resource systems, essential public services, and significant damage to the environment.
- Incidents may attract an influx of spontaneous volunteers and donations.
- Incidents may require prolonged incident management operations and support activities.
- Incidents may require long-term recovery and individual and family assistance activities.
- Incidents may result in significant short-term and long-term economic impact.
- Incidents may require the integration of Federal, State, county, local, tribal, non-governmental and private sector resources.
- The Governor may request the President to declare a major disaster or emergency under the provisions of the Robert T. Stafford Act.

PLAN STRUCTURE

The SERRP consists of the following components:

Basic Plan

- The Basic Plan describes the overall State structure comprising the statewide approach to incident management. It is designed to integrate the efforts and resources of local, county, tribal, state, private-sector, non-governmental organizations, and, if necessary the Federal government.
- The Basic Plan includes overarching planning assumptions, roles and responsibilities, concept of operations, incident management and plan maintenance guidance.

Annexes and Appendices

Annexes and appendices provide high-level overviews from subject matter expert agencies. They are meant to provide a simplified explanation that agencies can use rapidly.

- **Emergency Support Function (ESF) Annexes**

  The ESFs are individually coordinated by a Primary Agency, which has been selected based on authorities, resources, and capabilities necessary to support the respective functional areas. The ESF Annexes:

  - Detail the high-level missions, policies, structure, and responsibilities of State agencies for coordinating emergency response and providing programmatic support to local, county, and tribal authorities, and other State agencies.
  - May be augmented by supporting incident annexes/appendices, plans, and procedures.
  - Include specific functions of the ESF Primary and Support agencies.
  - May be selectively activated for both Stafford Act and non-Stafford Act incidents where State departments or agencies request Department of Emergency & Military Affairs (DEMA) coordination assistance.

- **Recovery Support Function (RSF) Annexes**

  The RSFs are individually coordinated by a Primary Agency with significant authorities, roles, resources, or capabilities for a particular function within the RSF which orchestrates support within their functional area for affected jurisdictions. The RSF Annexes:

  - Bring together core recovery capabilities of State departments and agencies and other supporting organizations, including those not active in emergency response, to focus on community recovery needs.
  - Include capabilities of the Primary and Support agencies.

  RSF Partners promote recovery planning during non-emergency times to enhance recovery capabilities using guidance from the AZDRF.

Relationship of DEMA and Stakeholders to Emergency and Recovery Support Function Annexes

Support Annexes/Appendices

Support Annexes/Appendices provide guidance to support functional processes and administrative requirements necessary to support agency incident management objectives.

Incident Annexes/Appendices

Incident Annexes/Appendices provide guidance and describe the functional processes and requirements related to unique SERRP incident response and recovery activities.

Emergency Support Functions (ESFs) and Scope

ESF #1 Transportation & Infrastructure

- Aviation/airspace management and control
- Transportation safety
- Restoration/recovery of transportation infrastructure
- Movement restrictions
- Damage and impact assessment

ESF #2 Communications

- Coordination with telecommunications and information technology industries
- Restoration and repair of telecommunications infrastructure
- Protection, restoration, and sustainment of national cyber and information technology resources
- Oversight of communications within the Federal incident management and response structures

ESF #3 Public Works and Engineering

- Infrastructure protection and emergency repair
- Infrastructure restoration
- Engineering services and construction management
- Emergency contracting support for life-saving and life-sustaining services

ESF #4 Firefighting

- Coordination of firefighting activities

- Support to wildland, rural, and urban firefighting operations

ESF #5 Emergency Management

- Coordination of incident management efforts
- Issuance of mission assignments
- Resources and human capital
- Incident action planning

ESF #6 Mass Care

- Mass care
- Emergency assistance
- Disaster housing
- Human services

ESF #7 Logistics

- Incident logistics planning, management, and sustainment capability
- Resource support (facility space, equipment, supplies, contracting services, etc.)

ESF #8 Public Health & Medical

- Public health
- Medical support activities
- Mental health services
- Mass fatality management

ESF #9 Search & Rescue

- Life-saving assistance
- Search and rescue operations

ESF #10 Hazardous Materials

- Hazardous materials (chemical, biological, radiological, etc.) response
- Environmental short- and long-term cleanup

ESF #11 Agriculture & Natural Resources

- Animal and plant disease and pest response
- Food safety and security
- Natural and cultural resources and historic properties protection and restoration

ESF #12 Energy

- Energy infrastructure assessment, repair, and restoration
- Energy industry utilities coordination
- Energy forecast

ESF #13 Public Safety

- Facility and resource security
- Security planning and technical and resource assistance
- Public safety and security support

- Support to access, traffic, and crowd control

ESF #14 Recovery & Mitigation

- Social and economic community impact assessment
- Long-term community recovery assistance to local governments, the private sector, individual and families
- Analysis and review of mitigation opportunities

ESF #15 External Affairs

- Emergency public information
- Media relations

Recovery Support Functions (RSFs) and Purpose

RSF #1 Community Planning & Capacity Building

- Helps build recovery capacities and community planning resources of local, county, state, and tribal governments.

RSF #2 Economic

- Integrates state and federal resources to help local, county, and tribal governments and the private sector sustain and/or rebuild businesses and employment. Works with impacted areas to develop economic opportunities that result in sustainable and economically resilient communities after large-scale and catastrophic incidents.

RSF #3 Health and Social Services

- Focuses on assisting locally-led recovery efforts in the restoration of the public health, health care, and social services networks to promote the resilience, health and well-being of affected individuals and communities.

RSF #4 Housing

- Coordinates and facilitates the delivery of Federal, state, private, and voluntary agency resources and activities to assist impacted communities in the rehabilitation and reconstruction of destroyed and damaged housing.

RSF #5 Infrastructure Systems

- Facilitates the integration of the capabilities of state and Federal government and voluntary agencies in support of local, county, and tribal governments and other infrastructure owners and operators efforts to achieve recovery goals relating to the State's multiple infrastructure systems.

RSF #6 Natural and Cultural Resources

- Integrates state, Federal and voluntary agency assets and capabilities to help county, local, and tribal governments and communities address long-term environmental and cultural resource recovery needs after disaster incidents.

Support Annexes/Appendices

Donations Management Support Annex

- Coordinates the activities of DEMA and private voluntary organizations in responding to the needs of disaster victims in an efficient and timely manner.

Financial Management Support Annex

- Provides guidance to ensure incident-related funds are provided in a timely manner and that financial management is conducted in accordance with established policies, regulations, and standards.

Private-Sector Support Annex

- Outlines the process for incident management coordination and integration with the private sector, including those designated Critical Infrastructure/Key Resource (CI/KR) sectors and other relevant industries.

Business Emergency Coordination Center Support Appendix

- Supports the Private-Sector Support Annex by providing guidance for the establishment of a virtual forum for the rapid dissemination of information, determination of needs, aggregation of integrated solutions, and fulfillment of critical requirements during an incident or event.

Tribal Relations Support Annex

- Describes the policies, responsibilities, and concept of operations for the coordination and interaction with tribal authorities when requesting State support.

Volunteer Management Support Annex

- Describes the coordinating processes used to ensure the most efficient and effective utilization of both spontaneous unaffiliated volunteers and certified, affiliated volunteers during incidents of statewide or national significance.

Incident Annexes/Appendices

Cyber Incident Annex

- Establishes procedures for a multi-disciplinary, broad-based approach to prepare for, remediate, and recover from catastrophic cyber events impacting critical State processes and economy.

Nuclear/Radiological Incident (NRI) Annex

- Provides an organized and integrated structure for a timely, coordinated response by State agencies to incidents involving nuclear or radiological materials.

Palo Verde Nuclear Generating Station (PVNGS) Appendix

- Supports the Nuclear/Radiological Incident (NRI) Annex by providing an organized and integrated structure for a timely, coordinated response by State agencies to a radiological, mechanical, or hostile action incident at the PVNGS resulting in a potential/actual threat to the health and safety of the general public.

Radiological Dispersion Device (RDD) / Improvised Nuclear Device (IND) Appendix

- Supports the Nuclear/Radiological Incident (NRI) Annex by providing structure for a timely, coordinated response by State agencies related to the immediate response

and to short-term and long-term recovery activities for incidents involving the release of radioactive materials following the deliberate detonation of an RDD or IND.

Terrorism Investigation Incident Annex

- Describes law enforcement and Federal criminal investigation coordinating structures and processes in response to a terrorist event.

CONCEPT OF OPERATIONS

Resource and policy issues are addressed at the lowest organizational level practicable. Unresolved issues are forwarded up to the next level for resolution.

State of Arizona response and recovery activities, as detailed in the SERRP and the AZDRF, are based on the unique situational needs related to each incident. Specific State agency and department roles and responsibilities are outlined in each ESF and RSF contained in this document and Support and Incident Annexes/Appendices provide additional information. Nothing in the SERRP alters or impedes the ability of first responders to carry out their specific authorities or perform assigned responsibilities.

The SERRP facilitates coordination of requested resources among local, county, tribal, state, Federal, non-governmental organizations, and the private sector without superseding any organizations' authorities or statutory functions.

Each ESF, RSF, and Support and Incident Annex/Appendix may be assigned a number of missions. The designated Primary Agencies are responsible for coordinating the activities of the applicable Annex and ensuring that mission(s) are accomplished. Primary Agencies and Support Agencies have the authority to execute response operations.

Execution

Upon execution of the SERRP, the DEMA Director, Division of Emergency Management, will initiate State response by activating the SEOC and notifying the appropriate State agencies and departments assigned to the activated ESF, RSF, and Support and Incident Annexes/Appendices. These agencies will take appropriate actions in accordance with the SERRP and through their respective agency guidelines or SOPs.

Decisions related to public protection are vested in the level of government best suited for conducting the hazard analysis. In most cases, the level of government will be the local, county, or tribal authority. In those cases where the Governor declares a statewide emergency, this function may be assumed by the Governor or SEOC Policy Chief (DEMA Director, Division of Emergency Management).

Response Facility Organization

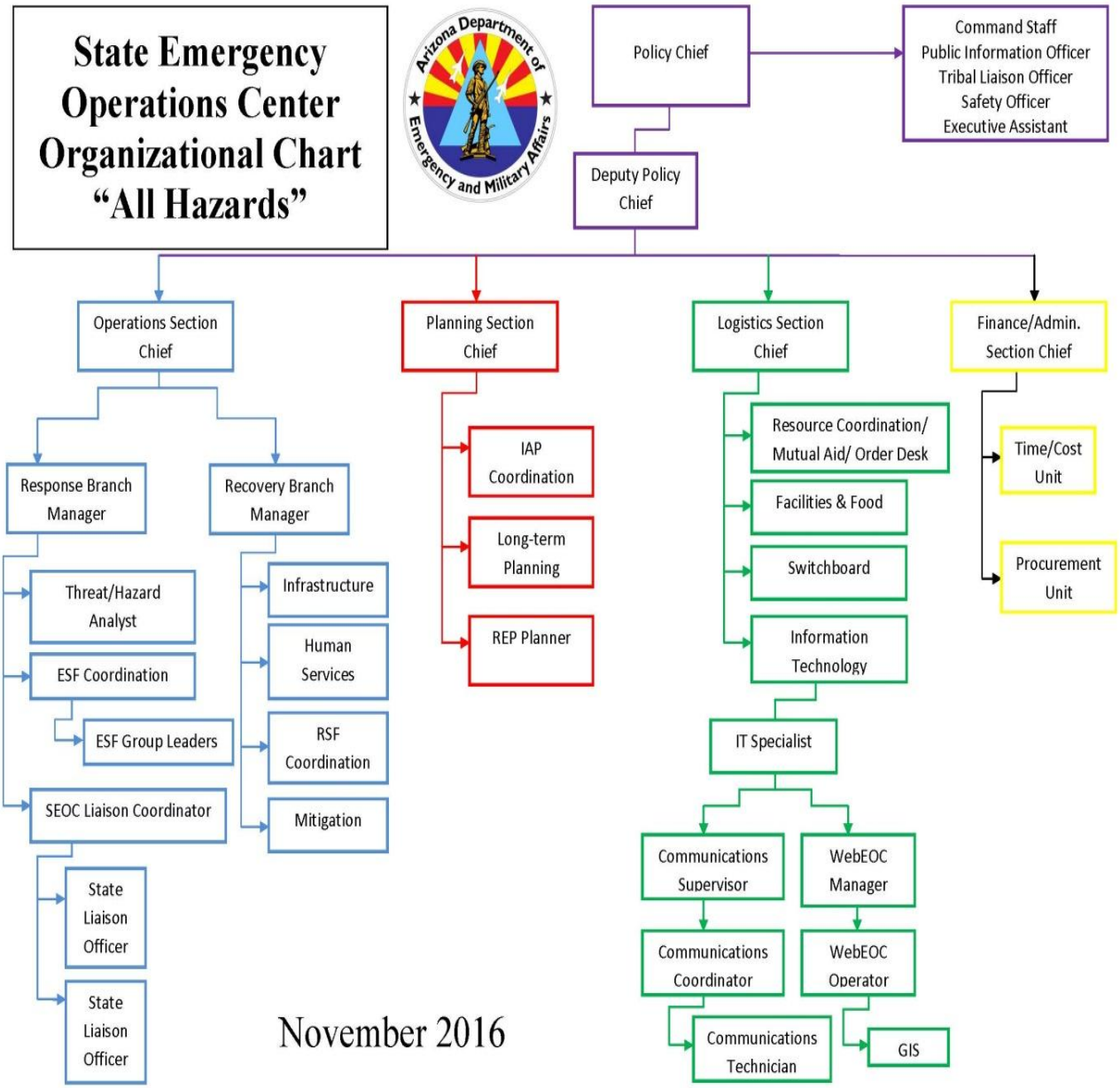
In addition to the local, county, and tribal Emergency Operations Centers (EOCs), Incident Command Posts (ICPs), and other facilities, multiple State and Federal operating facilities may also be activated to facilitate the movement and utilization of personnel and resources. The following represents the key State facilities most often referenced in the SERRP and most often activated during emergencies and disasters:

- The SEOC is maintained and operated by DEMA to coordinate State response and support.

- Staffed by DEMA personnel and representatives from the activated ESF(s) and RSF Primary, Support agencies, or both based on the incident.
- Initial point-of-contact for affected county and tribal governments, State response support agencies and departments, Federal agencies, public inquiry, and the media regarding State response activities.
- May relocate in the event the SEOC becomes inoperable or uninhabitable to the alternate SEOC at the Pima County Emergency Operations Center, Tucson, Arizona.

- Joint Field Office (JFO) - the primary location for the coordination of State/Federal response and recovery operations during Presidential-declared disasters and houses the Federal Coordinating Officer (FCO) and staff.
- Disaster Recovery Center (DRC) - the primary location within an impacted community for Federal, State, local and non-governmental recovery assistance to individuals and families affected by a Federally declared event.
- Individual Assistance Service Center (IASC) - the State equivalent of a Federal Disaster Recovery Center (DRC).
- Joint Information Center (JIC) - a fixed facility established near an incident area which serves as a focal point for the coordination and dissemination of information to the public and media concerning incident prevention, preparedness, response, recovery, and mitigation.
  - Under certain authorities and circumstances, agencies and departments may issue their own news releases related to their policies, procedures, and programs; however, these are to be coordinated with the JIC.

State Emergency Operations Center Organization Chart



Multi-Jurisdictional Incidents

Emergencies and disasters may affect a number of local governments, counties and communities concurrently. In those instances, upon request, the State government may provide the following support:

- Technical assistance for response, recovery operations, or both for each impacted/declared county/tribal government.
- State Liaisons may be dispatched for each impacted county/tribe to coordinate communications between the county/tribe and the SEOC.
- Coordination of ESF and RSF agency and department resources to support the impacted jurisdiction's operations through the SEOC.
- Representation at Incident Command Post(s) where critical or expedited State assistance precludes normal response activities.

Resource Coordination

Upon activation of an ESF, RSF, or Support or Incident Annex/Appendix, a Primary Agency is authorized in coordination with SEOC to initiate and carry out actions to accomplish the related missions. This may include tasking designated Support Agencies.

Each Primary and Support Agency will provide resources within their authorities and capabilities. ESF, RSF, or both agencies will allocate available resources based on identified priorities as requested, and as available.

- When resources are not available within local, county or tribal government, the Primary Agencies will seek to fulfill the request from another Primary or Support Agency and or the private sector.
- The SEOC will serve as a central information source regarding availability and disposition of State and/or Federal resources.

Recovery Operations

The SEOC is responsible for coordinating recovery activities.

- Certain recovery activities may commence concurrent with response operations.
- Additional information regarding recovery and mitigation activities is available in both ESF #6 (Mass Care Annex), ESF #14 (Recovery & Mitigation Annex), and the AZDRF.

Following State response to an emergency or disaster, the following will occur:

- DEMA shall coordinate the preparation of an After-Action Report/Improvement Plan documenting the State response effort or involvement. After-Action Reports/Improvement Plans shall be developed for any level of response efforts or involvement, to include non-SEOC activation and undeclared events.
- Within 30 workdays, upon request from DEMA, each State agency involved in the response effort will provide DEMA with an After-Action Report outlining that agency's involvement in the disaster.

- DEMA may submit a copy of the completed After-Action Report for all incidents to the Homeland Security Digital Library (HSDL.org) as a best practice.

ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

Police, fire, public health and medical, emergency management, public works, environmental response, and other personnel are often the first to arrive and the last to leave an incident site.

- In some instances, a State or Federal agency in the local area may act as a first responder, and the assets of these agencies may be used to assist local officials in accordance with agency authorities and procedures.
- Mutual aid agreements provide mechanisms to mobilize and employ resources from neighboring jurisdictions to support the incident response.
- Each local, county, and tribal authority establishes and provides for emergency management within its jurisdiction in accordance with State emergency plans and programs and local, county, or tribal ordinances. When local, county, tribal, or private sector resources and capabilities are overwhelmed; they may request State assistance through a declaration of emergency proclamation. Subsequently, the Governor may request Federal assistance under a Presidential emergency/disaster declaration. What follows is a summary of the roles and responsibilities of key elected officials and those State agencies and departments that are signatories to the SERRP.

Governor

As a State's Chief Executive, the Governor is responsible for the public safety and welfare of the people of the State of Arizona. Specifically the Governor:

- Is responsible for coordinating State resources to address the full spectrum of actions to prevent, prepare for, respond to, mitigate against, and recover from incidents in an all-hazards context to include natural disasters, human-caused accidents, terrorism, and other emergencies and disasters.
- Under Title 26, 303, (E)1, "…shall have complete authority over all agencies of the state government and the right to exercise, within the area designated, all police power vested in the state by the constitution and laws of this state in order to effectuate the purposes of this chapter."
- Is the Commander-in-Chief of the Arizona National Guard when in State Active Duty
- Requests Federal assistance when it becomes clear that local, county, tribal or State, capabilities to respond to or recover from an incident will be insufficient or are exhausted.

County Chairpersons

The Chairperson, County Board of Supervisors, as the political jurisdiction's chief executive, is responsible for the public safety and welfare of the people of that county. Specifically County Chairpersons:

- Are responsible for coordinating county resources to address the full spectrum of actions to prevent, prepare for, respond to, mitigate against, and recover from incidents

involving all hazards including natural disasters, human-caused accidents, terrorism, and other emergencies and disasters.

- Provide leadership and play a key role in communicating to the public, and in helping people; businesses, and organizations cope with the consequences of any type of incident within the county or unincorporated town.
- May authorize negotiations and entrance into mutual aid agreements with other jurisdictions to facilitate resource sharing.
- Request State and Federal assistance through the Governor when the jurisdiction's capabilities are insufficient or exhausted.

Tribal Chief Executive Officer

The Tribal Chief Executive Officer is defined as the individual responsible for the public safety and welfare of the people of that tribal nation.

- Is responsible for coordinating tribal resources to address the full spectrum of actions to prevent, prepare for, respond to, mitigate against, and recover from incidents involving all hazards including terrorism, natural disasters, human-caused accidents, and other emergencies and disasters. Specifically the Tribal Chief Executive Officer:
  - Provides leadership and plays a key role in communicating to the tribal nation.
  - Negotiates and enters into mutual aid agreements with other tribes/jurisdictions and neighboring political subdivisions (counties) to facilitate resource sharing.
  - May request State and Federal assistance through the Governor, when the tribe's capabilities are insufficient or exhausted.
  - May elect to deal directly with the Federal Government. Federal agencies can work directly with the tribe within existing authorities and resources.

State Emergency Council (SEC)

The State Emergency Council (SEC) was established in 1971 and has a variety of duties related to State emergencies. It does not have the authority to promulgate rules however it does have the authority to make recommendations to the Governor on rules, policies, and procedures as it fulfills the following functions. Specifically the SEC:

- Monitors each State-declared Emergency;
- Informs the Governor when a disaster is substantially mitigated;
- Approves and monitors the use of the Governor’s Emergency Fund;
- Issues a State of Emergency in the absence or unavailability of the Governor and the Secretary of State; and
- Performs duties in accordance with applicable State statutes.

Department of Emergency & Military Affairs (DEMA), Division of Emergency Management (ADEM)

- Coordinates the cooperative effort, within Arizona, of the Federal government, State agencies and departments, political subdivisions, mutual aid and emergency compact partners, and non-governmental organizations.
- Provides necessary coordination of State personnel and equipment to alleviate suffering and loss resulting from an emergency or disaster.
- Works with the Federal Coordinating Officer (FCO), during Presidential-declared disasters.
- Is appointed by the Governor to coordinate State response and recovery activities.
- Functions as the principal point of contact regarding local, county, and State activities, implementation of this plan, State compliance with the Federal-State agreement, and disaster assistance following a County/State Declaration of Emergency or Major Disaster.

All State Agencies

- Appoint an emergency coordinator and an alternate to act and make decisions on behalf of the agency during emergencies/disasters.
- Develop and maintain Incident Operations Plans (IOPs) for accomplishing Primary and/or Support Agency responsibilities assigned in the SERRP Annexes/Appendices.
- Develop cooperative agreements and relationships with private organizations and associations that possess resources or capabilities for assistance.
- Establish and maintain liaison with Federal counterparts to ensure their procedures and available resources are current.

Non-Governmental Organizations

Arizona has a number of volunteer organizations (non-governmental organizations or NGOs) that provide assistance during emergencies. The American Red Cross (ARC) and The Salvation Army (TSA) assume the lead agency roles for most volunteer efforts associated with mass care, sheltering, and donations management during incidents.

A number of NGOs, including the ARC and TSA, are members of the Voluntary Organizations Active in Disaster (VOAD). The Arizona VOAD is identified as AzVOAD.

While each NGO is a stand-alone group, they regularly communicate with each other, exchange ideas, supplies, equipment and volunteers.

Federal Government Support

Pursuant to *Homeland Security Presidential Directive #5* (HSPD 5) and delineated in the *National Response Framework* (NRF), the Secretary, Department of Homeland Security is responsible for coordinating Federal operations to prepare for, respond to, mitigate against, and recover from major disasters, terrorist attacks, and other emergencies. Additionally, the Secretary is designated as the Principal Federal Official for domestic incident management. This role includes coordinating all Federal resources utilized in response or recovery

operations related to a major disaster or terrorist attack where Federal support is requested by the State. Specific information related to Federal support can be found in the NRF. The Arizona All-Hazards Concept of Operations Plan owned by FEMA Region IX is used by Arizona and FEMA Region IX as a guide when FEMA assistance is needed in Arizona.

State ESF Activation and Coordination

The SEOC is the primary focal point for incident coordination and situational awareness during statewide emergencies or disasters. The SEOC upon activation, and based on the incident, may maintain a sustained 24/7 interagency coordination operation; fusing public safety, incident intelligence, emergency response, public information, public health & medical, mass care and private sector reporting. The SEOC also facilitates emergency management information sharing and operational coordination with other local, county, tribal, Federal, and nongovernmental EOCs. Specifically the SEOC:

- Establishes and maintains real-time communications links with local, county, state agency and departmental EOCs, as well as appropriate Federal and non-governmental EOCs and relevant elements of the private-sector.
- Provides general situational awareness, common operational picture, and provides support to, and acting upon requests for information from, the Office of the Governor and the Arizona Department of Homeland Security.

These actions are facilitated and accomplished by the SEOC activating those ESFs pertinent to an incident and the coordination of response and recovery functions tasked to each ESF Primary Agency and Support Agency.

ESF Primary and Support Agencies and Partners

Through the Primary Agencies and Support Agencies, the ESF structure provides a modular concept to energize the precise components that can best address the requirements of a particular incident. A large scale natural or human-caused disaster may require the activation of all ESFs. A localized flood or wildland fire might only require activation of a select number of ESFs. Based on the requirements of the incident, ESFs provide the interagency staff to support operations of the SEOC, county EOCs and, if necessary, the JFO. Assignments of ESF Primary (P) Agency or Support (S) Agencies are as follows:

Emergency Support Function (ESF) Primary and Support Agencies															
	ESF 1	**ESF 2**	**ESF 3**	**ESF 4**	**ESF 5**	**ESF 6**	**ESF 7**	**ESF 8**	**ESF 9**	**ESF 10**	**ESF 11**	**ESF 12**	**ESF 13**	**ESF 14**	**ESF 15**
Agency	**Transportation/ Infrastructure**	**Communications**	**Pub Works/ Engineering**	**Firefighting**	**Emergency Mgmt**	**Mass Care**	**Logistics**	**Pub Health & Medical**	**Search & Rescue**	**Hazardous Materials**	**Agriculture/ Natural Resources**	**Energy**	**Public Safety**	**Recovery & Mitigation**	**External Affairs**
AZ Attorney General (AZAG)														S	
AZ Commission for the Deaf & Hard-of-Hearing (ACDHH)						S								S	
AZ Office on Tribal Affairs														S	
AZ Corporation Commission (ACC)										S		S			
AZ Counter Terrorism Information Center (ACTIC)		S													
AZ Department of Administration (ADOA)	S	S	S				S		S			S		S	
AZ Department of Agriculture (AZDA)						S	S	S			**P**	S	S	S	
AZ Department of Corrections(ADC)	S			S			S						S		
AZ Department of Economic Security (ADES)		S				S							S	S	
AZ Department of Education (ADE)														S	
AZ Department of Emergency & Military Affairs (DEMA) • AZ Division of Emergency Management (ADEM)	S	**P**	S	S	**P**	**P**	**P**		**P**		S	**P**		**P**	**P***

Emergency Support Function (ESF) Primary and Support Agencies															
	ESF 1	ESF 2	ESF 3	ESF 4	ESF 5	ESF 6	ESF 7	ESF 8	ESF 9	ESF 10	ESF 11	ESF 12	ESF 13	ESF 14	ESF 15
Agency	**Transportation/ Infrastructure**	**Communications**	**Pub Works/ Engineering**	**Firefighting**	**Emergency Mgmt**	**Mass Care**	**Logistics**	**Pub Health & Medical**	**Search & Rescue**	**Hazardous Materials**	**Agriculture/ Natural Resources**	**Energy**	**Public Safety**	**Recovery & Mitigation**	**External Affairs**
AZ Department of Environmental Quality (ADEQ)			S	S			S	S		**P**	S	S		S	
AZ Department of Forestry and Fire Management (ADFFM)	S	S		**P**			S	S						S	
AZ Department of Gaming (ADG)													S		
AZ Department of Health Services (ADHS)		S	S	S		S		**P**	S		S			S	
AZ Department of Homeland Security (ADOHS)		S				S	S								
AZ Department of Housing (ADOH)				S		S			S					S	
AZ Department of Insurance (ADOI)													S	S	
AZ Department of Liquor Licenses & Control (ADLLC)													S		
AZ Department of Public Safety (ADPS)	S	S		S		S	S	S	S	S	S	S	**P**	S	
AZ Department of Real Estate (ADRE)														S	
AZ Department of Revenue (ADOR)													S	S	
AZ Department of Transportation (ADOT)	**P**	S	**P**	S		S	S	S	S	S	S	S	S	S	
AZ Department of Water Resources (ADWR)		S	S				S	S						S	

Emergency Support Function (ESF) Primary and Support Agencies															
	ESF 1	**ESF 2**	**ESF 3**	**ESF 4**	**ESF 5**	**ESF 6**	**ESF 7**	**ESF 8**	**ESF 9**	**ESF 10**	**ESF 11**	**ESF 12**	**ESF 13**	**ESF 14**	**ESF 15**
Agency	**Transportation/ Infrastructure**	**Communications**	**Pub Works/ Engineering**	**Firefighting**	**Emergency Mgmt**	**Mass Care**	**Logistics**	**Pub Health & Medical**	**Search & Rescue**	**Hazardous Materials**	**Agriculture/ Natural Resources**	**Energy**	**Public Safety**	**Recovery & Mitigation**	**External Affairs**
AZ Game and Fish Department (AZGFD)		S		S			S			S	S		S	S	
AZ Health Care Cost Containment System (AHCCCS)						S								S	
AZ National Guard (AZNG)	S	S	S							S	S		S		
AZ Radiation Regulatory Agency (ARRA)			S				S	S		S					
AZ Registrar of Contractors (AZROC)			S											S	
AZ State Parks (ASP)	S						S						S	S	
*ESF #15 – DEMA serves as the interim Primary Agency until the lead agency for the incident can assume those duties.															

Emergency Support Function (ESF) Private Sector Support Partners															
	ESF 1	**ESF 2**	**ESF 3**	**ESF 4**	**ESF 5**	**ESF 6**	**ESF 7**	**ESF 8**	**ESF 9**	**ESF 10**	**ESF 11**	**ESF 12**	**ESF 13**	**ESF 14**	**ESF 15**
Agency	**Transport/ Infra**	**Comms**	**Pub Works/ Engineering**	**Firefighting**	**Emergency Mgmt**	**Mass Care**	**Logistics**	**Pub Health & Medical**	**Search & Rescue**	**Hazardous Materials**	**Agriculture/ Natural Res**	**Energy**	**Public Safety**	**Recovery & Mitigation**	**External Affairs**
Aetna								S						S	
APS	S											S		S	
Arizona Grand Resort						S								S	
Avnet															
AZ WARN	S														
Banner Health						S		S						S	
Big Lots						S								S	
CenturyLink	S	S												S	
Charles Schwab															
Fry's						S		S			S			S	
General Dynamics															
Intuit, Inc															
Marriott						S								S	
Mutual of Omaha														S	
Siemens															
Southwest Gas	S											S		S	
SRP	S											S		S	
Sundt Construction														S	
Target						S		S						S	
Team Security						S	S						S	S	
TEP	S											S		S	
USAA														S	
Vanguard														S	

Emergency Support Function (ESF) Private Sector Support Partners															
	ESF 1	**ESF 2**	**ESF 3**	**ESF 4**	**ESF 5**	**ESF 6**	**ESF 7**	**ESF 8**	**ESF 9**	**ESF 10**	**ESF 11**	**ESF 12**	**ESF 13**	**ESF 14**	**ESF 15**
Agency	**Transport/ Infra**	**Comms**	**Pub Works/ Engineering**	**Firefighting**	**Emergency Mgmt**	**Mass Care**	**Logistics**	**Pub Health & Medical**	**Search & Rescue**	**Hazardous Materials**	**Agriculture/ Natural Res**	**Energy**	**Public Safety**	**Recovery & Mitigation**	**External Affairs**
Vantage West														S	
Verizon	S	S				S								S	
Walgreens						S		S						S	
Walmart						S		S						S	
Wells Fargo Bank														S	

RSF Primary and Support Agencies and Partners

The RSFs are individually coordinated by a Primary Agency selected based on authorities, roles, resources, or capabilities for a particular function within the RSF. The Primary Agency orchestrates support within their functional area for affected jurisdictions. Assignments of RSF Primary (P) Agency or Support (S) Agencies are as follows:

Recovery Support Function (RSF) Primary & Support Agencies and Private Sector Partners						
	RSF 1	**RSF 2**	**RSF 3**	**RSF 4**	**RSF 5**	**RSF 6**
Agency/Partner	**Community Planning & Capacity Bldg**	**Economic**	**Health & Social Services**	**Housing**	**Infrastructure Systems**	**Natural & Cultural Res**
AZ Attorney General (AZAG)	S		S			
AZ Board of Appraisal (ABOA)				S		
AZ Commerce Authority (ACA)	S	S				
AZ Commission for the Deaf & Hard-of-Hearing (ACDHH)	S		S			
AZ Department of Administration (ADOA)	S	S	S	S	S	S
AZ Department of Agriculture (AZDA)	S		S	S		S
AZ Department of Economic Security (ADES)			S			
AZ Department of Education (ADE)	S		S			
AZ Department of Emergency & Military Affairs (DEMA) • AZ Division of Emergency Management (ADEM)	**P**	**P**				
AZ Department of Environmental Quality (ADEQ)	S		S		S	**P**
AZ Department of Forestry and Fire Management (ADFFM)	S				S	S
AZ Department of Health Services (ADHS)	S		**P**		S	S
AZ Department of Homeland Security (ADOHS)	S					
AZ Department of Housing (ADOH)	S			**P**	S	S
AZ Department of Insurance (ADOI)	S			S		
AZ Department of Public Safety (ADPS)	S		S			S
AZ Department of Real Estate (ADRE)	S			S		
AZ Department of Transportation (ADOT)	S				**P**	S
AZ Department of Veteran's Service (ADVS)				S		
AZ Department of Water Resources (ADWR)	S				S	S
AZ Game and Fish Department (AZGFD)	S				S	S
AZ Health Care Cost Containment System (AHCCCS)	S		S			
AZ Office of Indian Affairs (AIA)	S			S		S
AZ Registrar of Contractors (AZROC)	S			S		
AZ State Land Department (ASLD) • Cartographer's Office				S		
AZ State Parks (ASP)	S					S
American Institute of Architects, Arizona				S		

Recovery Support Function (RSF) Primary & Support Agencies and Private Sector Partners						
	RSF 1	**RSF 2**	**RSF 3**	**RSF 4**	**RSF 5**	**RSF 6**
Agency/Partner	**Community Planning & Capacity Bldg**	**Economic**	**Health & Social Services**	**Housing**	**Infrastructure Systems**	**Natural & Cultural Res**
American Red Cross (ARC)	S		S	S	S	
AZ Statewide Independent Living Council (ASILC)	S		S			
AZ Voluntary Organizations Active in Disasters (AzVOAD)	S		S	S	S	S
Board of Examiners of Nursing Care Institutions Administration & Assisted Living Facility Managers				S		
Citizens Corps Programs • Community Emergency Response Teams (CERT)	S		S		S	S
Citizens Corps Programs • Medical Reserve Corps (MRC)	S		S			S
Corporation for National and Community Service			S			
Department of Housing and Urban Development (HUD)	S	S		S		
Federal Emergency Management Agency (FEMA)	S	S		S	S	S
Governor's Office of Youth, Faith, and Family				S		
Indian Health Services (IHS)			S			
Natural Resource Conservation Service (NRCS)					S	
Operation HOPE		S				
Small Business Administration (SBA)	S	S		S	S	S
The Salvation Army (TSA)	S		S		S	
US Department of Agriculture (USDA)		S				
US Department of Agriculture (USDA) • Farm Services Agency (FSA)						S
US Department of Agriculture (USDA) • US Forest Service (USFS)					S	
US Department of Health and Human Services (DHHS)		S				
US Department of Interior (DOI)		S			S	
US Department of Justice (DOJ)			S			
US Department of Labor (DOL)		S	S			
US Department of Treasury (DOTR)		S				
US Environmental Protection Agency (EPA)		S				
US Veterans Affairs (VA)			S			
Private Sector Partners						
Aetna		S				
APS	S	S			S	S
Arizona Grand Resort		S				
Avnet	S	S				
AZ WARN	S				S	S
Banner Health			S			

Recovery Support Function (RSF) Primary & Support Agencies and Private Sector Partners						
	RSF 1	RSF 2	RSF 3	RSF 4	RSF 5	RSF 6
Agency/Partner	Community Planning & Capacity Bldg	Economic	Health & Social Services	Housing	Infrastructure Systems	Natural & Cultural Res
Big Lots	S	S				
CenturyLink	S				S	
Charles Schwab		S				
Desert Botanical Garden						S
Fry's			S			S
General Dynamics		S				
Intuit, Inc		S				
Marriott		S				
Mutual of Omaha		S				
Siemens						
Southwest Gas	S				S	S
SRP	S				S	S
Sundt Construction				S		
Target		S	S			
Team Security						
TEP	S				S	S
USAA		S	S			
Vanguard		S				
Vantage West		S				
Verizon	S				S	
Walgreens			S			
Walmart			S			

Support Annexes and Appendices

Support Annexes and Appendices provide specific guidance for incident management coordination in these subject matter areas:

Support Annexes/Appendices Primary & Support Agencies and Private Sector Partners						
Agency/Partner	Donations Management Support	Financial Management Support	Private-Sector Coordination Support	BECC Appendix	Tribal Relations Support	Volunteer Management Support
AZ Attorney General (AZAG)		S	S		S	
AZ Board of Appraisal (ABOA)		S	S		S	
AZ Commerce Authority (ACA)		S	S		S	
AZ Commission for the Deaf & Hard-of-Hearing (ACDHH)		S	S		S	
AZ Department of Administration (ADOA)		S	S		S	

Support Annexes/Appendices Primary & Support Agencies and Private Sector Partners						
Agency/Partner	**Donations Management Support**	**Financial Management Support**	**Private-Sector Coordination Support**	**BECC Appendix**	**Tribal Relations Support**	**Volunteer Management Support**
AZ Department of Agriculture (AZDA)		S	S		S	
AZ Department of Economic Security (ADES)		S	S		S	
AZ Department of Education (ADE)		S	S		S	
AZ Department of Emergency & Military Affairs (DEMA) • AZ Division of Emergency Management (ADEM)	**P**	**P**	**P**	**P**	**P**	**P**
AZ Department of Environmental Quality (ADEQ)		S	S		S	
AZ Department of Forestry and Fire Management (ADFFM)		S	S		S	
AZ Department of Health Services (ADHS)		S	S		S	S
AZ Department of Homeland Security (ADOHS)		S	S		S	
AZ Department of Housing (ADOH)		S	S		S	
AZ Department of Insurance (ADOI)		S	S		S	
AZ Department of Public Safety (ADPS)		S	S		S	S
AZ Department of Real Estate (ADRE)		S	S		S	
AZ Department of Transportation (ADOT)		S	S		S	
AZ Department of Veteran's Service (ADVS)		S	S		S	
AZ Department of Water Resources (ADWR)		S	S		S	
AZ Emergency System for Advanced Registration of Volunteer Health Professionals ESAR-VHP					S	S
AZ Game and Fish Department (AZGFD)		S	S		S	
AZ Health Care Cost Containment System (AHCCCS)		S	S		S	
AZ Office of Indian Affairs (AIA)		S	S		S	
AZ Registrar of Contractors (AZROC)		S	S		S	
AZ State Land Department (ASLD) • Cartographer's Office		S	S		S	
AZ State Parks (ASP)		S	S		S	
American Institute of Architects, Arizona			S		S	
American Red Cross (ARC)	S		S		S	S
AZ Statewide Independent Living Council (ASILC)		S	S		S	
AZ Voluntary Organizations Active in Disasters (AzVOAD)	S		S		S	S
Board of Examiners of Nursing Care Institutions Administration & Assisted Living Facility Managers		S	S		S	
Citizens Corps Programs (CCP) • Community Emergency Response Teams (CERT) • Local Citizens Corps Programs • The Fire Corps (TFC), Medical Reserve Corps (MRC), Volunteers in Police Services (VIPS), USA on Watch			S		S	S
Citizens Corps Programs • Medical Reserve Corps (MRC)			S		S	

Support Annexes/Appendices Primary & Support Agencies and Private Sector Partners						
Agency/Partner	**Donations Management Support**	**Financial Management Support**	**Private-Sector Coordination Support**	**BECC Appendix**	**Tribal Relations Support**	**Volunteer Management Support**
County Emergency Management (CEM)		S			S	
Corporation for National and Community Service			S		S	
Department of Housing and Urban Development (HUD)			S		S	
Federal Emergency Management Agency (FEMA)			S		S	
Governor's Office of Youth, Faith, and Family		S	S		S	
Hands On Greater Phoenix (HGP)					S	S
Indian Health Services (IHS)			S		S	
Natural Resource Conservation Service (NRCS)			S		S	
Operation HOPE			S		S	
Small Business Administration (SBA)			S		S	
Society of St. Vincent De Paul (SVDP)	S		S		S	
The Salvation Army (TSA)	S		S		S	S
Tribal Emergency Management (TEM)					S	
US Department of Agriculture (USDA)			S		S	
US Department of Agriculture (USDA) • Farm Services Agency (FSA)			S		S	
US Department of Agriculture (USDA) • US Forest Service (USFS)			S		S	
US Department of Health and Human Services (DHHS)			S		S	
US Department of Interior (DOI) (BIA)			S		S	
US Department of Justice (DOJ)			S		S	
US Department of Labor (DOL)			S		S	
US Department of Treasury (DOTR)			S		S	
US Environmental Protection Agency (EPA)			S		S	
US Veterans Affairs (VA)			S		S	
Private Sector Partners			S			
Aetna			S			
APS			S			
Arizona Grand Resort			S			
Avnet			S			
AZ WARN			S			
Banner Health			S			
Big Lots			S			
CenturyLink			S			
Charles Schwab			S			
Desert Botanical Garden			S			
Fry's			S			
General Dynamics			S			

Support Annexes/Appendices Primary & Support Agencies and Private Sector Partners						
Agency/Partner	**Donations Management Support**	**Financial Management Support**	**Private-Sector Coordination Support**	**BECC Appendix**	**Tribal Relations Support**	**Volunteer Management Support**
Intuit, Inc			S			
Marriott			S			
Mutual of Omaha			S			
Siemens			S			
Southwest Gas			S			
SRP			S			
Sundt Construction			S			
Target			S			
Team Security			S			
TEP			S			
USAA			S			
Vanguard			S			
Vantage West			S			
Verizon			S			
Walgreens			S			
Walmart			S			

Incident Specific Annexes/Appendices

Incident Annexes/Appendices provide guidance related to unique SERRP incident response and recovery activities and are listed as follows:

Incident Annexes/Appendices State Agency Primary and Support and Private Sector Partners					
Agency/Partner	**Cyber Indident**	**Nuclear/Radiological Incident**	**PVNGS Appendix – Nuc/Rad Incident**	**RDD/IND Appendix – Nuc/Rad Incident**	**Terrorism Investigation**
AZ Department of Administration (ADOA, ASET, SPR, ASOC, AISAC) US Computer Emergency Readiness Team (US-CERT)	**P**				
AZ Department of Agriculture (AZDA)		S	S	S	
AZ Department of Economic Security (ADES)		S	S	S	
AZ Department of Emergency & Military Affairs (DEMA) • AZ Division of Emergency Management (ADEM) • AZ National Guard (AZNG)	S	**P**	**P**	**P**	S
AZ Department of Environmental Quality (ADEQ)		S	S	S	
AZ Department of Health Services (ADHS)		S	S	S	S
AZ Department of Homeland Security (ADOHS)	S				S
AZ Department of Housing (ADOH)		S		S	
AZ Department of Public Safety (ADPS, ACTIC)	S	S	S	S	**P**

Incident Annexes/Appendices State Agency Primary and Support and Private Sector Partners					
Agency/Partner	**Cyber Indident**	**Nuclear/Radiological Incident**	**PVNGS Appendix – Nuc/Rad Incident**	**RDD/IND Appendix – Nuc/Rad Incident**	**Terrorism Investigation**
AZ Department of Real Estate (ADRE)					
AZ Department of Transportation (ADOT)		S	S	S	
AZ Radiation Regulatory Agency (ARRA)		S	S	S	S
AZ State Land Department (ASLD)		S		S	
Multi-State Information Sharing and Analysis Center (MS-ISAC)	S				S

DIRECTION, CONTROL, AND COORDINATION

DEMA coordinates statewide response and recovery support efforts by means of the Incident Command System (ICS). ICS, as set forth in the SERRP, is consistent with the concepts and principles of the National Incident Management System (NIMS). ICS provides standardized terminology and procedures, unified command and an action planning process, which identifies incident response strategies and specific tactical actions. Utilizing ICS, the SEOC provides direction, control and coordination of State of Arizona resources during emergency operations. It is comprised of five sections:

- Policy Section is responsible for the strategic direction of statewide emergency operations and decision-making. When this plan is activated, DEMA, specifically the Director, Division of Emergency Management, assumes overall responsibility and DEMA becomes the lead agency for the coordination of emergency response and recovery support activities. This includes, under ARS Statute Title 26-305.01, to act as the lead policy authority to activate and utilize the State of Arizona/Maricopa County Offsite Emergency Response Plan – Palo Verde Nuclear Generating Station in conjunction with the coordinator and response group working in consultation with designated representatives. In a catastrophic incident, the Director may elect to consult with the FEMA Region IX Administrator regarding when to request activation of the Region IX Arizona All-Hazards Concept of Operations Plan in order to expedite the ordering of Federal Resources.
- Plans Section coordinates elements of information to provide incident analysis and is responsible for monitoring, reporting the current situation status, and projecting and planning for future contingencies.
- Operations Section is responsible for State tactical command coordination and incident response assets. Operations Section monitors and assesses current operational conditions, shortfalls and unmet human needs through State agencies and volunteer organizations. The Operations Section, via the Recovery Branch, also coordinates Governor and Presidential Emergency Declarations and coordinates the establishment of assistance centers, as appropriate.

- Logistics Section coordinates personnel, resources, communications augmentation, supplies, procurement, etc., required to support State agency response.
- Finance and Administration Section coordinates the cost accounting aspects related to response and recovery.

INFORMATION COLLECTION, ANALYSIS, AND DISSEMINATION

DEMA coordinates the collection, analysis and dissemination of state agency and department information during an incident. This process is coordinated with local, county, tribal government, State, Federal, non-governmental organizations, and the private sector based on the scope of the incident. For terrorist incidents involving pre-incident intelligence, this may also include the Arizona Fusion Center, also known as the Arizona Counter Terrorism Information Center (ACTIC), operated jointly by the Arizona Department of Public Safety and the FBI. Terrorist incidents are addressed in the *Terrorism Incident Annex* contained in this document.

Public information activities will be conducted to ensure the coordinated, timely, and accurate release of a wide range of information to the news media and the public about emergencies and other disaster related activities (see ESF #15 – External Affairs). These activities will utilize the Joint Information System and may be carried out from the SEOC or the Joint Information Center, if established.

COMMUNICATIONS

Emergency and disaster response and recovery require extensive communications support. Within the State of Arizona, communications systems vary widely in type, size and complexity. The State supports local, county, regional and statewide communications with the assistance of a wide range of communications equipment, operations centers and personnel.

Disaster response originates at the local level and can expand to the Federal government. When communications systems are disrupted, local jurisdictions, tribal governments, and private sector entities respond using available resources and capabilities. When additional support is required, county authorities may seek assistance from the State.

The SEOC serves as a full-spectrum, continuously operating a statewide communications hub, maintaining contact with partner organizations throughout all phases of emergency operations.

Dedicated communication networks have been established linking the SEOC, local, county and tribal governments, non-governmental organization, and Federal warning centers and response facilities. Primary warning points are monitored on a 24-hour basis and are charged with initiation of the notification to government response organizations.

DEMA will coordinate the establishment of temporary communications in the areas affected by an incident according to the SERRP. Support will include State agency communications, commercially leased communications and communication services provided by volunteer groups.

A DEMA communications vehicle is available to provide backup radio communications support as well as well as other Type 3 vehicles located around the State with VHF, UHF and

800 MHz radios on a generator. Additionally, a National Guard communications vehicle is available to support State requirements.

Communications systems available include, but are not limited to: FEMA National Radio System (FNARS), landline, cellular and satellite telephone equipment and service, Arizona Public Service Company radio network, National Warning System (NAWAS), VHF and UHF high-band radio, RACES and ARES amateur radio networks, video teleconference, e-mail; and WebEOC.

FINANCE AND LOGISTICS

Finance and logistic activities will be conducted in accordance with each agencies' and department's plans, policies and procedures, which are coordinated with the SERRP and other applicable State, local and tribal authority plans and procedures.

Finance

- All liabilities incurred under the provisions of the SERRP will be assumed and protected per applicable *Arizona Revised Statutes*.
- Administration of State and Federal disaster assistance will be in accordance with the rules, policies, and procedures outlined in this document.
- Further information regarding financial management is available in the Financial Management Support Annex to this Plan.

Logistics

The Governor of the State of Arizona is responsible for State government operations per ARS Statute 41-101. The Governor maintains the authority to direct any State agency to utilize its authorities and resources. This role may be minimal when providing resource support for local emergencies and disasters or more significant for those incidents considered to be statewide emergencies.

DEMA is responsible for identification and location of supplemental logistical support, including Arizona National Guard aviation and ground resources and the 91st Civil Support Team (CST). Requests for National Guard assistance will be forwarded to the DEMA Director via SEOC Operations Section Chief. The DEMA Director, Division of Emergency Management, will evaluate the requests and make appropriate recommendations to the Adjutant General and the Governor.

The Governor may, on behalf of the State, enter into reciprocal aid agreements or compacts, mutual aid plans or other interstate arrangements for the protection of life and property with other States and the Federal government. Such mutual aid arrangements may include the furnishing of supplies, equipment, facilities, personnel and services.

DEMA is responsible for requesting, coordinating and approving state-level mutual aid assistance through the Arizona Mutual Aid Compact (AZMAC).

Arizona is signatory to the national Emergency Management Assistance Compact (EMAC) and will respond in accordance with the directives outlined in the state statute.

Arizona Department of Administration is responsible for procurement of equipment, supplies and materials not available from State resources.

State agencies will be responsible for documentation of equipment and supplies utilized in the response and recovery operations.

Local and county governments will be responsible for logistical support of activities and documentation of equipment and supplies utilized in the response and recovery operations.

Federal government will be responsible for logistical support of its response forces.

DISASTER DECLARATIONS

The provisions of this Plan are applicable to all incidents that require a proclamation of a State of Emergency by the President or Governor. Local, county, tribal, and State emergency/disaster requests for disaster assistance will be made in accordance with:

- Town/City Government
  - Upon declaration of a local emergency, the mayor will govern by proclamation and has the statutory authority to impose all necessary regulations to preserve the commitments of local resources in accordance with emergency plans.
  - The local emergency proclamation should be forwarded to the county emergency services/management director.
- County Government
  - Upon receipt of a local emergency proclamation, the Chairman of the Board of Supervisors will notify the SEOC that a situation exists that may require the proclamation of a county local emergency and forward the resolution and an application for state assistance to the DEMA Director, Division of Emergency Management.
- Tribal Nations and Communities
  - Tribal nations and communities are recognized as sovereign nations. The residents of these Indian nations/tribes are also citizens of the State.
  - Tribal nations and communities may independently declare an emergency and they may also declare a local emergency and make a disaster request.
- State Government
  - Upon receipt of a local or county emergency declaration, the DEMA Director, Division of Emergency Management, will advise the Governor of the situation, and provide recommendation. The Governor may proclaim a State of Emergency in response to the request and execute all or portions of this plan.
  - The Governor’s authority does not require a local or county declaration and request for assistance. He/she can execute a declaration for all or part of the State if circumstances require such action.
  - When Federal aid is needed or a Presidential Major Disaster or Emergency Declaration is requested, the Governor’s Designee will contact the FEMA

Region IX Administrator for assistance and to submit a formal request. The following actions will support these requests:

- Survey the affected areas, jointly with FEMA staff if possible, to determine the extent of private and public damage.
- Estimate the types and extent of Federal disaster assistance required.
- Consult with the FEMA Regional Director on eligibility for Federal disaster assistance.
- Furnish information on the extent and nature of State resources that have been or will be used to alleviate the conditions of the disaster.
- Certification by the Governor that State and local governments will assume all applicable non-Federal cost share required by the Stafford Act.

- The completed request, addressed to the President, is sent through the FEMA Regional Director. The FEMA Regional Director makes a recommendation to the DHS, Under Secretary, Federal Emergency Management Agency who, in turn, recommends a course of action to the President.

- For incidents for which a Presidential Declaration is not made and a State agency or department is responding under its own authorities, that entity may require additional assistance from other State agencies or departments. In such circumstances, the affected State agency or department may request SEOC coordination to obtain that assistance.
- The SEOC will use this plan's Annexes and/or Appendices as the mechanisms for coordinating required support from other agencies. When such SEOC assistance is provided, the incident becomes a State-declared emergency/disaster, and the SEOC will coordinate State resource requests under that authority. The SEOC will designate a State Response Coordinator (SRC) to coordinate the resource coordination.

PLAN DEVELOPMENT AND MAINTENANCE

This plan is a living document and the Arizona Department of Emergency and Military Affairs (DEMA), Division of Emergency Management (ADEM), in coordination with agencies and departments identified in the ESFs, RSFs, Support and Incident Annexes/Appendices, shall review this plan on and on-going basis, based on gaps identified during drills, exercise, or actual events, and revise/update as needed.

State agencies and departments shall review and update their respective EOPs in accordance with this and all future versions of the SERRP. Local, county, and tribal authorities are encouraged to review and update their respective EOPs in accordance with this and all future versions of the SERRP.

The Governor establishes the need for the SERRP via Executive Order 2013-07. The Director, Division of Emergency Management, Department of Emergency and Military Affairs shall review the SERRP on an annual basis.

Training and Exercising the Plan

DEMA will provide training and exercise advice, counsel, and technical assistance to local,

county, tribal, State private sector, and non-governmental organizations agencies as appropriate.

General response training is also conducted as part of the player meetings preceding scheduled drills and exercises.

DEMA will coordinate periodic exercises of the SERRP, consistent with the Homeland Security Exercise Evaluation Program (HSEEP), to ensure a comprehensive and continuing validation of the content as well as supporting plans and procedures.

A summary of plan reviews, updates, changes and training, exercise and engagement activities is included in the introductory material of this document.

AUTHORITIES AND REFERENCES – UNDER REVISION

- ARS § Title 26 Military Affairs and Emergency Management, Chapter 2, Article 1
- ARS § Title 26-303 (D)(E)(F)(G)(H), Emergency powers of Governor; termination; authorization for adjutant general; limitation
- ARS § Title 26-305 (A)(B)(C)(D), Division of emergency management; duties; director; term; qualifications; compensation; emergency management training fund
- ARS § Title 26-305.01 (A)(B), Nuclear emergency plan; duties of division and director
- ARS § Title 26-402, Emergency Management Assistance Compact
- ARS § Title 41-401, The Governor, Chapter 1, Article 1
- Executive Order #2013-07 Adoption of Revised 2013 Arizona Emergency Response and Recovery Plan.

EMERGENCY SUPPORT FUNCTION ANNEXES

EMERGENCY SUPPORT FUNCTION #1 - TRANSPORTATION & INFRASTRUCTURE ANNEX

Primary Agency

AZ Department of Transportation (ADOT)

Support Agencies

AZ Department of Administration (ADOA)
AZ Department of Corrections (ADC)
AZ Department of Emergency & Military Affairs (DEMA)
- *AZ Division of Emergency Management (ADEM)*
- *AZ National Guard (AZNG)*

AZ Department of Forestry and Fuel Management (AFFM)
AZ Department of Public Safety (ADPS)
AZ State Parks (ASP)

Private Sector Partners

APS
AZ WARN
CenturyLink
Southwest Gas
SRP
Tucson Electric Power
Verizon

INTRODUCTION

Purpose

Emergency Support Function (ESF) #1 – Transportation and Infrastructure describes disaster assistance available to county, local, tribal, and state entities through ADOT's efforts in:

- Coordinating transportation infrastructure restoration and recovery activities.
- Supporting and assisting law enforcement agencies in traffic access and control.
- Providing access to transportation equipment and personnel as requested and as available.

Scope

ESF #1 provides transportation support to assist in incident management throughout the State and its tribal nations upon request from an overwhelmed jurisdiction. Activities within the scope of ESF #1 functions include:

- Processing and coordinating requests for state, Federal, private, and non-governmental transportation support.
- Coordination of alternate transportation services as required.
- Coordination of state agencies and resources to manage, restore, and maintain transportation arteries.

- Assess the damage to the transportation infrastructure.
- Analyze the effects of disasters on the interstate and statewide transportation system.
- Monitor the accessibility of transportation capacity and congestion.
- Implement management controls as required.

NOTE: Guidance for transporting people and supplies is contained in the ESF relating to the specific need (e.g., mass care, search and rescue, etc.). It is essential to the orderly flow of resources for ESFs to advise ESF #1 of all transportation movements arranged directly.

NATIONAL FEMA CORE CAPABILITIES

Though not listed separately, all ESFs support the Core Capabilities of ***Planning***, ***Operational Coordination***, and ***Public Information and Warning***. The following Response Core Capability, as delineated in the National Response Framework, is directly supported by ESF #1:

- ***Critical Transportation***

ROLES AND RESPONSIBILITIES

Primary Agency	Actions

AZ Department of Transportation (ADOT)	• Coordinate the provision of state, Federal, and non-governmental transportation services in support of local, county, state, and tribal governmental entities.
	• Coordinate response activities of the transportation infrastructure and provide oversight of the affected transportation systems and infrastructure.
	• Coordinate the recovery, restoration and safety of the transportation infrastructure and provide long-term coordination of recovery of the affected transportation systems and infrastructure.
	• Manage ADOT headquarters/State Engineers Office (SEO) functions including the Traffic Operations Center (TOC) and ADOT Departmental Operations Center (DOC).
	• Provide trained personnel to staff ESF #1 responsibilities at the SEOC Operations Section, the JFO, MACC, local EOC's or any other temporary facility in the impacted region as required.
	  o The representative to the SEOC - Operations Section, Public Safety Branch will serve as liaison between the SEOC and ADOT and provide information on road closures, infrastructure damage, debris removal, and restoration activities.
	• Implement emergency functions to include the prioritization and/or allocation of state resources necessary to maintain and restore the State's transportation infrastructure.
	• Assess the condition of highways, bridges, tunnels and other components of the State's transportation infrastructure and:
	  o Close those determined to be unsafe.

	○ Post signing and barricades. ○ Inform law enforcement and emergency management personnel. ○ Protect, maintain and restore critical transportation routes and facilities. • Support and assist law enforcement agencies in traffic access and control, hazardous materials containment response and damage assessment. • Assist state and local government entities in determining the most viable available transportation networks to, from and within the disaster area and regulate the use of such networks. • Provide technical assistance to local, county, and tribes in the assessment of damage to the transportation infrastructure and the analysis of the impact of the disaster on transportation operations in the disaster area. • Coordinate and implements, as required, emergency-related response and recovery functions performed under ADOT statutory authorities. This includes coordinated management of the emergency highway funding for federally owned highways and highways on the Federal Aid System, hazardous material movement, and damage assessment, including safety- and security-related actions. • Assist in restoring the transportation infrastructure through ESF #3 and the Stafford Act program. • Maintain records of cost and expenditures according to guidelines established in the Emergency Assistance Guide. • Provide ADOT law enforcement assets available as requested. • Communicate, collaborate, coordinate and cooperate with DOT/Federal Aviation Administration, which oversees the operation and regulation of the U.S. National Airspace System, including during emergencies.
Support Agencies	**Actions**
AZ Department of Administration (ADOA)	• Assist in identifying sources for and contracting transportation services. • Provide financial management assistance upon request.
AZ Department of Corrections (ADC)	• Provide transportation assets and personnel as requested and as available.
AZ Department of Emergency & Military Affairs (DEMA) - AZ Division of Emergency Management (ADEM)	• Coordinate the acquisition, movement, and distribution of State-owned resources to the incident area upon request. • Initiate transportation actions prior to ESF #1 full activation with other county EOC's. • Keep ADOT informed of early transportation actions with counties. • Assume responsibility for closeout of actions after ADOT and other ESF support agencies deactivate. • Assist in restoring the transportation infrastructure through ESF #3 – Public Works and Engineering and the Stafford Act. • Initiate and coordinates State requests for Federal assets via EMAC and/or FEMA Region IX prior to designation of Presidential-declaration.

AZ Department of Emergency & Military Affairs (DEMA) - AZ National Guard (AZNG)	• Provide staffing to the SEOC (and Joint Operations Center) to support ESF function when requested. • Provide military transportation capacity and personnel to move essential resources as requested and available. • Assist in restoration of the transportation infrastructure as requested.
AZ Department of Forestry and Fire Management (AFFM)	• Provide transportation assets and personnel.
AZ Department of Public Safety (ADPS)	• Provide staffing to the SEOC when requested in accordance with ESF #5. • Coordinate road blocks on state and Federal highways. • Provide traffic control assistance. • Provide supplementary departmental transportation assets (e.g., fixed-wing, rotary aircraft and all-terrain vehicles). • Provide transportation support resources (e.g., mechanics, pilots)
AZ State Parks (ASP)	• Provide transportation assets and personnel. • Provide law enforcement assets as requested and available. • Provide helipad access and storage (space) areas. • Provide “off grid” capability (water, generators, etc.).

EMERGENCY SUPPORT FUNCTION #2 – COMMUNICATIONS ANNEX

Primary Agency

AZ Department of Emergency and Military Affairs (DEMA)
- AZ Division of Emergency Management (ADEM)

Support Agencies

AZ Counter Terrorism Information Center (ACTIC)
AZ Department of Administration (ADOA)
AZ Department of Agriculture (AZDA)
AZ Department of Economic Security (ADES)
AZ Department of Forestry and Fire Management (AFFM)
AZ Department of Health Services (ADHS)
AZ Department of Homeland Security (ADOHS)
AZ Department of Public Safety (ADPS)
AZ Department of Transportation (ADOT)
AZ Department of Water Resources (ADWR)
AZ Game and Fish Department (AZGFD)
AZ National Guard (AZNG)

Private Sector Partners

CenturyLink
Verizon

INTRODUCTION

Purpose

Emergency Support Function (ESF) #2 - Communications ensures the provision of state communications support to county, local, tribal, state agency, Federal and private sector response efforts during an incident. This ESF recognizes the National Response Framework (NRF) and the State's Communication Plan(s) as reference. This ESF also facilitates the delivery of information to emergency management decision makers, and assists in the stabilization and reestablishment of communications systems during incidents.

Scope

- Coordinate the establishment of temporary communications in the affected areas. Support will include state agency secure and non-secure communications, commercially leased communications and communications services provided by voluntary groups such as Radio Amateur Civil Emergency Services (RACES), Civil Air Patrol (CAP), etc.
- Supplement the provisions of the National Plan for Telecommunications Support in Non-Wartime Emergencies, hereafter referred to as the National Telecommunications Support Plan (NTSP).
- Where appropriate, communications services may be provided through various sources including Federal DHS programs; Shared Resources (SHARES) High Frequency (HF) Radio Program, Telecommunications Service Priority (TSP) Program, Government

Emergency Telecommunications Services (GETS), and Wireless Priority Services (WPS).

ESF #2 acts to meet the telecommunications and essential elements of information needs of local, county, tribal, state and Federal governmental agencies; nongovernmental organizations; industry essential service providers; other private sector partners; and individuals, families, and households, including individuals with disabilities and others with access and functional needs. The following are responsibilities of ESF #2:

- Provide disaster emergency communications, which consists of the technical means and modes required to provide and maintain operable and interoperable communications in an incident area.
- Support the temporary re-establishment of the basic public safety communications infrastructure.
- Coordinate the provisioning of priority and other telecommunications services at incident support facilities, and provides capabilities and services to aid response and short-term recovery operations.
- Facilitate the delivery of mission critical information to maintain situational awareness for emergency management decision makers and support elements.
- Develop and maintains a communications common operating picture.
- Coordinate incident radio frequencies.

The ESF #2 structure may be used in non-Stafford Act and non-disaster situations where the National Response Framework applies.

NATIONAL FEMA CORE CAPABILITIES

Though not listed separately, all ESFs support the Core Capabilities of ***Planning***, ***Operational Coordination***, and ***Public Information and Warning***. The following Response Core Capabilities, as delineated in the National Response Framework, are directly supported by ESF #2:

- ***Operational Communications***
- ***Infrastructure Systems***

ROLES AND RESPONSIBILITIES

Primary Agency	Actions
AZ Department of Emergency & Military Affairs (DEMA) - AZ Division of Emergency Management (ADEM)	• Alert the appropriate State departments/agencies; non-governmental organizations and private sector entities dependent on nature and complexity of incident. • Develop and maintain primary and alternate communications systems for contact with local jurisdictions, other state agencies, interstate and national agencies as required for mission support. • Develop and supervise a comprehensive statewide emergency communications program and plan. • Assist other state agencies and local jurisdictions in developing

	communications plans and systems that interface with and support the statewide emergency communications system. • Conduct training and communications system exercises to ensure reliable statewide emergency communications support.
Support Agencies	**Actions**
AZ Department of Administration (ADOA) AZ Counter Terrorism Information Center (ACTIC) AZ Department of Agriculture (AZDA) AZ Department of Economic Security (ADES) AZ Department of Emergency & Military Affairs (DEMA) - AZ National Guard (AZNG) AZ Department of Forestry and Fire Management (AFFM) AZ Department of Health Services (ADHS) AZ Department of Homeland Security (ADOHS) AZ Department of Public Safety (ADPS) AZ Department of Transportation (ADOT) AZ Department of Water Resources (ADWR) AZ Game and Fish Department (AZGFD)	• As directed, update the Executive Staff of Agencies, Boards and Commissions as to the status of the incident. • Develop emergency communications support plans that provide alternate or supplementary support to the state emergency communications system. • Develop and implement internal security procedures. • Conduct or participate in periodic tests and/or exercises to ensure responsive and reliable emergency communications support. • Coordinate emergency communications support plans with the DEMA Communications Officer. • Develop emergency communications support plans that provide alternate or supplementary support to the state emergency communications system. • Conduct or participate in periodic tests and/or exercises to ensure responsive and reliable emergency communications support.

EMERGENCY SUPPORT FUNCTION #3 – PUBLIC WORKS & ENGINEERING ANNEX

Primary Agency

AZ Department of Transportation (ADOT)

Support Agencies

AZ Department of Administration (ADOA)
AZ Department of Emergency and Military Affairs (DEMA)
- *AZ Division of Emergency Management (ADEM)*
- *AZ National Guard (AZNG)*

AZ Department of Environmental Quality (ADEQ)
AZ Department of Health Services (ADHS)
AZ Department of Housing (ADOH)
AZ Department of Water Resources (ADWR)
AZ Radiation Regulatory Agency (ARRA)
AZ Registrar of Contractors (AZROC)

INTRODUCTION

Purpose

Emergency Support Function (ESF) #3 – Public Works and Engineering assists the state response by coordinating and organizing the capabilities and resources of state government to facilitate the delivery of public works services, technical assistance, engineering expertise, construction management, and other support to prevent, prepare for, respond to, and/or recover from an incident, disaster or terrorist action that overwhelms available local and/or county resources.

Scope

ESF #3 is structured to provide public works and engineering-related support for the changing requirements of statewide incident management to include preparedness, prevention, response, recovery, and mitigation actions. Activities within the scope of this function include supporting assessments of public works and infrastructure; executing emergency contract support for life-saving and life-sustaining services; providing technical assistance to include engineering expertise, construction management; contracting; and providing emergency repair of damaged public infrastructure and critical facilities.

ESF #3 is linked to and works closely with the Infrastructure Systems Recovery Support Functions (RSF) under the AZ State Disaster Recovery Framework to coordinate the transition from emergency measures to long- term restoration activities.

NATIONAL FEMA CORE CAPABILITIES

Though not listed separately, all ESFs support the Core Capabilities of ***Planning***, ***Operational Coordination***, and ***Public Information and Warning***. The following Response Core Capabilities, as delineated in the National Response Framework, are directly supported by ESF #3:

- ***Infrastructure Systems***
- ***Critical Transportation***
- ***Logistics and Supply Chain Management***
- ***Environmental Response/Health & Safety***
- ***Fatality Management***
- ***Mass Care Services***
- ***Mass Search and Rescue Operations***

ROLES AND RESPONSIBILITIES

Primary Agency	Actions
AZ Department of Transportation (ADOT)	• Provide technical assistance, project management, engineering expertise, and construction management resources and support during response activities to critical infrastructure. • Provide engineering personnel and support to assist in damage assessment, structural inspections, debris clearing, and restoration of the State's transportation infrastructure. • Provide personnel, equipment, supplies and other resources to assist in emergency operations such as repair and restoration of transportation infrastructure (e.g., highways, bridges, transit systems, and railways) as well as debris removal, flood fighting and other related tasks. • Identify private resources, including those of the Associated General Contractors of AZ to support local and county efforts in procurement of external consulting services for assessing the structural and fire safety of damaged buildings and lifelines (public works and utilities). • Provide engineering support to conduct Preliminary Damage Assessments (PDAs) prior to a State or Presidential Disaster declaration and in the preparation of Project Worksheets (PWs) after a declaration. • Coordinate potential funding that can be used for repair or reconstruction of major highway facilities and railroads damaged infrastructure.
Support Agencies	**Actions**
AZ Department of Administration (ADOA)	• Provide technical assistance in contract management, procurement, construction inspection, and environmental assessments.
AZ Department of Emergency & Military Affairs (DEMA) - AZ Division of Emergency Management (ADEM)	• Provide training for personnel selected to assist with the PDAs and PWs prior to dispatch to the disaster area. • Assist in the procedures for documenting expenses.
AZ Department of Emergency & Military Affairs (DEMA) - AZ National Guard (AZNG)	• Provide personnel, supplies, transportation and equipment as requested and available.
AZ Department of	• Provide personnel to assist in damage assessments of drinking water

Environmental Quality (ADEQ)	systems, waste water systems and the decision making process for determining necessary emergency repairs. • Coordinate with ADHS to determine the potability of water from public water systems, the suitability of other sources of water for treatment and/or consumptive use and in identifying hazardous materials having the potential to impact drinking water sources (e.g., ground and surface waters). • Identify locations and provide safety guidance for areas affected by hazardous materials. Ensure the protection and cleanup of these areas. • Assist in locating suitable debris disposal sites and provide guidance on areas affected by hazardous materials (See ESF #10). • Issue emergency environmental waivers and legal clearances for disposal of materials from debris clearance and demolition activities.
AZ Department of Housing (ADOH)	• Provide direct technical support and advice on procurement of external consulting services for assessing the structural and fire safety of damaged buildings and lifelines (public works and utilities). • Provide personnel to assist in damage assessment, structural inspections, debris clearance monitoring, and restoration of facilities in general as requested and as available.
AZ Department of Health Services (ADHS)	• Provide guidance related to health problems associated with hazardous materials. • Coordinate with ADEQ in determining the suitability for human consumption of water from local sources. • Collaborate with ARRA to enable contaminated debris management activities by coordinating and/or providing resources, assessments, data, expertise, technical assistance, monitoring, and other appropriate support.
AZ Department of Water Resources (ADWR)	• Provide technical engineering expertise in determining emergency operations required for restoration, flood control facilities, dam safety, drainage channels and other related areas. • Provide engineering support to assist in evaluating damage to water control systems, such as dams and levees as requested and available.
AZ Geological Survey (AZGS)	• Provide engineering support to assist in evaluating damage to water control systems, such as dams, levees, and water delivery facilities and structures as requested and available.
AZ Radiation Regulatory Agency (ARRA)	• Enable radiological contaminated debris management activities by coordinating and/or providing resources, assessments, data, expertise, technical assistance, monitoring, and other appropriate support.
AZ Registrar of Contractors (AZROC)	• Provide a list of structural contractors whose licenses are in dispute or in revocation upon request. • Assist in contractor disputes related to structural restoration and/or damage estimates associated with a disaster or terrorist incident. • Provide support for local building authorities.

EMERGENCY SUPPORT FUNCTION #4 – FIREFIGHTING ANNEX

Primary Agency

AZ Department of Forestry and Fire Management (AFFM)

Support Agencies

AZ Department of Agriculture (AZDA)
AZ Department of Corrections (ADC)
AZ Department of Emergency & Military Affairs (DEMA)
- AZ Division of Emergency Management (ADEM)
AZ Department of Environmental Quality (ADEQ)
AZ Department of Health Services (ADHS)
AZ Department of Housing (ADOH)
AZ Department of Public Safety (ADPS)
AZ Department of Transportation (ADOT)
AZ Game & Fish Department (AZGFD)

INTRODUCTION

Purpose

Emergency Support Function (ESF) #4 - Firefighting provides support for the detection and suppression of wildland, rural, and urban fires resulting from, or occurring coincidentally with, an all hazard incident requiring a coordinated national response for assistance.

Scope

ESF #4 coordinates firefighting activities and provides personnel, equipment, and supplies in support of local, county, tribal, and state entities involved in wildland, rural, and urban firefighting operations.

NATIONAL FEMA CORE CAPABILITIES

Though not listed separately, all ESFs support the Core Capabilities of ***Planning***, ***Operational Coordination***, and ***Public Information and Warning***. The following Response Core Capabilities, as delineated in the National Response Framework, are directly supported by ESF #4:

- ***Operational Communication***
- ***Logistics and Supply Chain Management***
- ***Infrastructure Systems***
- ***On-Scene Security & Protection and Law Enforcement***
- ***Public Health, Healthcare, and Emergency Medical Services***
- ***Fire Management and Suppression***
- ***Situational Assessment***

ROLES AND RESPONSIBILITIES

Primary Agency	Actions
AZ Department of Forestry and Fire Management (AFFM)	• Maintain contact with the SEOC, advising of resource needs. • Assign representatives as required to the SEOC to coordinate fire service missions and resources in the operations and logistics groups. • Procure resources through the Supplemental Dispatch System. • Provide fire fighting training, conducts fire safety inspections and coordinates some fire service operations in the state.
Support Agencies	**Actions**
AZ Department of Agriculture (AZDA)	• Respond as needed in case of fire threat to farms and ranches. • Respond as needed in case of movement of range livestock into inhabited areas due to fire/threat in their home pastures. • Coordinate provision of livestock transportation resources and temporary holding facilities.
AZ Department of Corrections (ADC)	• Provide fire fighting personnel (certified wildland firefighter inmates from minimum security facilities). • Provide vehicles, water trucks and construction equipment.
AZ Department of Emergency & Military Affairs (DEMA) - AZ Division of Emergency Management (ADEM)	• Coordinate the planning for and response to natural and human-caused fires, and life safety threats except wildland fires, which exceed or are likely to exceed the capability of local government. • Coordinate and manage the use of fire service resources responding to emergencies/disasters through the Supplemental Dispatch System. • Notify the AFCA and ASFD when this ESF is activated and request appropriate representatives to serve in the SEOC. • Provide support and coordination of resources as needed. • Develop operational procedures to include: o Internal and external alert notification. o Expenditure documentation. o Operational checklists. o Coordinate continuing actions and recovery operations. • Maintain a listing of fire service resources in cooperation with AZ Department of Forestry and Fire Management, and the AFCA.
AZ Department of Environmental Quality (ADEQ)	• Assume role of State On-Scene Coordinator (SOSC) for HazMat related issues and ensure environmental (air, waste, water) issues are addressed. • Monitor air quality and meteorological conditions and advise Incident Commander of unhealthy smoke levels for determining whether public evacuations are warranted. • Provide personnel to assist in damage assessments of drinking water systems, wastewater systems and the decision making process for determining necessary emergency repairs. • Coordinate with ADHS to determine the potability of water from

	public water systems, the suitability of other sources of water for treatment and/or consumptive use and in identifying hazardous materials having the potential to impact drinking water sources (e.g., ground and surface waters). • Identify locations and provide safety guidance for areas affected by hazardous materials. Ensure the protection and cleanup of these areas. • Assist in locating suitable debris disposal sites and provide guidance on areas affected by hazardous materials (See ESF #10). • Issue emergency environmental waivers and legal clearances for disposal of materials from debris clearance and demolition activities.
AZ Department of Health Services (ADHS)	• Assist county and tribal public health organizations in identifying available emergency medical services. • Identify special needs supervised care facilities in evacuation area. • Provide epidemiologist services. • Identify ambulance support resources. • Provide support from the state laboratory. • Provide interpretation of air quality data relating to public health. • Assist county public health agencies to ensure compliance with health and safety codes for food establishments relative to power outages.
AZ Department of Public Safety (ADPS)	• Provide security for state property and evacuated areas. • Provide roadblocks on state and federal highways. • Assist in evacuation of threatened population from state lands. • Provide rotary and fixed wing aircraft. • Provide crime laboratory support for evidence collection, body identification and notification of next of kin.
AZ Department of Transportation (ADOT)	• Provide resource and equipment for traffic closures. • Provide law enforcement for road closures. • Provide equipment, supplies and personnel for non-fire tasks. • Provide public information support. • Provide liaison with IMTs as needed.
AZ Game & Fish Department (AZGFD)	• Respond as needed in case of fire threat to fisheries and hatcheries. • Respond as needed in case of movement of wildlife into inhabited areas due to fire/threat in their home territory. • Provide peace officers to control traffic. • Provide transportation resources.

EMERGENCY SUPPORT FUNCTION #5 – EMERGENCY MANAGEMENT ANNEX

Primary Agency

AZ Department of Emergency & Military Affairs (DEMA)
-AZ Division of Emergency Management (ADEM)

Support Agencies

All State Agencies, Boards and Commissions

INTRODUCTION

Purpose

Emergency Support Function (ESF) #5 – Emergency Management is responsible for coordinating overall activities of State-level government for incident response and the management of State resources in support of an overwhelmed jurisdiction, State agency, or tribal nation's request for assistance.

ESF #5 provides the core management and administrative functions toward fulfilling the mission of the State of Arizona Emergency Operations Center (SEOC).

The purpose of the center is to ensure coordinated and effective resource response when an emergency exhausts the capabilities of a county or tribal entity and, if necessary with multiple state and/or federal response agencies.

Coordination of all state-directed response and recovery services will be through the SEOC Section Chiefs and the designated State Coordinating Officer (SCO) to provide for the most efficient management of resources.

Scope

Utilizing the principals and objectives of the National Incident Management System (NIMS) and the Incident Command System (ICS) ESF #5:

- Serve as the support ESF for all State departments and agencies across the spectrum of statewide incident management from prevention to response and recovery.
- Facilitate information flow in the pre-incident prevention phase in order for the potential placement of assets on alert or to preposition assets for quick response.
- Transitions and is responsible for support and planning functions during the post-incident response phase.
- Provide core emergency management and coordination activities of state resources during emergency operations.
- Ensure the efficient use of all resources to protect lives and property.

ESF #5 activities include those functions that are critical to support and facilitate multi-agency planning and coordination for operations involving potential and actual incidents of statewide significance. This includes:

- Alert and notification.

- Deployment and staffing of AZ Department of Emergency & Military Affairs (DEMA) and the AZ Division of Emergency Management (ADEM) emergency response teams.
- Strategic incident action planning.
- Coordination of operations, logistics and material, information management.
- Facilitation of requests for Federal assistance.
- Resource acquisition and management (to include allocation and tracking), worker safety and health, facilities management, financial management, and other support as required.
- Describe to the public the procedures and support requirements necessary for the activation of the SEOC.
- Collect and process disaster conditions and disseminate emergency public information about an actual or a potential emergency situation.

NATIONAL FEMA CORE CAPABILITIES

Though not listed separately, all ESFs support the Core Capabilities of ***Planning***, ***Operational Coordination***, and ***Public Information and Warning***. The following Response Core Capability, as delineated in the National Response Framework, is directly supported by ESF #5:

- ***Situational Assessment***

ROLES AND RESPONSIBILITIES

Primary Agency	Actions
AZ Department of Emergency & Military Affairs (DEMA) - AZ Division of Emergency Management (ADEM)	• Work with all partners to develop coordinated interagency operational plans. • Ensure a common operating picture and shared situational awareness for the whole community through effective planning and information management. • Develop reports and other products for incident situational awareness. • Coordinate and manages the development of interagency remote sensing and geospatial information used in support of a potential or actual response to an incident
Support Agencies	**Actions**
All Support Agencies	• Provide accurate and timely information related to an actual or potential incident. • Develop and executes plans related to an actual or potential incident.

EMERGENCY SUPPORT FUNCTION #6 – MASS CARE ANNEX

Primary Agency

AZ Department of Emergency and Military Affairs (DEMA)
- AZ Division of Emergency Management (ADEM)

Support Agencies

AZ Commission for the Deaf & Hard-of-Hearing (ACDHH)
AZ Department of Agriculture (AZDA)/ State Veterinarian
AZ Department of Economic Security (ADES)
AZ Department of Health Services (ADHS)
AZ Department of Homeland Security (ADOHS)
AZ Department of Housing (ADOH)
AZ Department of Public Safety (ADPS)
AZ Department of Transportation (ADOT)
AZ Health Care Cost Containment System (AHCCCS)
AZ Humane Society (AZHS)
AZ State University (ASU)
AZ Statewide Independent Living Council (ASILC)
AZ Voluntary Organizations Active in Disasters (AzVOAD)
American Red Cross (ARC)
Mental Health Association of Arizona (MHAAZ)
The Salvation Army (TSA)

Private Sector Partners

Arizona Grand Resort
Banner Health
Big Lots
Fry's
Marriott
Target
Team Security
Verizon
Walgreens
Walmart

INTRODUCTION

Purpose

Emergency Support Function (ESF) #6 - Mass Care coordinates and provides life-sustaining resources, essential services, and programs when the needs of disaster survivors exceed local, county, tribal and state government capabilities.

Scope

Mass care, emergency assistance, temporary housing, and human services agencies and organizations at the state, local, county, tribal, and Federal levels work together to provide life-sustaining assistance to disaster survivors. The functions of those primary areas are:

- **Mass Care:** Congregate sheltering, feeding, distribution of emergency supplies, and reunification of children with their parent(s)/legal guardians and adults with their families.

- **Emergency Assistance:** Coordination of voluntary organizations and unsolicited donations and management of unaffiliated volunteers; essential community relief services; non-congregate and transitional sheltering; support to individuals with disabilities and others with access and functional needs in congregate facilities; support to children in disasters; support to mass evacuations; and support for the rescue, transportation, care, shelter, and essential needs of household pets and service animals.
- **Temporary Housing:** Temporary housing options including rental, repair and loan assistance; replacement; factory-built housing; semi-permanent construction; referrals; identification and provision of safe, secure, functional and physically accessible housing; and access to other sources of temporary housing assistance.
- **Human Services:** Disaster assistance programs that help survivors address unmet disaster-caused needs and/or non-housing losses through loans and grants; also includes supplemental nutrition assistance, crisis counseling, recovery case management, disaster unemployment, disaster legal services, and other state human services programs and benefits to survivors.

State ESF #6 agencies are linked closely with two Recovery Support Functions (RSFs) defined in the National Disaster Recovery Framework: Housing and Health and Social Services. Following an incident, these RSFs may be activated concurrently with ESF #6, although their initial focus is on planning and information sharing rather than response. When active at the same time, the ESFs and RSFs collaborate and share information while focusing on their respective functions. There is intentional overlap between ESF and RSF missions, but, as ESF requirements diminish, RSFs assume the residual ESF activities that are associated with recovery. The timing of this transition depends on the incident and the needs of survivors. ESF #6 works closely with the Housing RSF to coordinate the transition of survivors from sheltering and temporary housing to long-term and permanent housing as quickly as possible.

ESF #6 also coordinates closely with the Health and Social Services RSF to ensure continuous support for social services needs in the impacted communities.

NATIONAL FEMA CORE CAPABILITIES

Though not listed separately, all ESFs support the Core Capabilities of ***Planning***, ***Operational Coordination***, and ***Public Information and Warning***. The following Response Core Capabilities, as delineated in the National Response Framework, are directly supported by ESF #6:

- ***Mass Care Services***
- ***Logistics and Supply Chain Management***
- ***Public Health, Healthcare, and Emergency Medical Services***
- ***Critical Transportation***
- ***Fatality Management Services***

ROLES AND RESPONSIBILITIES

Primary Agency	Actions
AZ Department of Emergency & Military Affairs (DEMA) - AZ Division of Emergency Management (ADEM)	Response • Activate SEOC and appropriate primary/support agencies. • Provide mass care, housing and human resources direction, coordination and availability of resources activities. • Coordinate logistical and fiscal activities supporting priorities and activation associated with ESF #6. • Coordinate information on available habitable housing units, within or adjacent to the disaster or affected area for use as emergency shelters. • Provide assistance to human and animal evacuees if necessary. • Act as liaison between the ARC and state agencies. ARC will request assistance from state agencies through the SEOC Operations Section. • Assist in the provision of medical supplies and services. Recovery • Assist in establishing priorities for and the coordination of the transition of ESF #6 response operations to recovery activities via ESF #14 and the Recovery Support Functions. • Assist in victim confidentiality and the release of information for recovery services, benefits eligibility, and notification of relatives. As the primary agency for recovery activities pursuant to a Gubernatorial or Presidential-declared disaster or emergency, ADEM Recovery Section provides ESF #6 staff to various assignment locations, as appropriate. On-Going • Plan and support regular meetings with the primary and support agencies related to preparedness, response, and recovery activities. • Provide leadership in coordinating and integrating overall State/Federal efforts associated with mass care, housing, and human services. • Provide leadership of the Access and Functional Needs Task Force.
Support Agencies	**Actions**
AZ Commission for the Deaf & Hard of Hearing (ACDHH)	• Ensure Mass Care messages are delivered to the population in an accurate and timely manner. • Provide technical assistance to SEOC and other local, county, and tribal entities upon request.
AZ Department of Agriculture (AZDA)	• Provide support involving the emergency relocation of livestock. • Provide technical assistance regarding the care and welfare for food producing animals exposed to a disaster.
AZ Department of Economic Security (ADES)	• Provide human services assistance for those individuals, households and families with mass care and disaster recovery needs including those with access and functional needs currently enrolled in ADES programs. • Assist county authorities in identifying victims with special emergency needs within their respective jurisdictions.

	• Provide Federal food products as overseen by the department upon request and as available.
AZ Department of Health Services (ADHS)	• Assist cities/counties/tribes to ensure that health standards are maintained in shelters (see ESF #8 - Public Health/Medical). • Provide non-medical volunteers through ESAR-VHP to augment personnel assigned to shelters upon request and as available. • Provide technical assistance for shelter operations related to food/nutrition vectors, water supply, and waste disposal. • Assist in the provision of medical supplies, medical screenings and shelter surveys. • Administer Crisis Counseling Program and other disaster-related behavioral health relief as necessary.
AZ Department of Housing (ADOH)	• Provide assistance with acquiring resourcing short-term and long-term housing solutions to impacted survivors.
AZ Department of Public Safety (ADPS)	• Assistance ADOT and local governments in coordinating traffic control and directing evacuees to reception/care centers or shelters. • Coordinate security of reception/care centers or shelters.
AZ Department of Transportation (ADOT)	• Assist the DPS and local law enforcement in directing evacuees and emergency workers to county reception /care centers or shelters.
AZ Health Care Cost Containment System (AHCCCS)	• Provide human services assistance for those individuals, households and families with mass care and disaster recovery needs
AZ Statewide Independent Living Council (SILC)	• Provide technical assistance in sheltering operations, food services and other considerations associated with access and functional needs.
AZ State University (ASU)	• Provide technical & physical assistance in sheltering operations, food services and other considerations.
American Red Cross (ARC)	• Support local government in the management and coordination of sheltering, feeding, emergency first aid services, and support services to the disaster-affected population. • Provide appropriate authorities in response to disaster welfare inquiries and family reunification requests. • Manage mass care logistical and related fiscal activities. • Provide liaison to the SEOC. • As the co-lead for mass care and support agency for ESF #6: • Work with ADEM to identify available mass care capacity, anticipate mass care requirements, and establish strategies to address gaps in coordination with local, state, tribal, and Federal agencies; NGOs; and private sector partners. • Provide mass care technical assistance to ADEM and serves as its principal mass care subject matter expert. • Facilitate coordination and planning among government, NGO, and private sector entities that provide mass care services in response to major disasters.

	• Support ADEM in working with designated state Mass Care Coordinator for mass care in planning, preparedness, and response activities to include exercise participation. • Work closely with ADEM at designated locations to support ESF #6 activities as requested. • Provide situational awareness and reports on current mass care activities prior to and during response operations. • (In conjunction with ADEM) facilitate the mobilization of NGO and private sector partners for the provision of mass care services in support of states. • Support reunification efforts through its Safe and Well web site and reunification teams. • Provide critical disaster relief and preparedness information to the public through proactive media.
Local, County, Tribal Emergency Management	• Maintain responsibility for shelter operations in the unincorporated portions of the county. • Coordinate county operations support requests and tribal jurisdiction ESF #6 needs between the State EOC and impacted jurisdiction(s). • Establish reception and care centers to register evacuees and direct them to an appropriate shelter. The county EOC will work with the SEOC to ensure that evacuees' needs are met. • Ensure that law enforcement support is provided for internal and external shelter security. • Ensure that fire protection and safety services are provided through available community fire departments. • Ensure that emergency medical support is readily available for shelters. • Coordinate with Public Health to ensure sheltering needs are met for assisted care patients in private homes, with limited abilities and latchkey children.
County/Tribal Health	• Provide medical services and equipment to shelters and triage centers as requested and available • Assist shelter operations within jurisdictional boundaries including nutritional guidelines, public health advisories, etc. • Ensure health standards are maintained at shelters. • Ensure sheltering needs are met for assisted care patients in private homes, persons with access and functional needs and latchkey children.
County Sheriff (CSO)	• Assist local and tribal authorities with law enforcement activities including, crowd control, surveillance, shelter security, etc. as requested and available.
Incorporated Communities	• Maintain responsibility for shelter operations within their jurisdiction. Specific organizations located within the community, (i.e., local ARC chapter, school district superintendent, other local voluntary organization(s), etc.) may be requested to assist with sheltering operations.

	• Coordinate the need for additional sheltering or existing shelter logistical needs with the county EOC. • Ensure that local law enforcement provide for internal and external shelter security. • Ensure that fire protection and safety services are available to shelter(s) through community fire department(s). • Ensure that emergency medical support is readily available for shelter(s). • Ensure the sheltering needs are met for assisted care patients in private homes, persons with limited abilities and latchkey children. • Ensure health standards are maintained at shelters. • Coordinate shelter decontamination and/or "shelter sealing" needs with County Public Health and County EOC.
AZ Voluntary Organizations Active in Disaster (AzVOAD)	• Provide assistance in sheltering operations, food services and other identified needs, including housing and human services for disaster victims and families. • Provide liaison/representative to the SEOC upon request.
Citizens Corps Program (CCP)	• Provide certified human resources to complement State response and recovery activities upon request and as available.
The Salvation Army (TSA)	• Support the management and coordination of bulk distribution of emergency relief items. • Provide liaison to the SEOC.
AZ Humane Society (AZHS)	• Provide technical assistance regarding care and welfare for animals exposed to disaster. • Assist in procurement of animal shelter, food, health and medical care needs as requested and as available.
Mental Health Association of Arizona (MHAAZ)	• Provide volunteer disaster behavioral health services, as requested and as available. • Provide technical assistance to SEOC during incident response and recovery operations.
Federal Emergency Management Agency (FEMA) Health and Human Services (HHS) Small Business Administration (SBA)	• See ESF #6 of the National Response Framework (NRF) for federal agency information

EMERGENCY SUPPORT FUNCTION #7 – LOGISTICS ANNEX

Primary Agency

AZ Department of Emergency and Military Affairs (DEMA)
- AZ Division of Emergency Management (ADEM)

Support Agencies

AZ Department of Administration (ADOA)
AZ Department of Agriculture (AZDA)
AZ Department of Corrections (ADC)
AZ Department of Environmental Quality (ADEQ)
AZ Department of Forestry and Fire Management (AFFM)
AZ Department of Health Services (AZDOHS)
AZ Department of Public Safety (ADPS)
AZ Department of Transportation (ADOT)
AZ Department of Water Resources (ADWR)
AZ Game and Fish Department (AZGFD)
AZ Radiation Regulatory Agency (ARRA)
AZ State Parks Department (ASP)
AZ Voluntary Organizations Active in Disasters (AzVOAD)
American Red Cross (ARC)
County Emergency Management (CEM)
The Salvation Army (TSA)

Private Sector Partner

Team Security

INTRODUCTION

Purpose

Emergency Support Function (ESF) #7 – Logistics addresses the provision of state resource support to county and tribal governments and state organizations, prior to, during, and after an incident of statewide significance. This includes the coordination of Non-Governmental Organizations (NGO), and private sector resource response efforts during an incident that overwhelms a political subdivision, tribal nation or state agency.

Scope

This ESF involves the provision of logistical and resource support to local, county and tribal governments and state organizations during the immediate response phase of an emergency/disaster.

- This support may include relief supplies, office or other space required, office equipment, office supplies, telecommunications, contracting services, transportation services and personnel required to support immediate response activities.
- It also provides logistical support for requirements not specifically identified in other ESFs (e.g., stocks surplus to the needs of state government).

- This ESF also addresses the effort and activity necessary to evaluate, locate, obtain and provide essential material resources.

This ESF will coordinate the State's resource support activities in the areas affected by an emergency or disaster. Resource support may include activities involving:

- State departments/agencies.
- Intrastate emergency management mutual aid agreements.
- Non-Governmental Organizations (NGO).
- Other states through the Emergency Management Agency Compact (EMAC).
- The private sector.
- The Federal Government through the National Response Framework (NRF).

This ESF also recognizes that prior to or during an incident of catastrophic proportions within the State; the Federal Government may provide immediate deployment of pre-identified Federal resources to the affected area prior to actual formal request from the State.

NATIONAL FEMA CORE CAPABILITIES

Though not listed separately, all ESFs support the Core Capabilities of ***Planning***, ***Operational Coordination***, and ***Public Information and Warning***. The following Response Core Capabilities, as delineated in the National Response Framework, are directly supported by ESF #7:

- ***Logistics and Supply Chain Management***
- ***Mass Care Services***
- ***Critical Transportation***
- ***Infrastructure Systems***
- ***Operational Communication***

ROLES AND RESPONSIBILITIES

Primary Agency	Actions
AZ Department of Emergency and Military Affairs (DEMA) - AZ Division of Emergency Management (ADEM)	• Coordinate all State resources that are requested and tasked to the emergency or disaster. • Manage resources in accordance with NIMS. • Ensure that all procurement will be made according to current state laws and regulations. • Coordinate with the Federal Government during Catastrophic Incidents to determine what prepackaged response resources are needed under the Federal Catastrophic Incident Supplement.
Support Agencies	**Actions**
AZ Department of Administration (ADOA)	• Implement internal plans to ensure adequate staff and administrative support.

AZ Department of Agriculture (AZDA) AZ Department of Corrections (ADC) AZ Department of Environmental Quality (ADEQ)	• Provide appropriate representation to the SEOC, if and when requested in support of the ESF function. • Provide resources as requested and tasked.
AZ Department of Forestry and Fire Management (AFFM) AZ Department of Health Services (ADOHS) AZ Game and Fish Department (AZGFD) AZ Department of Transportation (ADOT) AZ State Parks Department (ASP) AZ Department of Public Safety (ADPS) AZ Radiation Regulatory Agency (ARRA) AZ Department of Water Resources (ADWR) AZ Department of Homeland Security (ADHS) AZ National Guard (AZNG)	• Ensure adequate staff and administrative support. • Providing appropriate representation to the SEOC, if and when requested in support of the ESF function. • Provide resources as requested and tasked. • Coordinate and request AZ Guard assets for equipment and personnel when all other ESF's have been exhausted.
County & Tribal Emergency Management (CEM)	• Develop and maintain listing of local resources. • Prepare to support other counties/tribal nations under intrastate mutual aid agreements.
AZ Voluntary Organizations Active in Disasters (AzVOAD) American Red Cross (ARC) The Salvation Army (TSA)	• Provide support to development of the whole community logistics supply chain through alignment of pre-planning activities and coordination during responses to major disasters.

EMERGENCY SUPPORT FUNCTION #8 – PUBLIC HEALTH & MEDICAL SERVICES ANNEX

Primary Agency

AZ Department of Health Services (ADHS)

Support Agencies

AZ Department of Agriculture (AZDA)
AZ Department of Emergency & Military Affairs (DEMA)
- AZ Division of Emergency Management (ADEM)
AZ Department of Environmental Quality (ADEQ)
AZ Department of Public Safety (ADPS)
AZ Department of Transportation (ADOT)
AZ Department of Water Resources (ADWR)
AZ Radiation Regulatory Agency (ARRA)
AZ Humane Society (AZHS)
AZ Pharmacy Alliance (AzPA)
AZ Veterinary Medical Association (AZVMA)
AZ Voluntary Organizations Active in Disaster (AzVOAD)
American Red Cross (ARC)
Citizens Corps Program (CCP)
Medical Reserve (MRC)
Mental Health Association of AZ (MHAAZ)
United Blood Services (UBS)

Private Sector Partners

AETNA
Banner Health
Fry's
Target
Walgreens
Walmart

INTRODUCTION

Purpose

Emergency Support Function (ESF) #8 - Public Health and Medical Services provides the mechanism for Federal assistance to supplement local, county, tribal, and state resources in response to a disaster, emergency, or incident that may lead to a public health, medical, behavioral, or human service emergency, including those that have international implications.

Scope

ESF #8 provides planning and coordination of Federal public health, healthcare delivery, and emergency response systems to minimize and/or prevent health emergencies from occurring; detect and characterize health incidents; provide medical care and human services to those affected; reduce the public health and human service effects on the community; and enhance

community resiliency to respond to a disaster. These actions are informed through integrated biosurveillance capability, assessment of health and human service needs, and maintenance of the safety and security of medical products, as well as the safety and defense of food and agricultural products under the Food and Drug Administration's (FDA) regulatory authority.

Public health and medical services (e.g., patient movement, patient care, and behavioral healthcare) and support to human services (e.g., addressing individuals with disabilities and others with access and functional needs) are delivered through surge capabilities that augment public health, medical, behavioral, and veterinary functions with health professionals, pharmaceuticals to include distribution and delivery of medical countermeasures, equipment and supplies, and technical assistance. These services are provided to mitigate the effects of acute and longer-term threats to the health of the population and maintain the health and safety of responders. ESF #8 disseminates public health information on protective actions related to exposure to health threats or environmental threats (e.g., to potable water and food safety).

Jurisdictional medico-legal authorities are assisted in carrying out their fatality management responsibilities by providing specialized teams and equipment to conduct victim identification, grief counseling and consultation, and reunification of remains and effects to authorized person(s). ESF #8 may continue providing services and ensure a smooth transition to recovery while the community rebuilds their capability and assumes administrative and operational responsibility for services. ESF #8 provides supplemental assistance to local, county, tribal and state governments in the following core functional areas:

- Assessment of public health/medical needs
- Health surveillance
- Medical surge
- Health/medical/veterinary equipment and supplies
- Patient movement
- Patient care
- Safety and security of drugs, biologics, and medical devices
- Blood and tissues
- Food safety and defense
- Agriculture safety and security
- All-hazards public health and medical consultation, technical assistance, and support
- Behavioral healthcare
- Public health and medical information
- Vector control
- Guidance on potable water/wastewater and solid waste disposal
- Mass fatality management, victim identification, and decontaminating remains
- Veterinary medical support.

NATIONAL FEMA CORE CAPABILITIES

Though not listed separately, all ESFs support the Core Capabilities of ***Planning***, ***Operational Coordination***, and ***Public Information and Warning***. The following Response Core Capabilities, as delineated in the National Response Framework, are directly supported by ESF #8:

- ***Public Health, Healthcare, and Emergency Medical Services***
- ***Fatality Management***
- ***Mass Care Services***
- ***Critical Transportation***
- ***Environmental Response/Health and Safety***
- ***Logistics and Supply Chain Management***

ROLES AND RESPONSIBILITIES

Primary Agency	Actions
AZ Department of Health Services (ADHS)	• Activates and staffs internal Health Emergency Operations Center (HEOC) appropriate to existing incident. • Requests appropriate ESF #8 organizations to activate and deploy health and medical personnel, equipment, and supplies in response to requests for State public health and medical assistance via SEOC. • Provides leadership in coordinating and integrating overall State efforts to provide public health and medical assistance to the affected area. • Coordinates directly with Federal Health and Medical authorities (e.g. USDHHS, CDC, USPHS, USFDA, etc.). • Assesses whether food facilities in the affected area are able to provide safe and secure food. • Assists and supports county, local, and tribal governments and state agencies in conducting public health disease surveillance and procuring and administering pharmaceuticals in response to emergency public health incidents. • Assists local and county health departments in establishing a registry of potentially exposed individuals, performing dose reconstruction, and conducting long-term monitoring of this population for potential long-term health effects. • Evaluates local requests for deployment or pre-deployment of Strategic National Stockpile (SNS) or Chempack assets based upon relevant threat information. • In collaboration with AZDA, assures the safety and security of food in impacted area. • Provides support for public health matters for radiological incidents.
Support Agencies	**Actions**
AZ Commission for the Deaf & Hard-of-	• Provide subject matter expertise for access and functional needs in general population shelters.

Hearing (ACDHH)	• Provide subject matter expertise for access and functional needs on public messaging. • Assists in public outreach.
AZ Department of Agriculture (AZDA)	• Provide leadership for coordination of animal issues such as disposal of animal carcasses and protection of animal health. • Provide technical assistance regarding zoonotic diseases associated with domestic animals. • Assists in the assurance of food safety, and security, in coordination with ADHS and the SEOC. • Provides technical advice and assistance regarding the handling and disposition of contaminated and non-contaminated animal remains. • Monitors and tests affected area for food supply, livestock and pet animal contamination that may be detrimental to public health.
AZ Department of Emergency & Military Affairs (DEMA) - AZ Division of Emergency Management (ADEM)	• Coordinates logistical and fiscal activities supporting priorities. • Act as liaison between ADHS and state agencies. ADHS will request assistance from state agencies through the SEOC Operations Section. • Coordinates the activation and implementation of state resources. • In coordination with ADHS, assists in the provision of medical supplies and services. • In coordination with ADHS, requests activation of the NDMS and/or SNS as requested and required. • Coordinates federal assistance with the disaster-designated Federal Coordinating Officer (FCO) upon receipt of Presidential Declaration of a Major Disaster. • In conjunction with DPS may request activation/deployment of MMRS; • Performs activities identified in the requisition and deployment of the Strategic National Stockpile. • Provide healthcare volunteers through ESAR-VHP as requested and as needed.
AZ Department of Environmental Quality (ADEQ)	• Assists ADHS in the detection, containment, and removal of chemical and/or biological agents resulting from a terrorist incident involving WMD or other human-caused accident. • Provides support to ADHS and ARRA in public health matters for radiological incidents. • Give technical assistance and environmental information to assess health/medical aspects of situations involving hazardous materials, including technical and policy assistance in matters involving drinking water supplies and wastewater disposal. • Assists in identifying alternate water supplies for critical care facilities. • Provides bio-surveillance, warning, and detection capabilities for the water sector. • Provides advisories on solid and human waste collection and disposal and boil orders for potentially contaminated potable water supply in the affected area(s).

	• Assists county, local, and tribal authorities in the monitoring and surveillance of the incident area.
AZ Department of Public Safety (ADPS)	• Provide security of Federally-allocated SNS State inventories as required while in State custody. • Provide assistance to ADOT and local governments in coordinating traffic control and directing evacuees to reception/care centers or shelters. • Assists in providing security for reception/care centers or shelters.
AZ Health Care Cost Containment System (AHCCCS)	• Provides insurance waivers to disaster impacted areas. • Provides coordination with Regional Behavioral Health Authorities (RHBAs).
AZ Radiation Regulatory Agency (ARRA)	• In collaboration with ADEQ, ADHS and SEOC coordinates State assets for external monitoring and decontamination activities for radiological emergencies. • Provides, in cooperation with other State (and Federal, if Presidential-declared disaster) agencies, personnel and equipment, including portal monitors, to support initial screening and provides advice and assistance to State and local personnel conducting screening/decontamination of persons leaving a contaminated zone. • Provides resources (personnel, specialized equipment, and supplies) to evaluate, control, and mitigate radiological hazards to workers and the public. • Provides assistance in the decontamination of victims. • Assists county, local, and tribal authorities in the monitoring and surveillance of the incident area. • Provides recommendations, advice and assistance on the use of potassium iodide (KI) should a radiological/nuclear event involve the release of radioactive iodine.
AZ Department of Transportation (ADOT)	• In collaboration with the SEOC, and in coordination with other transportation agencies, assists in identifying and arranging for various types of transportation, to include air, rail, and motor vehicle. • At the request of ADHS, assists in patient movement with ADOT resources subject to ADOT statutory requirements (e.g. snow plows for ambulance escort, etc; ADOT does not have resources for patient movement). • Coordinates with the SEOC and the Federal Aviation Administration (FAA) for air traffic control support for priority missions.
AZ Department of Water Resources (ADWR)	• At the request of ADHS, ADWR can provide locations for wells and some water levels. • Provides technical assistance and environmental information for the assessment of the health/medical aspects of situations involving hazardous materials, including technical and policy assistance in matters involving drinking water supplies. • ADWR can assist with policy matters involving drinking water supplies.
American Red Cross (ARC)	• Assists in providing first aid for sick and injured persons. • Provides coordination of blood/blood products in their responsible areas.

	• Provides a representative liaison to the SEOC upon activation and in support of this ESF.
AZ Humane Society (AZHS)	• Provides technical assistance regarding care and welfare for animals exposed to disaster. • Assists in procurement of animal shelter, food, health and medical care needs as requested and as available.
AZ Pharmacy Alliance (AzPA)	• Provides technical assistance, volunteer pharmacy personnel, equipment and supplies to aid victims of an incident of statewide significance.
AZ Veterinary Medical Association (AZVMA)	• Provides assistance in the care of injured animals in coordination with the AZDA and ADHS.
AZ Voluntary Organizations Active in Disaster (AzVOAD)	• Coordinates voluntary agencies that are able to provide resources to the affected areas. • Provides assistance in health care, assisted care, medical equipment and supplies for disaster victims and families. • Provides governmental liaison/representative to the SEOC upon request.
Citizens Corps Program (CCP)	• Provides certified human resources to complement State response and recovery activities upon request and as available.
Medical Reserve (MRC)	• Provide public health support and credential verified health/lay-non health volunteers to complement state response and recovery activities upon request and as available.
Mental Health Association of AZ (MHAAZ)	• Provides volunteer disaster behavioral health services, as requested and as available. • Provides technical assistance to SEOC during incident response and recovery operations.
United Blood Services (UBS)	• Provides coordination and delivery of blood products in their responsible areas.

EMERGENCY SUPPORT FUNCTION #9 – SEARCH & RESCUE ANNEX

Primary Agency

AZ Department of Emergency and Military Affairs (DEMA)
- **AZ Division of Emergency Management (ADEM)**
- **AZ National Guard (AZNG)**

Support Agencies

AZ Department of Administration (ADOA)
AZ Department of Health Services (ADHS)
AZ Department of Housing (ADOH)
AZ Department of Public Safety (ADPS)
AZ Department of Transportation (ADOT)
Civil Air Patrol (CAP)
County Emergency Management (CEM)
County Sheriffs
Federal Emergency Management Agency (FEMA)
- *Urban Search and Rescue (USAR)*

Tribal Emergency Management (TEM)

INTRODUCTION

Purpose

Emergency Support Function (ESF) #9 – Search and Rescue is activated to rapidly deploy components of assets located within Arizona to provide specialized life-saving assistance to local, county, tribal and state entities during an incident. ESF #9 activities include locating, extricating, and providing onsite medical treatment to victims trapped in collapsed structures. Search and Rescue also covers all Wilderness Search and Rescue Missions (A.R.S. 11-441).

Scope

During incidents or potential incidents requiring a unified SAR response, SAR responsibilities reside with ESF #9 primary agency and supporting agencies that provide timely and specialized SAR capabilities. Support agencies provide specific capabilities or resources that support ESF #9.

SAR services include distress monitoring, incident communications, locating distressed personnel, coordination, and execution of rescue operations, including extrication and/or evacuation, along with providing medical assistance and civilian services through the use of public and private resources to assist persons and property in potential or actual distress. No provision of this annex is to be construed as an obstruction to prompt and effective action by any agency to assist persons in distress.

NATIONAL FEMA CORE CAPABILITIES

Though not listed separately, all ESFs support the Core Capabilities of ***Planning***, ***Operational Coordination***, and ***Public Information and Warning***. The following Response Core Capability, as delineated in the National Response Framework, is directly supported by ESF #9:

- ***Mass Search and Rescue Operations***

ROLES AND RESPONSIBILITIES

Primary Agency	Actions
AZ Department of Emergency and Military Affairs (DEMA) -AZ Division of Emergency Management (ADEM)	• Coordinate SAR state activities and supplement the activities of local government. • Coordinate SAR AZTF #1 activities with federally-deployed US&R task forces through the Incident Commander. • Assist the Governor in requesting the Presidential Declaration of a major disaster if necessary. • Ensure feeding, shelter, salary reimbursement, and other logistical support of SAR AZTF #1 task force for incidents of extended duration. • Conduct pre-incident planning and coordination activities. • Maintain ongoing contact with ESF primary and support agencies. • Conduct periodic ESF meetings and conference calls. • Coordinate efforts with corresponding private-sector organizations. • Coordinate ESF activities relating to catastrophic incident planning and critical infrastructure preparedness as appropriate. • Coordinate and manage state task force deployment to, employment in, and demobilization from the affected area. • Coordinate logistical support for state assets during field operations. • Provide patient evacuation and continuing care after entrapped victims are removed from collapsed structures by task force personnel, when county and local emergency medical services resources are overwhelmed. • Support County Sheriff's with Wilderness Search and Rescue operations.
Support Agencies	**Actions**
AZ Department of Administration (ADOA)	• Supplement the administrative staff of responding agencies. • Identify a point of contact and an alternate for receiving an alert from the SEOC upon activation.
AZ Department of Housing (ADOH)	• Provide training and certification for functional elements of the team. • Provide technical assistance to task teams upon request. • Identify a point of contact and an alternate for receiving an alert from

	the SEOC upon activation.
AZ National Guard (AZNG)	• Provide personnel, heavy equipment and helicopter support. • Assist with the transport of rescue workers and response personnel. • Provide additional security upon request and as available.
AZ Department of Health Services (ADHS)	• Coordinate the efforts of public/private sector health care organizations. • Direct the activities of the National Disaster Medical System (NDMS) and their Disaster Medical Assistance Teams (DMAT) if requested. • Provide operational support to task force medical teams from ESF #8 – Health and Medical Services, as requested by the SEOC, to provide liaisons; medical supplies, equipment, and pharmaceuticals; supporting personnel; and veterinary support. • Provide patient evacuation and continuing care after entrapped victims are removed from collapsed structures by task force personnel, when county and local emergency medical services resources are overwhelmed. • Identify a point of contact and an alternate for receiving an alert from the SEOC upon activation.
AZ Department of Public Safety (ADPS)	• Coordinate security for the impacted area. • Coordinate road blocks on state and federal highways. • Provide traffic control assistance. • Provide supplementary departmental transportation assets (e.g., fixed-wing, rotary aircraft and all-terrain vehicles) • Provide transportation support resources (e.g., mechanics, pilots).
AZ Department of Transportation (ADOT)	• Provide heavy equipment and operators to support activities as requested and available. • Provide barricades and other equipment to ensure the security of the disaster area.

EMERGENCY SUPPORT FUNCTION #10 – HAZARDOUS MATERIALS ANNEX

Primary Agency

AZ Department of Environmental Quality (ADEQ)

Support Agencies

AZ Corporation Commission (ACC)
AZ Department of Emergency & Military Affairs (DEMA)
- AZ National Guard (AZNG)
AZ Department of Public Safety (ADPS)
AZ Department of Transportation (ADOT)
AZ Game & Fish Department (AZGFD)
AZ National Guard (AZNG)
AZ Radiation Regulatory Agency (ARRA)
Environmental Protection Agency (EPA)
FEMA Region IX Regional Response Team

INTRODUCTION

Purpose

Emergency Support Function (ESF) #10 – Hazardous Materials provides state support in response to an actual or potential discharge and/or uncontrolled release of hazardous materials during incidents of statewide or national significance upon activation with the mission to:

- Protect life and property from risks associated with the discharge, release or misuse of hazardous materials by providing coordinated, effective, state support to local, county, and tribal governments upon request, and to coordinate with and request assistance from federal and private organizations as needed.
- Comply with the concepts and principles of the National Incident Management System (NIMS), to align processes with those identified in the National Response Framework (NRF); and to comply with the State's hazardous materials emergency planning mandate, FEMA and the Environmental Protection Agency (EPA) policies and procedures.

Scope

- Provide a coordinated response to actual or potential hazardous materials incidents by placing the hazard-specific response mechanisms of local and tribal jurisdictions within the broader State Emergency Response and Recovery Plan (SERRP) coordination structure.
- Include the appropriate response and recovery actions to prepare for, prevent, minimize, or mitigate a threat to public health, welfare, or the environment caused by actual or potential hazardous materials incidents. Hazardous materials addressed under the SERRP include chemical, biological, and radiological substances, whether accidentally or intentionally released. These include certain chemical, biological, radiological and explosive substances considered weapons of mass destruction (WMD).
- Describe the lead coordination roles, the division of, and the specification of responsibilities

among state agencies, statewide and onsite response organizations, personnel, and resources that may be used to support response actions.

- Applies to all state departments and agencies with responsibilities and assets to support county, local, and tribal response to actual or potential oil or hazardous materials incidents.
- Describe criteria and procedures for requesting state/federal assistance.
- Response to hazardous materials incidents is carried out in accordance with the National Oil and Hazardous Substances Pollution Contingency Plan (NCP) (40 CFR Part 300). The NCP implements the response authorities and responsibilities created by the Comprehensive Environmental Response, Compensation, and Liability Act, and the authorities established by section 311 of the Clean Water Act, as amended by the Oil Pollution Act.

Appropriate response and recovery actions can include efforts to detect, identify, contain, clean up, or dispose of released hazardous materials. Specific actions may include:

- Stabilizing the release through the use of berms, dikes, or impoundments.
- Capping of contaminated soils or sludge.
- Use of chemicals and other materials to contain or retard the spread of the release or to decontaminate or mitigate its effects.
- Drainage controls; fences, warning signs, or other security or site-control precautions; removal of highly contaminated soils from drainage areas; removal of drums, barrels, tanks, or other bulk containers that contain oil or hazardous materials; and other measures as deemed necessary.

- In addition, ESF #10 may be used to respond to actual or threatened releases of materials not typically responded to under the NCP but that, as a result of an incident of statewide or national significance, pose a threat to public health or welfare or to the environment. Appropriate ESF #10 response activities to such incidents include, but are not limited to:
  - Household hazardous waste collection. Permitting and monitoring of debris disposal.
  - Water quality monitoring and protection.
  - Air quality sampling and monitoring.
  - Protection of biological resources and natural ecological resources.

NATIONAL FEMA CORE CAPABILITIES

Though not listed separately, all ESFs support the Core Capabilities of ***Planning***, ***Operational Coordination***, and ***Public Information and Warning***. The following Response Core Capabilities, as delineated in the National Response Framework, are directly supported by ESF #10:

- ***Critical Transportation***
- ***Environmental Response/Health & Safety***
- ***Infrastructure Systems***
- ***Public Information and Warning***

ROLES AND RESPONSIBILITIES

Primary Agency	Actions

AZ Department of Environmental Quality (ADEQ)	• Manage and administer water quality, air quality, and solid waste and hazardous waste regulations (ARS Title 49).
	• Implement EPA programs including the:
	  • Clean Air Act, as amended (PL 95-95).
	  • Federal Water Pollution Control Act (PL 92-500).
	  • Safe Drinking Water Act (PL 94-523).
	  • Resource Conservation and Recovery Act (PL 94-580).
	• Authorize and coordinate Water Quality Assurance Revolving Fund (WQARF) expenditures.
	• Regulate and establish criteria and standards for the characteristics, identification, listing, generation, transportation, treatment, storage and disposal of hazardous waste (ARS §49-922).
	• Establish an emergency response unit to function as the public health and environmental element of the state hazardous materials emergency management program (ARS §49-108), that:
	  • Acts as the SOSC for non-transportation hazardous materials incidents.
	  • Provides scientific support to other SOSCs and respond to incidents involving potential environmental hazards.
	  • Receives incident reports from facilities on reportable releases of hazardous and/or extremely hazardous substances.
	  • Evaluates imminent hazards to human health and/or the environment.
	  • Ensures that response/disposal phases of environmental emergencies are properly completed.
	  • Determines, in conjunction with ADHS, when reentry and/or closure phases are appropriate.
	  • Monitors cleanup/disposal to ensure that all life/health and environmental threatening conditions are compromised.
	  • Acts as the incident specific state representative on the RRT.
	  • For reportable quantity releases, encourages the responsible party, if known, to report to the NRC. For terrorist or suspected terrorist acts report to the NRC.
	  • Requests assistance of the FOSC as needed.
	  • Implements use of WQARF or requests use of the GEF through ADEM as applicable.
	  • Notifies State Mine Inspector on incidents occurring on active and abandoned mining property.
	  • Plans and supports regular meetings with other primary and support agencies related to preparedness, response, and recovery activities.

Support Agencies	Actions
AZ Department of Emergency and Military Affairs (DEMA) - National Guard 91st Civil Support Team	Deploy the Civil Support Team (CST) to support Civil Authorities (i.e. State On-Scene Coordinator(s) and Incident Commander(s)) during events that result, or could result, in catastrophic loss of life or property as a result of: • Use of threatened use of WMD; • Terrorist attacks or threatened terrorist attacks; • An intentional or unintentional release of nuclear, biological, radiological, or toxic or poisonous chemicals; • Natural or man-made disasters. The CST provides support at these incident sites by identifying hazards, assessing current and projected consequences, advising on response measures, and assisting with appropriate requests for additional support.

AZ Department of Public Safety (ADPS)	• The Department of Public Safety Duty Officer (DPS-DO) will notify the appropriate SOSC as follows for:
	  • Highway transportation incidents notify DPS - Hazardous Materials Unit and ADOT Emergency Response Specialist.
	  • Non-transportation incidents notify ADEQ and DPS - Hazardous Materials Unit.
	  • Radioactive materials incidents notify ADPS - Hazardous Materials Unit and ARRA.
	• Pipeline incidents will be reported to the Pipeline Safety Section of the ACC and ADPS Hazardous Materials Unit and:
	  • Railroad transportation incidents notify ADPS Hazardous Materials Unit (HMU) and the Railroad Safety Section of the ACC.
	  • For incidents involving Weapons of Mass Destruction or terrorist acts notify the Arizona Counter Terrorism Information Center (ACTIC) and FBI and –ADPS Hazardous Materials Unit.

AZ Department of Transportation (ADOT)	<u>Enforcement & Compliance Division</u> • Administer and enforce commercial vehicle registration, financial responsibility and highway user fees. • Conduct random vehicle inspections and monitors state ports of entry. <u>Transportation Division</u> • Perform highway maintenance and construction activities, possesses resources and capabilities to support response and recovery efforts. • Provide assistance with traffic control including personnel, vehicles, and signage. • Coordinate ADOT equipment, trained personnel, and materials for incident stabilization, as appropriate and within personnel's NIMS-ISC training and qualifications. <u>Emergency Preparedness and Management Group</u> • Coordinate ADOT emergency response and recovery operations. • Provide liaison support to the SEOC, state, local, and county agencies as requested.

	• Support and coordinates ADOT objectives at the Unified Command. • Support ADOT District personnel, Emergency Response Specialist, and SOSC. • Provide situation reports to agency and SEOC. • Activate the ADOT Departmental Operations Center (DOC) if necessary. <u>Safety and Risk Section Emergency Response Specialist/HazMat Unit</u> • Respond to transportation incidents involving hazardous materials on state highways and highway right-of-way. • Assist ADPS and ADEQ in incident response activities. • Coordinate ADOT resources (equipment/personnel) used in response/containment operations. • Advise state highway engineers of damage to highways and other state property. • May act as the SOSC for transportation related hazardous materials incidents. • Provide support to other SOSCs. • For reportable quantity releases encourages the responsible party, if known, to report to the NRC.
AZ Radiation Regulatory Agency (ARRA)	The Director, ARRA, is the Governor's designee for receiving advance notification for both Highway Route Controlled Quantity (HRCQ) and Large Quantity shipments of radioactive material and for the transportation of nuclear waste. (Amendments to 10 CRF parts 71 and 73). • Regulate the safe use, storage and disposal of radioactive materials. • Maintain primary responsibility for responding to and the handling incidents involving radioactive materials. • Provide radiological technical assistance (ARS §30-651 et. seq.). • Assume the role of SOSC for the incident hot zone in which radioactive materials are of primary concern. • Coordinate with the ADEQ SOSC for facility incidents and the DPS SOSC for transportation incidents. • Provide technical information/assistance for handling and disposal of radioactive materials. • Provide both field and fixed laboratory sample analysis as required. • Monitor cleanup/disposal phases.
AZ Corporation Commission (ACC)	• Regulate hazardous materials transportation by pipeline and rail through the adoption of the Federal Hazardous Materials Transportation Regulations (AZ Constitution, Art 15; ARS §40-441, §40-442 & §40-801, et. seq., and AAC §R14-5-107 & §R14-5-202). • Respond to pipeline and railroad incidents. • Support state/local response and recovery efforts. • Respond in accordance with the memorandum of understanding, dated July 1986, and revised April 1988, between ACC and ADPS.

	• Assume the role of SOSC for pipeline incidents. • Support local emergency services and coordinate the federal/state/ private activities and resources. • Provide the SOSC with a railroad safety liaison between the SOSC and railroad officials, and offer technical assistance. • Assume the role of SOSC for railroad incidents after the threat has been abated and cleanup determinations have been made. • Conduct railroad post-accident investigations.

EMERGENCY SUPPORT FUNCTION #11 – AGRICULTURE/NATURAL RESOURCES ANNEX

Primary Agency

AZ Department of Agriculture (AZDA)

Support Agencies

AZ Department of Emergency & Military Affairs (DEMA)
- *AZ Division of Emergency Management (ADEM)*
- *AZ National Guard (AZNG)*

AZ Department of Environmental Quality (ADEQ)
AZ Department of Health Services (ADHS)
AZ Department of Public Safety (ADPS)
AZ Department of Transportation (ADOT)
AZ Game and Fish Department (AZGFD)

Private Sector Partner

Fry's

INTRODUCTION

Purpose

Emergency Support Function (ESF) #11 – Agriculture and Natural Resources coordinates the emergency support activities of state, federal and private resources in response to and recovery from natural or human-caused disasters as well as plant, pest and foreign animal disease incidents that can negatively impact agricultural production. ESF #11 response efforts protect agricultural commodities that enter the food chain, thus ensuring the safety and security of the commercial food supply. ESF #11 response may also involve the identification, prevention and control of diseases that threaten public health and welfare.

Scope

This ESF is applicable to all agencies identified in the Primary and Support Agency outline that may provide technical advice and assistance to county and local government efforts to prevent, protect, mitigate, respond to and recover from incidents affecting agriculture.

NATIONAL FEMA CORE CAPABILITIES

Though not listed separately, all ESFs support the Core Capabilities of ***Planning***, ***Operational Coordination***, and ***Public Information and Warning***. The following Response Core Capabilities, as delineated in the National Response Framework, are directly supported by ESF #11:

- ***Mass Care Services***
- ***Critical Transportation***
- ***Logistics and Supply Chain Management***

ROLES AND RESPONSIBILITIES

Primary Agency	Actions
AZ Department of Agriculture (AZDA)	• Assess the need for ESF #11 resources and coordinates response assistance and support in close cooperation with local, county, state and federal agencies as well as non-governmental organizations. • Deploy a representative to the SEOC to provide agricultural response assistance including; expertise on animal/plant diseases; threats posed by pests and invasive species; food supply safety/integrity, direction, control and resource availability. AZDA will also deploy a Public Information Officer to the AZDA Command Post or Joint Information Center to assist in the release of response information to the public and media.
Support Agencies	**Actions**
AZ Department of Emergency & Military Affairs (DEMA) - AZ Division of Emergency Management (ADEM)	• Provide interoperability communications links to multiple agencies.
AZ Department of Forestry and Fire Management (AFFM) AZ Game & Fish Department (AZGFD) AZ State Land Department (ASLD) State Library, Archives & Public Records (LAPR)	**NCH Resources Protection** • Provide scientific/technical advice, information, and assistance to help prevent or minimize injury to and to restore or stabilize NCH resources. Areas covered include: o Terrestrial and aquatic ecosystems o Biological resources, including fish and wildlife o State-managed threatened and endangered species o Archives, artifacts and sites of historical significance
AZ Department of Health Services (ADHS)	**Animal and Plant Disease and Pest Response** • Coordinate human surveillance activities along with ESF # 8 –Health and Medical Services in zoonotic diseases. • Coordinate with ESF #8 in the case of a disaster in which animal/veterinary/wildlife issues arises, to ensure public health support. **Food Supply Safety and Security** • Coordinate with SEOC to conduct tracing, recall, and control of adulterated products. This includes proper disposal of contaminated products in order to protect public health and the environment in the affected area.
AZ Department of Public Safety (ADPS) AZ Department of Transportation (ADOT)	• Establish and execute traffic control plans to support emergency operations, including quarantines and food embargos. • Support state and local government activities with law enforcement personnel and equipment resources as requested and as available.
AZ Department of Environmental Quality (ADEQ)	• Provide technical assistance in determining when water is suitable for human and animal consumptive uses. • Provide technical assistance of environmental impacts of response activities

	such as animal depopulation and carcass disposal.

EMERGENCY SUPPORT FUNCTION #12 – ENERGY ANNEX

Primary Agency

AZ Department of Emergency & Military Affairs (DEMA)
- **AZ Division of Emergency Management (ADEM)**

Support Agencies

AZ Corporation Commission (ACC)
AZ Department of Administration (ADOA)
AZ Department of Agriculture (AZDA)
- *AZ Division of Weights and Measures (ADWM)*

AZ Department of Environmental Quality (ADEQ)
AZ Department of Public Safety (ADPS)
AZ Department of Transportation (ADOT)

Private Sector Partners

APS
Southwest Gas
SRP
Tucson Electric Power

INTRODUCTION

Purpose

Emergency Support Function (ESF) #12 - Energy facilitates the restoration and re-establishment of damaged energy systems and components, when activated by the Arizona Department of Emergency and Military Affairs, Division of Emergency Management, for incidents requiring a coordinated statewide or regional response.

The term "energy" includes producing, storing, refining, transporting, generating, transmitting, conserving, building, distributing, maintaining, and controlling energy systems and components including electric power, petroleum product, natural gas and propane, and coal infrastructures.

Scope

- Collects, evaluates, and shares information on energy system damage and provides estimations on the effect of energy system outages within affected areas.
- Provides information, through coordination with local energy providers, concerning the energy restoration process, including priorities, projected schedules, percent completion information, geographic impact data, conservation efforts, energy forecasts, and other information as appropriate.
- Facilitates energy restoration efforts by activating legal authorities and by facilitating the receipt of waivers.
- Provides technical expertise to energy asset owners and operators, conducts field assessments, and assists government and private sector stakeholders to overcome inherent challenges in restoring energy systems by providing appropriate supplemental state assistance and resources.

NATIONAL FEMA CORE CAPABILITIES

Though not listed separately, all ESFs support the Core Capabilities of ***Planning***, ***Operational Coordination***, and ***Public Information and Warning***. The following Response Core Capabilities, as delineated in the National Response Framework, are directly supported by ESF #12:

- ***Infrastructure Systems***
- ***Logistics and Supply Chain Management***
- ***Situational Assessment***

ROLES AND RESPONSIBILITIES

Primary Agency	Actions
AZ Department of Emergency and Military Affairs (DEMA) - AZ Division of Emergency Management (ADEM)	• Lead/support incident response activities consistent with statutory authority, incident scope, or other appropriate directives. • Lead coordination and information sharing efforts with the energy private sector and with local, county, tribal, and State authorities. • Determine/assess the nature, extent, potential impact, and duration of potential / actual energy shortages/emergencies. • Coordinate initial energy sector damage assessments (areas impacted extent of damage, restoration priorities, expected restoration times). • Coordinate restoration priorities with energy providers. Providers may have predetermined priorities (hospitals, health care facilities, etc.). • Assist state, local, and tribal authorities with requests for energy emergency response support. • Coordinate with ESF #6 (Mass Care) to identify emergency shelter power restoration status/needs. • Recommend specific energy conversation measures to the Governor's Office, including an Emergency Declaration requiring mandatory reductions in state energy usage and recommendations for reduced energy usage for public and private building owners and tenants. • Coordinate with federal agencies (under a Presidential Declaration of a major disaster/emergency), local, county, tribal, and State entities prioritization plans for the restoration of energy. • Coordinate public information for elected officials, the media, and the public concerning energy emergency conditions, state response and recovery operations and federal support and assistance programs. • Coordinate post-incident mitigation studies to reduce the effects of future energy shortages.
Support Agencies	**Actions**
AZ Corporation Commission (ACC)	**Office of Pipeline Safety** • Serve as the State safety authority for Arizona's natural gas and hazardous liquid pipelines and liquefied natural gas facilities. • Ensures the safe, reliable, and environmentally sound operation of the

	State's pipeline transportation system.
AZ Department of Administration (ADOA)	• Monitor and report routine energy consumption at state facilities. • Implement conservation measures for the State vehicle fleet, building/facility electricity consumption, and other alternate state government workforce conservation of energy.
AZ Department of Agriculture (AZDA)	• Track the impact of energy shortages on the agricultural community. • Assist agricultural, dairy, and produce processors/distributors in obtaining generators and fuel supplies to support the continued flow of food to the community. **Division of Weights and Measures** • Coordinate the collection of fuel supply information from energy facilities necessary for the evaluation and preparation of temporary waivers from federal air quality standard requirements. • Provide for state enforcement discretion of fuel quantity standards following the issuance of an EPA waiver.
AZ Department of Environmental Quality (ADEQ)	• Respond to requests from energy facilities or local, county, tribal and state authorities regarding temporary waivers for petroleum products from Federal air quality standard requirements of the Clean Air Act during energy shortages. • Coordinate the submittal of temporary waiver requests to EPA.
AZ Department of Public Safety (ADPS)	• Plan for and coordinate security for critical facilities, critical infrastructure, vital energy supplies, and response personnel. • Identify and communicate threats to specific energy facilities. • Enforce energy shortage mitigation measures as required, including increased enforcement of posted speed limits, price gouging, etc.
AZ Department of Transportation (ADOT)	• Provide transportation infrastructure situational awareness and planning and recovery information to local, county, tribal, and state authorities and response organizations. • Assist energy facilities, state, local, and tribal authorities with requests for special permits, waivers, and approvals for motor carriers moving energy response support materials, including implementing Emergency Operations Provision R17-6-112. • Coordinate technical assistance in identifying and arranging appropriate types of transportation into affected areas and accessible routes (including debris removal).
All State Agencies	• Maintain lists of available energy resources (electrical, petroleum, natural gas, propane, coal) critical to the operation of State facilities. • Coordinate with the SEOC and energy providers to prioritize the restoration of service to state facilities based on operational criticality. • Coordinate temporary facility repairs, the use of alternate energy sources, and other continuity measures until permanent energy sources can be restored. • Direct requests for assistance to the appropriate support agencies. • Provide updates on the status of mission assignments to ESF #5 (Emergency Management) and other external entities.

	• Maintain contact with predetermined vendors in conjunction with ESF #7 (Logistics) for petroleum fuel procurement and delivery.

EMERGENCY SUPPORT FUNCTION #13 – PUBLIC SAFETY ANNEX

Primary Agency

AZ Department of Public Safety (ADPS)

Support Agencies

AZ Department of Agriculture (AZDA)
AZ Department of Corrections (ADC)
AZ Department of Economic Security (ADES)
AZ Department of Gaming (ADG)
AZ Department of Insurance (ADOI)
AZ Department of Liquor Licenses & Control (ADLLC)
AZ Department of Revenue (ADOR)
AZ Department of Transportation (ADOT)
AZ Game and Fish Department (AZGFD)
AZ National Guard (AZNG)
AZ State Parks (ASP)
Federal Bureau of Investigation (FBI)
Local and tribal police (LLE & TP)
University Police Departments (ASU, UA, NAU)

Private Sector Partners

Team Security

INTRODUCTION

Purpose

Emergency Support Function (ESF) #13 – Public Safety integrates state public safety and security capabilities and resources to support the full range of law enforcement incident management activities associated with potential or actual incidents of statewide or national significance.

ESF #13 supports county, local and tribal authorities, and coordinates other state and Federal agency efforts in order to:

- Describe law enforcement measures provided by the State in support of local governments during an emergency/disaster.
- Describe policies and procedures for obtaining federal assistance.

Scope

- Provides a mechanism for coordinating and providing state-to-state; state support to tribal and local authorities; and/or support to other ESFs, consisting of law enforcement, public safety, and security capabilities and resources during potential or actual incidents requiring a coordinated Federal response.
- ESF #13 capabilities support incident management requirements including, but not limited to, force and critical infrastructure protection, security planning and technical assistance, technology support, and general law enforcement assistance in both pre-incident and post-

incident situations. ESF #13 is activated in situations requiring extensive public safety and security and where state, tribal, and local government resources are overwhelmed or are inadequate, or for state to state support or in pre-incident or post-incident situations that require protective solutions or capabilities unique to the State Government.

- Provides resources during potential or actual emergencies/disasters.
- Establishes the roles and responsibilities of state agencies involved in law enforcement activities during an emergency/disaster.

NATIONAL FEMA CORE CAPABILITIES

Though not listed separately, all ESFs support the Core Capabilities of ***Planning***, ***Operational Coordination***, and ***Public Information and Warning***. The following Response Core Capability, as delineated in the National Response Framework, is directly supported by ESF #13:

- ***On-Scene Security, Protection, and Law Enforcement***

ROLES AND RESPONSIBILITIES

Primary Agency	**Actions**
AZ Department of Public Safety (ADPS)	• Deploy a representative to the SEOC. • Assess the need for ESF #13 resources and coordinate response assistance and support in close cooperation with local, county, and tribal authorities and ADPS field elements. • May convene support agencies in a meeting or by conference call to coordinate State public safety and security assistance efforts.
Support Agencies	**Actions**
AZ Department of Corrections (ADC)	• Identify specific ADC correctional facilities that may require evacuation by custody level and coordinate equipment, evacuation routes and alternate/shelter facilities. • Plan for care and security of ADC evacuated inmates. • Identify specific ADC correctional facilities that may require Defend in Place strategies to be incorporated based on custody level and/or location. • Plan for care and security of those inmates that remain in ADC correctional facilities that are identified as Defend in Place based on available resources. • Provide assistance to impacted local/county law enforcement agencies in the evacuation/sheltering of jailed inmates as requested and as available.
AZ Department of Emergency & Military Affairs (DEMA) - AZ National Guard (AZNG)	• Assist with law enforcement activities. • Prevent looting in evacuated areas. • Provide interoperability communications links to multiple agencies.

AZ Department of Transportation (ADOT)	• Establish and execute traffic control plans to support emergency operations. • Support state and local government activities with law enforcement personnel and equipment resources as requested and available.
AZ Department of Agriculture (AZDA) AZ Department of Economic Security (ADES) AZ Department of Gaming (ADG) AZ Department of Insurance (ADOI) AZ Department of Liquor Licenses & Control (ADLLC) AZ Department of Revenue (ADOR) AZ Game & Fish Department (AZGFD) AZ State Parks (ASP)	• Support state and local government activities with law enforcement personnel and equipment resources as requested and as available.
Federal Bureau of Investigation (FBI)	• Oversee implementation of ESF #13 at the Federal level. • Identify and coordinate Federal resources as requested by State government units during operation.
Local Law Enforcement (LLE) Tribal Police (TP)	• Provide public safety functions utilizing law enforcement resources. • Develop mutual aid procedures with adjacent law enforcement agencies and participate in the state Master Mutual Aid Compact.
University Police Departments (ASU, UA, NAU)	• Provide public safety functions utilizing law enforcement resources. • Utilize mutual aid procedures with adjacent law enforcement agencies and participate in the state Master Mutual Aid Compact.
Other Federal Departments and Agencies	• Large areas of the state remain under the jurisdiction of the federal government, i.e., Department of Defense, Department of the Interior (BIA, BLM, NPS) and Department of Agriculture. • Federal agencies will provide primary law enforcement activities and coordination on federal lands.

EMERGENCY SUPPORT FUNCTION #14 – RECOVERY & MITIGATION ANNEX

Primary Agency

AZ Department of Emergency and Military Affairs (DEMA)
- AZ Division of Emergency Management (ADEM)

Support Agencies

AZ Attorney General (AZAG)
AZ Commission for the Deaf & Hard of Hearing (ACDHH)
AZ Department of Administration (ADOA)
AZ Department of Agriculture (AZDA)
AZ Department of Economic Security (ADES)
AZ Department of Education (ADE)
AZ Department of Environmental Quality (ADEQ)
AZ Department of Forestry and Fire Management (AFFM)
AZ Department of Health Services (ADHS)
AZ Department of Housing (ADOH)
AZ Department of Insurance (ADOI)
AZ Department of Public Safety (ADPS)
AZ Department of Real Estate (ADRE)
AZ Department of Revenue (ADOR)
AZ Department of Transportation (ADOT)
AZ Department of Water Resources (ADWR)
AZ Game & Fish Department (AZGFD)
AZ Health Care Cost Containment System (AHCCCS)
AZ Office on Tribal Affairs
AZ Registrar of Contractors (AZROC)
AZ State Parks Department (ASP)
AZ Statewide Independent Living Council (ASILC)
AZ Voluntary Organizations Active in Disasters (AzVOAD)
American Red Cross (ARC)
Citizens Corps Programs
- *Community Emergency Response Team (CERT)*
- *Medical Reserve Corps (MRC)*

Salvation Army (TSA)

Private Sector Partners

AETNA
APS
Arizona Grand Resort
Banner Health
Big Lots
CenturyLink
Fry's
Marriott
Mutual of Omaha
Southwest Gas
SRP
Sundt Construction
Target
Team Security
Tucson Electric Power
USAA

Vanguard
Vantage West
Verizon
Walgreens
Walmart
Wells Fargo

INTRODUCTION

Purpose

Emergency Support Function (ESF) #14 – Recovery and Mitigation provides an overview of state recovery and mitigation operations during and after an emergency or disaster. This Annex also provides information on state responsibilities and resources in short and long-term operations and identifies Federal disaster assistance programs which may be available to support the state and its citizens impacted by a disaster.

In addition to ESF #14, the State created and maintains the Arizona Disaster Recovery Framework (AZDRF) which complements the National Disaster Recovery Framework. The purpose of both framework documents is to provide a structure and planning process for more complex or challenging events. Within the AZDRF, there are six Recovery Support Functions: Community Planning and Capacity Building, Economic, Health and Social Services, Housing, Infrastructure, and Natural and Cultural Resources. The AZRDF and the associated RSF's will be activated when the event exceeds the resources and capability of ESF #14.

Scope

ESF #14 support may vary depending on the magnitude and type of incident and the potential for long-term and severe consequences. ESF #14 may provide coordination during large-scale or catastrophic incidents that require assistance to address significant long-term impacts in the affected area. ESF #14 takes the following into consideration:

- Short-Term Recovery - recovery that is immediate and overlaps with the response phase. It includes such actions as providing essential public health and safety services, restoring interrupted utility and other essential services, reestablishing transportation routes, and providing food and shelter for those displaced by a disaster. Although called "short-term," some of these activities may last for weeks or months.
- Long-Term Recovery - actions that enable disaster victims to begin the process of rebuilding their homes; replacing property; resuming employment; restoring businesses; permanently repairing, rebuilding, or relocating public infrastructure.
- Mitigation - activities that reduce losses to life, property, infrastructure, and resources resulting from the occurrence of natural or human-caused events. This reduces the community's vulnerability in ways that minimize the adverse impact of a disaster or other emergency situation.
- Recovery from an emergency, disaster or terrorist incident may involve actions and resources from voluntary agencies, private sector, local jurisdictions, state and/or Federal government to return the impacted community(ies) to pre-disaster condition.
- Recovery assistance and support will vary depending on an assessment of incident impact(s), the magnitude and type of event, and the stage of recovery efforts.

- Recovery assistance and support may include Public Assistance (PA) to support political subdivisions, state agencies, tribal nations and certain private non-profit agencies as well as Human Services and Individual Assistance (IA), support to individuals, households and families.
- Recovery activities refer to actions that enable the process of rebuilding homes, replacing property, resuming employment, restoring businesses, permanently repairing, rebuilding, or relocating public infrastructure, and mitigating future disaster losses.
- Recovery activities also refer to state and Federal government programs of assistance, support, and technical services that facilitate recovery actions such as federal grants and loans for lodging, rent, repair, rebuild or replacement of homes, businesses, property and infrastructure, for technical assistance, education and public information.
- Mitigation after an emergency or a disaster incident will assist the local, county, tribal and state entities in reducing the future impact of hazards through projects and/or actions.
- Identify and address potential mitigation issues and/or measures, plus ensure the problem is addressed in the community's respective hazard mitigation plan.
- Mitigation program information disseminated in the declared counties and Hazard Mitigation Grant Program (HMGP) Applicant Briefings.

RECOVERY SUPPORT FUNCTIONS

The Recovery Support Functions (RSFs) comprise the *National Disaster Recovery Framework's (NDRF's)* coordinating structure for key functional areas of assistance. Their purpose is to support local governments by facilitating problem solving, improving access to resources and by fostering coordination among agencies, nongovernmental partners and stakeholders.

The RSFs bring together the core recovery capabilities of departments, agencies and other supporting organizations, including those not active in emergency response to focus on community recovery needs. The RSFs are organized into six manageable components and through the RSFs, relevant stakeholders and experts are brought together during steady-state planning and when activated post-disaster to identify and resolve recovery challenges. RSFs and stakeholders organize and request assistance and/or contribute resources and solutions. Together, these RSFs help facilitate local stakeholder participation and promote intergovernmental and public-private partnerships.

Recovery Support Functions:

- Community Planning and Capacity Building
- Economic
- Health and Social Services
- Housing
- Infrastructure Systems
- Natural and Cultural Resources

ROLES AND RESPONSIBILITIES

Primary Agency	Actions
AZ Department of Emergency & Military Affairs (DEMA) - AZ Division of Emergency Management (ADEM)	• Establish recovery and mitigation functions and staffing within SEOC according to the SEOC Standard Operating Procedures (SOP). • Coordinate state planning activities including immediate, short and long-term recovery and mitigation planning. • Convene meetings to implement ESF #14. • Coordinate drafting and publication of ESF #14 action plans and procedures. • Represent ESF #14 at interagency planning meetings. • Serve as primary representative at the Joint Field Office (JFO) and ensures appropriate participation from Primary and Support Agencies after incidents. • Receive and evaluate requests for recovery assistance. • Coordinate state recovery and mitigation assistance and activities with county and Federal agencies. • Perform damage assessments and evaluate damage assessment information. • Request direct Federal assistance if necessary. • Provide training and technical assistance for local, county, state, and voluntary organizations tasked in the support of the recovery effort. • Administer state and Federal Public Assistance (PA) program(s) and Federal mitigation assistance programs(s). • Conduct Hazard Mitigation Grant Program (HMGP) Applicant Briefings in disaster areas. • Coordinate activities needed to administer and manage the HMGP until projects have been completed and close-out procedures conducted. • Review and update the HMGP Administrative Plan. • In the event of a Federal declaration, coordinate with FEMA to identify a mitigation strategy specific to the disaster. • Co-administer FEMA's Individual and Household program. • Assist in victim confidentiality and release of information for recovery services, benefits eligibility and notification of relatives. • Coordinate the transition of mass care operations to recovery activities basing decisions on available knowledge and the availability of resource. • Coordinate the transition of housing and human services operations to long-term recovery and unmet needs support, basing decisions on available knowledge and the availability of resource. • Act as liaison between government and non-government agencies listed in this Annex.
Support Agencies	**Actions**

AZ Attorney General (AZAG)	• Represent state agencies in response to alleged discriminatory practices. • Investigate complaints of consumer fraud.
AZ Commission for the Deaf & Hard of Hearing (ACDHH)	• Assist in recovery operations where persons with access and functional 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.
AZ Department of Administration (ADOA)	• Provide adequate insurance coverage on state buildings. • Process risk management claims from applicants. • Submit a Request for Public Assistance (RPA) through DEMA.
AZ Department of Agriculture (AZDA)	• Analyze the impact on the agricultural sector and recommend needs for state assistance. • Advise agricultural victims of guidelines for available assistance. • Coordinate with the U.S. 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.
AZ Department of Economic Security (ADES)	• Coordinate with the Emergency Services Coordinator. • Administer the disaster Unemployment Program and the Disaster Food Stamp Program.
AZ Department of Education (ADE)	• Notify school districts that public elementary and secondary school facilities are eligible for disaster assistance when an event is declared a State or Federal Emergency or major disaster. • Coordinate with the US Office of Education, Division of School Assistance in Federally Affected Areas in the administration of Section 7(a) of PL 81-874. This law provides assistance for payment of increased current operating expenses and replacement of lost revenues to elementary and secondary schools struck by a major disaster.
AZ Department of Environmental Quality (ADEQ)	• Facilitate and coordinate the environmental recovery. • Ensure compliance with the Public Works and Economic Development Act of 1965, as amended as well as Title II of the Federal Water Pollution Control Act, as amended. • Protect human health and the environment by ensuring that all applicable state laws and regulations regarding water quality and related matters are adhered to.
AZ Department of Forest and Fire Safety (AFFM)	• Maintain access to Supplemental Dispatch for documentation in support of qualifying and subsequent approval of applicant PW submittals for disaster cost reimbursement.
AZ Department of Health Services (ADHS)	• Serve as the recovery lead agency for health related emergencies. • Coordinate crisis-counseling services with local, county, state, and voluntary mental or behavioral health organizations.

	• Apply for disaster repair/reconstruction reimbursement for restoring ADHS health and medical facilities.
AZ Department of Housing (ADOH)	• Coordinate the housing referral system for displaced households • Provide 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, if available. • Administer available grants and/or loans to local governments, nonprofits or tribal entities seeking to rebuild or repair housing units (statewide). • Administer available grants to assist local governments within the rural counties to mitigate potential hazards that threaten housing units in low to moderate income areas. • Provide technical assistance to local governments and others to rebuild communities or mitigate potential housing-related disasters. • Work with HUD, local public housing authorities and other eligible participants in accessing and disbursing federal resources that may become available in time of disaster. • Provide code information for installation of manufactured homes in coordination with ADPS, ADOA and HUD.
AZ Department of Insurance (ADOI)	• Monitor the activities of organizations involved in handling insurance claims and investigate complaints against insurance companies or licenses. • Indicate 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.
AZ Department of Public Safety (ADPS)	• Coordinate the escort of manufactured temporary housing into the disaster area. • Coordinate road blocks on state and federal highways and provides for traffic control assistance.
AZ Department of Real Estate (ADRE)	• Investigate complaints against real estate licensees and developers. • Have real estate consumer guides available for members of the public.
AZ Department of Revenue (ADOR)	• Provide tax relief advice to disaster victims, if available. • Make a determination in coordination with the GAR as to the finding of a substantial loss of revenue resulting from a major disaster. Local government may apply for a Community Disaster Loan.
AZ Department of Transportation (ADOT)	• Request assistance from the Emergency Relief Program through the Administrator, Federal Highway Administration, for the repair/reconstruction of highways within the Federal-Aid System. • Permanently repair/reconstruct highways not in the FAS. • Contract and coordinate with the SCO for preparation and submission of PA and reimbursement request for work performed or contracted pursuant to PL 93-288, as amended. • Assist in damage assessment and recovery operations.

AZ Department of Water Resources (ADWR)	• Assist in determining costs of restoring drainage and flood control facilities. • Coordinate with the U.S. Army Corps of Engineers and other federal agencies in flood control projects. • Assist in the outreach for flood insurance, including to repetitive loss properties, as it affects input to the new ESF.
AZ Game & Fish Department (AZGFD)	• Assist with environmental assessments following a disaster as requested.
AZ Health Care Cost Containment System (AHCCCS)	• Provide backup support for staff as requested by ADES or ADHS. • Work to financially compensate those providers who took care of AHCCCS eligible members.
AZ Office on Tribal Affairs	• Act as liaison between the state and Federal governments and the impacted tribal nations/tribes.
AZ 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 and information on how to acquire a contractor for disaster repairs.
AZ State Parks Department (ASP)	• Coordinate with the SCO to ensure applications for federal disaster relief funds are in compliance with the Nat'l Historic Preservation Act. • Advise the Director, ADEM, of damage to historic buildings. • Apply for reimbursement for repair/rehabilitation of event damaged public facilities under State Parks jurisdiction utilizing the PA program.
Volunteer Agencies	**Actions**

The Salvation Army (TSA)	• Collaborate with other AzVOAD members and faith based organizations to:
	  • Form recovery teams, unmet needs committees or long-term recovery teams
	  • Establish fiduciary agent for donated recovery funds
	  • Solicit disaster survivors for registration and referral
	  • Keep meetings and financial accountability open to public scrutiny
	  • Establish case management procedure
	  • Solicit donations from team member agencies, public and private
	  • Provide needed assistance –unmet needs
	  • Provide clean up and debris removal supplies and services
	• Participate in donations management activities to:
	  • Utilize remaining donations not distributed in response phase of disaster
	  • Utilize Aidmatrix to process donations and publish needs to donor level
	  • Provide logistics management for in-kind goods collection, sorting,

	storage and distribution facilities • Provide ongoing emotional and spiritual care to disaster survivors through use of individual counselors and crisis intervention teams • Provide direct individual and family assistance with goods and financial assistance.
Private Sector	**Actions**
AZ State Bar Association (SBA)	• Form a committee to provide legal assistance to victims of emergencies/disasters.

EMERGENCY SUPPORT FUNCTION #15 – EXTERNAL AFFAIRS ANNEX

Primary Agency

AZ Department of Emergency & Military Affairs (DEMA)

Responsible for coordination of ESF #15 planning updates. Serves as the interim Primary Agency until the lead agency (e.g., public health, public safety, fire management, etc.) for the incident (e.g., pandemic, terrorism, wildfire, etc.) can assume Primary Agency duties.

Support Agencies

All applicable agency PIOs

INTRODUCTION

Purpose

Emergency Support Function (ESF) #15 – External Affairs ensures that sufficient state assets are available to provide accurate, coordinated and timely public information to target audiences, including at-risk, in the Whole Community.

Scope

The identity of the Primary Agency depends on the type of emergency and the public information capabilities of lead agency (e.g., public health, public safety, fire management, etc.) for that type of incident (e.g., pandemic, terrorism, wildfire, etc.).

ESF #15 coordinates state actions to provide the required external affairs support to local, county, tribal, and state and federal agencies.

ESF #15 applies to all state departments and agencies that may require public information support and/or whose public information function may be shorthanded and/or deployed during an incident of statewide or national significance.

The provisions of this Annex apply to all emergencies/disasters declared by the Governor of the State of Arizona or emergencies/disasters that necessitate significant interagency coordination.

NATIONAL FEMA CORE CAPABILITIES

Though not listed separately, all ESFs support the Core Capabilities of **Planning**, **Operational Coordination**, and **Public Information** and **Warning**. The following Response Core Capabilities, as delineated in the National Response Framework, are directly supported by ESF #15:

- ***Planning***
- ***Public Information and Warning***
- ***Operational Coordination***

ROLES AND RESPONSIBILITIES

Primary Agency	Actions
Dependent on the type of emergency and the capabilities of lead agency for that incident type (see the Incident Annex of the SERRP)	• Coordinate external affairs when requested by the Governor's Communication Office or when your agency is the lead for the emergency response. • Coordinate strategic communication plans, policy issues and external affairs operations with the Governor's Communication Office. • Serve as a member of the Policy Section at the SEOC when activated. • Coordinate news conferences and public information about disaster conditions, response operations and disaster assistance programs. • Conduct public information, media relations and community education programs. • Coordinate with other state agencies and external partners (local, federal, tribal, voluntary, etc) regarding emergency response activities of their agencies.
Support Agencies	**Actions**
State	• Share prevention, preparedness, response and recovery/mitigation public information with the Primary Agency and the Arizona Emergency Information Network, AzEIN.gov. • Depending on the incident, all state departments and agencies may be tasked to provide appropriate external affairs support for ESF #15 as required and available. • Participate in the Joint Information System to ensure consistent, coordinated messaging.
Local/Tribal, Volunteer and Private Sector	• Participate in the Joint Information System to ensure consistent, coordinated messaging.

RECOVERY SUPPORT FUNCTION ANNEXES

RECOVERY SUPPORT FUNCTION #1 – COMMUNITY PLANNING & CAPACITY BUILDING ANNEX

Primary Agency

AZ Department of Emergency and Military Affairs (DEMA)
- AZ Division of Emergency Management (ADEM)

Support Agencies

AZ Attorney General's Office (AGA)
AZ Commission for the Deaf & Hard of Hearing (ACDHH)
AZ Department of Administration (ADOA)
AZ Department of Agriculture (AZDA)
AZ Commerce Authority (ACA)
AZ Department of Education (ADE)
AZ Department of Environmental Quality (ADEQ)
AZ Department of Health Services (ADHS)
AZ Department of Homeland Security (ADOHS)
AZ Department of Housing (ADOH)
AZ Department of Insurance (ADOI)
AZ Department of Public Safety (DPS)
AZ Department of Real Estate (ADRE)
AZ Department of Transportation (ADOT)
AZ Department of Water Resources (ADWR)
AZ Game & Fish Department (AZGFD)
Health Care Cost Containment System (AHCCCS)
AZ Office on Tribal Affairs
AZ Registrar of Contractors (AZROC)
AZ State Parks Department (ASP)
American Red Cross (ARC)
AZ Statewide Independent Living Council (ASILC)
AZ Voluntary Organizations Active in Disasters (AzVOAD)
Citizens Corps Programs
- Community Emergency Response Team (CERT)
- Medical Reserve Corps (MRC)
Federal Emergency Management Agency (FEMA)
Department of Housing and Urban Development (HUD)
Small Business Administration (SBA)
The Salvation Army (TSA)

Partners

APS
Avnet
AZ Warn
Big Lots
CenturyLink
Southwest Gas
SRP
TEP
Verizon

INTRODUCTION

Purpose

Recovery Support Function (RSF) #1 - Community Planning and Capacity Building (CPCB) supports and helps builds recovery capacities and community planning resources of local, county, state and tribal governments. This RSF focuses on enhancing governmental capacities to effectively plan for, manage and implement disaster recovery activities in large, unique or catastrophic incidents.

Scope

In Arizona, the CPCB RSF will focus on increasing recovery planning efforts across the State by working with the whole community in building capacity within the other five recovery support functions listed in the Arizona Disaster Recovery Framework (AZDRF).

The Community Planning and Capacity Building RSF serves as the planning and coordination group of the RSF's. Additionally, the CPCB can provide technical assistance to impacted jurisdictions that may be lacking in a government component of recovery such as, zoning and planning, building inspection, and permitting. The CPCB RSF has the responsibility to maintain, update, and operationalize the AZDRF.

Certain state departments, agencies, counties, and non-governmental organizations are expected to provide specific services in response to an emergency. These services are outlined in the five additional RSFs (Economic, Housing, Health and Social Services, Infrastructure, Natural and Cultural Resources).

The CPCB RSF recognizes the primacy of affected county, local and tribal governments as well as the private sector in defining and addressing risk reduction and long-term recovery priorities and as such, should share a joint planning role and effort with the local impacted government to craft the recovery activities and priorities.

The CPCB RSF should look for mitigation opportunities and review other RSF projects and proposals and ensure mitigation measures have been considered and implemented, if practical. The DEMA Mitigation Branch should work with stakeholders to identify mitigation programs, such as FEMA's Hazard Mitigation Assistance Program, and 404 and 406 Mitigation programs, as well as opportunities outside of FEMA programs.

COMMUNITY PLANNING & CAPACITY BUILDING PROGRAMS

Primary Agency	Programs
AZ Department of Emergency and Military Affairs (DEMA) - AZ Division of Emergency Management (ADEM)	• Maintain communication through the recovery process between local, county, state and tribal governments and all other partners to ensure on-going dialogue and information sharing. • Identify the range and significance of the disaster's effects on the communities in the impacted areas. • Coordinate recovery planning technical assistance as well as resources to address other needed skills sets that may be lacking in the impacted area's governments. This may include: ◦ Recovery planning ◦ Hazard mitigation planning ◦ Continuity of operations planning ◦ Emergency operations planning ◦ Future development planning • Develop community-focused technical assistance teams for uniquely or heavily impacted communities and/or tribes. • Coordinate the application and treatment of hazard mitigation and sustainability principles in recovery planning efforts.

	• Aid local, county, and tribal governments to identify and integrate all affected stakeholders, including vulnerable populations, the AFN community, and those with limited English proficiency into the public sector recovery plans and decision making process. • Maintain the Arizona Disaster Recovery Framework (AZDRF).
Support Agencies	
AZ Attorney General's Office (AGA) *AZ Commission for the Deaf & Hard of Hearing (ACDHH)* *AZ Department of Administration (ADOA)* *AZ Department of Agriculture (AZDA)* *AZ Commerce Authority (ACA)* *AZ Department of Education (ADE)* *AZ Department of Environmental Quality (ADEQ)* *AZ Department of Health Services (ADHS)* *AZ Department of Homeland Security (ADOHS)* *AZ Department of Housing (ADOH)* *AZ Department of Insurance (ADOI)* *AZ Department of Public Safety (DPS)* *AZ Department of Real Estate (ADRE)* *AZ Department of Transportation (ADOT)* *AZ Department of Water Resources (ADWR)* *AZ Game & Fish Department (AZGFD)*	•

RECOVERY SUPPORT FUNCTION #2 – ECONOMIC ANNEX

Primary Agency

AZ Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Support Agencies

AZ Commerce Authority (ACA)
AZ Department of Administration (ADOA)
Federal Emergency Management Agency (FEMA)
Operation HOPE
Small Business Administration (SBA)
U.S. Department of Agriculture (USDA)
U.S. Department of Health and Human Services (HHS)
U.S. Department of Housing and Urban Development (HUD)
U.S. Department of Interior (DOI)
U.S. Department of Labor (DOL)
U.S. Environmental Protection Agency (EPA)
U.S. Department of the Treasury (DOTR)

Partners

Aetna
APS
Arizona Grand Resort
Avnet
Big Lots
Charles Schwab
General Dynamics
Intuit, Inc.
Marriott
Mutual of Omaha
Target
USAA
Vanguard
Vantage West
Wells Fargo Bank

INTRODUCTION

Purpose

Recovery Support Function (RSF) #2 – Economic integrates state and federal resources to help local, county and tribal governments and the private sector sustain and/or rebuild businesses and employment. This RSF is to work with impacted areas to develop economic opportunities that result in sustainable and economically resilient communities after large-scale and catastrophic incidents.

Scope

The Economic RSF has two primary purposes, one focuses on the restoration and sustainability of locally impacted businesses and the other relates to the overall health and vitality of the impacted community's economic base in general. A community relies on economic stability and vitality to function, and most communities rely on the business community to contribute to this end. A disruption in services or goods provided by businesses can further stress residents and create a strain on recovery efforts. Recovery of a community's business sector shows citizens that recovery efforts are underway and creates a sense of success when citizens see businesses re-opening and people returning to work.

Disasters can have tremendous impacts on businesses. The U.S. Small Business Administration estimates that 25% of businesses impacted by a disaster do not re-open following an incident. Other sources state this figure is even higher. The closing of local and even national chain

businesses has cascading impacts on a community that is attempting to recover. Some of these impacts include job loss, lower tax revenue, a reduction in goods and services in the community, and a long standing sense of loss in the community.

When a community is recovering from disaster, one strategy that can be implemented to support economic recovery in that community is to purchase recovery supplies from local businesses, not nationwide chain stores. The impact of shopping at local businesses magnifies the returns to that community. Local businesses often rely on other local business for their operational support. Local businesses contribute a larger portion of taxes to the local government. Local businesses are often more inclined to support local charities. By purchasing disaster recovery supplies from local businesses, a significantly larger portion of the spending will be returned and invested in that community and following a disaster those dollars are a tremendous asset.

From the local government perspective, even if the government is not physically impacted by an incident, the fiscal impacts of a disaster can linger for years. Destroyed homes will lower property tax revenue, destroyed businesses will decrease sales tax revenue and often disaster will cause unexpected expenditures for the local government. By focusing on restoring the economy, as a whole, impacts to local governments will be decreased, allowing the overall recovery process to continue more smoothly.

This RSF should join Federal and state resources to work with local economic engines, chambers of commerce, local tourism promoters, and any other local relevant stakeholder to jointly create an economic recovery plan that focuses on rapid recovery, as well as long-term economic sustainability.

ECONOMIC RECOVERY PROGRAMS

Agencies	Programs
Operation HOPE	**HOPE Coalition America** The only financial emergency preparedness and recovery service in the country. Through partnerships with industry leaders in a wide range of industries spanning banking, financial services, insurance, social and community services, financial and economic assistance is provided to those affected by natural disasters. The Crisis Hotline and on-site counseling centers assist clients in their financial recovery from natural disasters, foreclosures, and other emergencies. Also provides pre-disaster planning. **HOPE Financial Dignity Centers** A network of community-based locations providing financial resources, literacy and counseling to people in underserved neighborhoods. **Banking On Our Future** Financial literacy training in a classroom environment.
Small Business Administration (SBA)	**Funding and Technical Assistance** Provides loans for property damages to non-farm businesses of all sizes and private nonprofit organizations; provides Economic Injury Disaster Loans to eligible small businesses and private nonprofit habitats and to create mechanisms for the mitigation of damages. Provides technical assistance regarding program eligibility, application processes and project requirements. Provides counseling and other technical assistance to small

	businesses and entrepreneurs. Promotes small business access to capital through loans, investments, etc., aimed at sustaining businesses and encouraging entrepreneurial applications.
U.S. Department of Agriculture (USDA)	**Rural Business Enterprise Program (RBEG)** Provides grants for rural projects that finance and facilitate development of small and emerging rural businesses help fund distance learning networks, and help fund employment related adult education programs. To assist with business development, RBEGs may fund a broad array of activities. The RBEG program is a broad based program that reaches to the core of rural development in a number of ways. **Rural Economic Development Loan and Grand (REDLG)** Provides funding to rural projects through local utility organizations. Under the REDLoan program, USDA provides zero interest loans to local utilities which they, in turn pass through to local businesses (ultimate recipients) for projects that will create and retain employment in rural areas. The ultimate recipients repay the lending utility directly. The utility is responsible for repayment to the Agency. Under the REDGrant program, loans are made to projects that will create or retain rural jobs. **Technical Assistance: Community & Economic Development Programs (CEDP)** Administers programs and initiatives that promote self-sustaining, long-term economic and regional development in rural areas. The programs demonstrate how every rural community can achieve self-sufficiency through innovative and comprehensive strategic plans developed and implemented at a grassroots level. The programs stress continued local involvement and decision making which is supported by partnerships among private, public and nonprofit entities. **Technical Assistance: Cooperative Programs** Cooperatives market and distribute agricultural products and supplies and provide other rural services and needs. Programs promote the understanding and use of the cooperative form of business. Cooperative Programs' technical assistance program helps agricultural producers and rural residents form new cooperatives and improve the operations of existing cooperatives facing specific problems or challenges. This service is available to existing rural cooperatives and groups of rural residents interested in forming a cooperative.
U.S. Department of Commerce (DOC) - Bureau of Industry & Security	**Technical Assistance: Defense Industry** Administers the authority and priorities of the Defense Production Act through the Defense Priorities and Allocations System to implement priorities and allocation provisions for industrial resources.
U.S. Department of Commerce (DOC) - Economic Development Administration	**Grants/Funding Program** Provides funding through competitive grants for economic recovery projects.
U.S. Department of Commerce (DOC) - Economics & Statistics	**Technical Assistance: Demographics/Data** Prepares pre-disaster demographic and economic baseline data for regions impacted by disasters during Economic RSF activations, as needed.

Administration/Census Bureau	
U.S. Department of Commerce (DOC) - International Trade Administration	**Technical Assistance: Tourism and Foreign Markets** Provides technical assistance to businesses for accessing foreign markets to encourage outside investment. Provides technical assistance and information regarding tourism consequences.
U.S. Department of Commerce (DOC) - Minority Business Development Agency	**Funding and Technical Assistance: Minority Business** Provides direct financial assistance, market access and technical assistance for minority business.
U.S. Department of Commerce (DOC) - National Oceanic & Atmospheric Administration (NOAA)	**Grants/Technology: Ecosystem-dependent economies** Provides grants and technologies to spur the recovery of ecosystem-dependent economies, to restore economically important habitats and create mechanisms for the mitigation of damages.
U.S. Department of Commerce (DOC) - National Institute of Standards & Technology (NIST)	**Technical Assistance: Manufacturing Sector** Administers the Manufacturing Extension Partnership to work with small and mid-sized US manufacturers to help create and retain jobs, increase profits, and save time and money.
U.S. Department of Health & Human Services (HHS)	**Technical Assistance: Health Services Sector** Provides technical assistance regarding program eligibility, application processes and project requirements for HHS programs as applicable under existing authorities. Provides assessment information regarding the consequences on the health and social services sector in an affected community. Provides technical assistance on the economic consequences to low- or moderate-income disaster survivors.
U.S. Department of Homeland Security (DHS) - Federal Emergency Management Agency (FEMA)	**Assessments/Technical/Financial Assistance: Losses** Provides economic damage assessment information regarding the insured and uninsured losses, economic recovery issues and other data sources gathered during Federal response efforts. Provides technical and financial assistance regarding program eligibility, application process and project requirements.
U.S. Department of Housing (DOH)	**Grants/Financial and Technical Assistance and Assessments** Provides flexible grants to help cities, counties and states recover from presidentially declared disasters, especially in low-income areas. Provides technical and financial assistance regarding program eligibility, application processes and project requirements. Provides economic damage assessment information regarding the economic consequences of the loss of housing stock, the housing market and community development issues, from its network of regional and field resources.
U.S. Department of Interior (DOI)	**Assessments/Technical/Financial Assistance: Natural & Cultural Assets** Provides technical and financial assistance regarding program eligibility, application processes and project requirements. Provides economic damage assessment information on the natural and cultural assets throughout the country, through its networks and available stakeholders.

U.S. Department of Labor (DOL)	**Assessments/Technical/Financial Assistance** Provides technical and financial assistance regarding program eligibility, application processes and project requirements. Provides economic damage assessment information on the consequences to the local workforce, labor markets and worker retraining needs.
U.S. Department of the Treasury (DOTR)	**Technical Assistance Information: Taxes** Provides financial literacy and tax-related assistance through education, outreach and tax return preparation assistance. Provides program data for use in economic damage assessments. Facilitates the operation of the Financial and Banking Information Infrastructure Committee, including the identification of sector impacts and resource requirements.
U.S. Environmental Protection Agency (EPA)	**Technical/Financial Assistance** Provides technical assistance to communities developing plans and policies to coordinate land use and infrastructure investments for a sustainable economic recovery. Provides financial support for clean-up and reuse of contaminated property.

RECOVERY SUPPORT FUNCTION #3 – HEALTH AND SOCIAL SERVICES ANNEX

Primary Agency

AZ Department of Health and Human Services (ADHS)

Support Agencies

AZ Attorney General's Office (AZAG)
AZ Commission for the Deaf & Hard of Hearing (ACDHH)
AZ Department of Administration (ADOA)
AZ Department of Agriculture (AZDA)
AZ Department of Economic Security (ADES)
AZ Department of Education (ADE)
AZ Department of Environmental Quality (ADEQ)
AZ Department of Public Safety (ADPS)
AZ Health Care Cost Containment System (AHCCCS)
AZ Statewide Independent Living Council (ASILC)
AZ Voluntary Organizations Active in Disasters (AzVOAD)
American Red Cross (ARC)
Citizens Corps Programs
- Community Emergency Response Team (CERT)
- Medical Reserve Corps (MRC)
Corporation for National and Community Service
Department of Justice (DOJ)
Department of Labor (DOL)
Indian Health Services (IHS)
The Salvation Army (TSA)
Veterans Affairs

Partners

Banner Health
Fry's
Target
USAA
Walgreens
Walmart

INTRODUCTION

Purpose

Recovery Support Function (RSF) #3 - Health and Social Services (HSS) is for both government and voluntary agencies assisting locally-led recovery efforts in the restoration of the public health, health care and social services networks to promote the resilience, health and well-being of affected individuals and communities.

Scope

As the name implies, the Health and Human Services RSF focuses on two components, the health care system and non-medical individual and family needs. While the two aspects are related, the services they provide and the partners necessary to complete the missions are quite broad and require the participation and services of many agencies. When coordinating this RSF, it is necessary that both health-related and social service needs are being addressed.

The purpose of the health care component of this RSF is to restore the health care system as quickly and as effectively as possible in order to ensure that people are receiving vital health services. It is important to note that the "health care system" spans a wide range of health care providers, not solely hospitals. The health care system includes, but is not limited to behavioral health providers, long term care facilities, medical equipment suppliers and service providers, health care workers, outpatient care centers, and environmental health impacts.

The human services portion of this RSF builds on and expands on the short to intermediate needs addressed by the Human Services Branch within DEMA's Recovery Section and the Individual Assistance Program, when awarded by FEMA. This RSF can continue the work initiated by the case management process in order to meet client's long-term and any other more challenging recovery related needs.

Additionally, this RSF has the lead role ensuring access and functional needs (AFN) are adequately addressed and these populations are included in recovery planning efforts. While each of the six RSFs should independently consider AFN in all aspects of their efforts, the Health and Human Services RSF incorporates AFN experts as standing support members; as such, this RSF can lend support to other RSFs should they need assistance with AFN concerns.

HEALTH AND SOCIAL SERVICES RECOVERY PROGRAMS

Agencies	Programs
AZ Healthcare Cost Containment Services (AHCCCS) - BHS COOP	**Crisis Counseling** Professionals trained in stress recognition and management techniques assist emergency responders and disaster victims with immediate crisis counseling, critical incident stress management (CISM), and referral to ongoing behavioral health services. **Enrollment and Penetration Report** This is a monthly report that tells how many people are enrolled in each Tribal and Regional Behavioral Health Authority. During a disaster recovery period this data is used to determine how many people in a given region are enrolling for behavioral health services. We could measure before and after the event to monitor any change enrollment. **Crisis Call Volume** The number of behavioral health crisis telephone calls are monitored and recorded. This is useful in measuring the behavioral health impact to a community. **Crisis Utilization Report** This report includes the number and types of behavioral health crisis services that have been provided by the Regional Behavioral Health Authority or Providers.
AZ Department of Administration (ADOA)	**Fleet Management** The Fleet Management Office manages approximately 1,800 vehicles that are leased to State agencies. Maintenance on these vehicles is performed by ADOT and regular preventative maintenance schedules are kept. **Material Management-Surplus Property** Usable and necessary surplus materials are distributed for public purposes to a state governmental unit or a political subdivision. **Building Management** Manages the ADOA Building System and private space leasing program. Also provides custodial, grounds, and physical security, and repair and maintenance on ADOA's owned or leased/managed buildings.
AZ Department of Economic Security (ADES)	**Unemployment Insurance (UI)** Provides monetary benefits to eligible claimants who lose their jobs by no fault of their own. **Disaster Nutrition Assistance Program (DNAP)** Nutrition Assistance, also known as Supplemental Nutrition Assistance

	Program (formally known as Food Stamps). Provides Nutrition Assistance benefits for those impacted by declared disasters.
AZ Department of Health Services (ADHS)	**Epidemiology and Surveillance** The Epidemiology Section contributes to activities in all phases of a disaster. Specific disaster-related activities in which epidemiology methods and tools may be significantly utilized include: Public Health Surveillance: during a disaster it is important to conduct surveillance to determine the extent and scope of the health effects on the affected populations. Surveillance is the systematic collection, analysis, and interpretation of deaths, injuries, and illnesses which enables public health to track and identify any adverse health effects in the community. It allows public health to assess the human health impacts of a disaster and evaluate potential problems related to planning and prevention. Disease surveillance can help prevent the likelihood of outbreaks through early detection and response. Additionally, conducting health surveillance allows for the ability to make informed decisions about action items such as allocating resources, targeting interventions to meet specific needs, and planning future disaster response. Public health surveillance may be conducted in hospital emergency departments, evacuation centers, special needs shelters, clinics and from surveys of households in affected communities. Tracking and Registries: identifies long-term consequences of a disaster to inform the need for ongoing care or public health measures as well as developing health education and disease prevention measures. Registries are used to identify people in the at-risk cohort and gather names and contact information while the response and recovery are underway. The registries can then be used to estimate exposures and provides a guide for who should be screened and tracked possible long-term effects. Community Assessment for Public Health Response (CASPER): public health epidemiology can provide needs assessments to help measure the post-disaster health status and basic needs of the affected community. The primary purpose is to identify immediate needs among impacted communities. The information can provide situational awareness and improved actionable information for emergency response leaders and local health officials. CASPER can provide identification of community needs to guide public health efforts (e.g., health problems); identification of community knowledge, beliefs and practices regarding public health issues; establishment of priorities for decision-makers through household-based population estimates; evaluation of the effectiveness of public health activities (i.e., are needs being met, is the community receiving appropriate messaging, are implemented programs successful?). D. Health messaging to providers and local health departments. **Smoke-Free Arizona Program** The Smoke-Free Arizona Program is required to provide compliance assistance and conduct inspections at enclosed public places and places of employment throughout Arizona to ensure compliance with the Smoke-Free Arizona Act and Rules. Inspections in response to complaints alleging violations of the Smoke-Free Arizona Act and Rules must be conducted within 15 days of a complaint being received by the Program. ADHS

	Smoke-Free Arizona Program staff and delegated AZ County Health Department Smoke-Free Arizona Program staff are authorized to conduct inspections on behalf of ADHS.
AZ Department of Health Services (ADHS) - BNPA	**Women, Infants, and Children (WIC)** Provides nutritious foods, nutrition education (including breastfeeding promotion and support), and referrals to health and social services to participants at no charge. **Commodity Supplemental Food Program (CSFP)** Food boxes include a variety of foods, such as infant formula and cereal, nonfat dry and ultra-high temperature fluid milk, juice, farina, oats, ready-to-eat cereal, rice, pasta, peanut butter, dry beans, canned meat or poultry or fish, and canned fruits and vegetables.
AZ Department of Health Services (ADHS) - Immunization Program Office	**Immunization Services** State immunization contact to county health departments, Indian Health Services/tribal agencies, community and rural health centers, fire departments, schools, childcare facilities and other public and private immunization programs. Immunization/vaccine direction, guidance and technical assistance to enhance service delivery of immunizations in order to raise immunization coverage levels for all Arizona citizens. **AZ State Immunization Information System (ASHS)** Statewide immunization registry. A system for the electronic capture, secure storage and confidential management of immunization data and information. These data can be used to assess individuals' immunization status; assess coverage levels of communities, regions and state; and track the administration and uptake of vaccines. This would be important data in a vaccine preventable disease outbreak. **Immunization Assessment Section** Assesses immunization coverage rates in schools and day care facilities on an annual basis. Assesses annual CDC-provided data, including National Immunization Survey results for Arizona and influenza vaccine uptake. Assesses annual BRFSS data on child immunizations. These current data used may not be particularly timely for an outbreak or emergency response and often cannot get down below the state level can provide context. Also, this section can provide these data and evaluate any other ad hoc data available to assess coverage levels statewide. **Vaccine Center** AZ point-of-contact for Federal "Vaccines for Children" Program; Federal 317 vaccine; and when available, state-purchased vaccine. Procure, store, manage and distribute vaccine statewide.
AZ Department of Health Services (ADHS) - Bureau of EMS and Trauma System	**Regulatory Functions** License, inspect and, as necessary investigate trauma centers, air and ground ambulance companies, EMS medical control hospitals, EMS training programs and emergency medical care technicians. **System Development Functions** Aggregate, evaluate and report on EMS and trauma system data. Facilitate the activities of three statutory advisory bodies; promote EMS and trauma system development.
AZ Department of Health Services (ADHS) - PHS/EDC/ODIS	**Aids Drug Assistance Program (ADAP)** ADAP provides medications to qualifying clients. ADAP ceases to provide drugs when available funding is exhausted or terminated. ADAP is not an

	entitlement program and does not create a right to assistance absent available funding.
AZ Department of Health Services (ADHS) - Office of Vital Records	**Vital Records - birth and death certificate issuance** The Office of Vital Records (OVR) can issue certified copies of birth and death records for events that occurred in Arizona. The OVR can provide some assistance to individuals needing quick access to a birth record from another state if there is a significant disaster that necessitates assistance.
AZ Department of Health Services (ADHS) -Office of Environmental Health	**Environmental Toxicology Program** Assists communities and citizens to understand potential public health effects from known or suspected environmental exposures. **Food Safety and Environmental Services** To prevent and control human illness related to the transmission of infectious agents or toxic substances in food and water. In addition, works directly with county environmental health offices with public health sanitation in hotels and motels, trailer coach parks, public and semi public swimming pools, children's camps, and behavioral health centers.

RECOVERY SUPPORT FUNCTION #4 – HOUSING ANNEX

Primary Agency

AZ Department of Housing

Support Agencies

AZ Board of Appraisal (ABOA)
AZ Department of Administration (ADOA)
AZ Department of Agriculture (AZDA)
AZ Department of Housing (ADOH)
AZ Department of Insurance (ADOI)
AZ Department of Real Estate (ADRE)
AZ Department of Veteran's Service (ADVS)
AZ Office on Tribal Affairs
AZ Registrar of Contractors (AZROC)
AZ State Land Department (ASLD)
- *Cartographers Office*

AZ Voluntary Organizations Active in Disasters (AzVOAD)
American Institute of Architects, Arizona
American Red Cross (ARC)
Board of Examiners of Nursing Care Institutions Administration & Assisted Living Facility Mgrs
Department of Housing and Urban Development (HUD)
Federal Emergency Management Agency (FEMA)
Governor's Office of Youth, Faith and Family
Small Business Administration (SBA)

Partner

Sundt Construction

INTRODUCTION

Purpose

Recovery Support Function (RSF) #4 - Housing addresses disaster-related housing issues both prior to and following an event. To coordinate and facilitate the delivery of Federal, state, private and voluntary agency resources and activities to assist impacted communities in the rehabilitation and reconstruction of destroyed and damaged housing, whenever feasible, and development of other new accessible, permanent housing options.

Scope

The Housing RSF aims to identify and apply housing solutions that meet the needs of the whole community in incidents where the local resources have been exhausted. In order to facilitate this, the Housing RSF identifies relevant stakeholders in the housing sector that can be utilized during recovery efforts. The intent of this document is not to present a detailed, step by step recovery guide; rather to provide a list of potential resources and sources of knowledge that can be applied to specific incidents to address difficult recovery issues.

Housing of disaster survivors typically falls under three categories: temporary, intermediate, and permanent. Temporary housing consists of emergency sheltering operations and is normally coordinated and completed by ESF #6 (Mass Care); however, the components and players may transition into the Housing RSF. Intermediate housing issues relate to the period of time that individuals may be in transitional housing while awaiting repairs or reconstruction of their permanent home. Hotels, rental units, and travel trailers are examples of intermediate housing. Permanent housing refers to the individuals' or families' "new normal" housing unit. Projects that lead to permanent housing included housing repairs or total reconstruction of a home on the original site or new location.

The goal of the Housing RSF is to identify challenges at every phase of the housing sector's recovery and collectively craft recommendations and solutions that lead to a holistic recovery. Based on the recovery assessment, the State Disaster Recovery Coordinator will work with the primary agency to determine the housing related challenges the event may present. Following this determination, RSF agencies should consult one another to determine possible solutions to be presented to the impacted county or community for action.

HOUSING RECOVERY PROGRAMS

Agencies	Programs
American Red Cross (ARC) - Grand Canyon Chapter (GCC) - Southern Arizona Chapter (SAC)	**Sheltering** Assistance with emergency disaster caused needs including: disaster mass care sheltering and feeding; impact and damage assessment; disaster counseling; health related services; financial assistance for replacement of essential items; outreach services; disaster welfare information (connecting families after disaster); distribution of clean up supplies; communications-CBs-hams; disaster preparedness and training; first aid/CPR training. Non-disaster emergency services including: Armed Forces Emergency Services; Domestic Violence Services (Maricopa Co only); Health and Safety; Blood Services; Youth Services, and International Services.
AZ Community Action Association	**Technical/Financial Assistance** Trained volunteers in areas of communication, housing (eviction prevention), and utility assistance. Can assist in applying for government aid.
AZ Department of Housing (ADOH)	**Installation Program** Regulate the installation of pre-1976 mobile homes, HUD manufactured homes, and residential and commercial factory-built buildings. In agreement with HUD to regulate the installation of HUD manufactured homes under the State Installation Program, inspectors inspect installation of home or building to current state approved plans. **Housing Plan Review** Authority over the manufacturing and installation of residential and commercial factory-built buildings within the State and for homes and buildings entering the State. Plan review and approval of: factory-built building plans; foundation and installation plans for factory-built buildings; foundation and installation plans for pre-1976 mobile homes and HUD manufactured homes going into any flood plain or which are being installed deviating from what is prescribed in the home's manufacturer installation manual, or from what's typical from HUD Installation Standards or State Rules. **Rehabilitation Program** Authority over the inspection of pre-1976 mobile homes entering the State or being moved. Pre-1976 mobile homes which fall in one of the three categories are required to be rehabilitated to increase the safety of the home for the tenant. No state authority over pre-1976 mobile homes with regards to the Rehabilitation Program, however local jurisdictions may have ordinances requiring compliance with the State Rehabilitation Program or

	have a local Rehabilitation Program. **Primary Inspection Agency (IPIA) Program** Regulate the manufacturing of HUD manufactured homes, and residential and commercial factory-built buildings. In agreement with HUD to regulate the manufacturing of HUD manufactured homes on their behalf. Inspectors inspect the construction of HUD manufactured homes to Design Inspection Primary Inspection Agency approved plans and per HUD 24 CFR, Part 3280 Manufactured Home Construction and Safety Standards. **HUD Label Verification and Accountability** Verification may be necessary for the sell, purchase, movement, installation, demolition, or structural remodeling. HUD manufactured homes which are being demolished, being changed for use other than a single family residence, or being remodeled to compromise the structural integrity of the homes no longer comply with HUD 24 CFR Part 3280 Manufactured Home Construction and Safety Standards, and must have HUD labels removed (if available) and mailed to the State with a letter explaining the circumstance for removal. State will report HUD label removal to HUD. Removal of HUD labels occurs on a case-by-case basis, contact office before proceeding. **Intergovernmental Agreements (IGA) Program** Authority to enter into Intergovernmental Agreements with county and local jurisdictions for the permitting and installation inspection of pre-1976 mobile homes, HUD manufactured homes, and residential and commercial factory-built buildings. Locals may issue installation permits and conduct installation inspections on behalf of the State, according to State approved installation/flood plain/attached accessory structure plans.
AZ Housing Alliance	**Technical Assistance/Training** Arizona Housing Alliance is a statewide affordable housing coalition. Comprised of 150+ members which are individuals, business and organizations that create affordable housing. AZ Housing Alliance offers training and advocacy for their members - similar to operating like a trade association. The AZ Housing Alliance may be able to help recovery efforts by linking DEMA to a member organization that provides housing in a specific area that was hit by a disaster.
AZ Southern Baptist Disaster Relief	**Mass Care, Feeding, Debris, Counseling Services, Rebuilding** Provides disaster response including: mobile feeding trailer; mobile shower trailer; storm recovery equipment trailer; mud-out & chain-saw crews; mobile command center; chaplains for disaster counseling services; and outreach services.
Brethren Disaster Ministries	**Home Repairs** Provide emergency childcare, trained volunteers for childcare and clean-up/home repairs.
Lutheran Social Services of the Southwest	**Long-Term Recovery Assistance** Cash, grants, and loans; personal inquiries; unmet needs assessment; case management, adult home care services, adult day-care, refugee resettlement, job assistance, food banks, shelter services for single homeless women.

Mennonite Disaster Services	**Rebuild/Repair Housing** Respond, repair and rebuild those affected by disaster.
The Salvation Army (TSA)	**Cleanup/Reconstruction/Feeding/Donations Management** Mass care feeding and hydration service from fixed or mobile feeding operations; mass care shelter management at limited locations; Aidmatrix administrator and recipient organization; donations management including in-kind goods collection, sorting, storage, transportation and distribution; emotional and spiritual care services; disaster survivor assistance for short term unmet needs including food clothing, household goods and financial assistance; long term recovery assistance for unmet needs; and communication support with amateur radio base/portable units.
World Renew	**Disaster Response Services** Untrained volunteers; clean-up/home repairs; long-term rebuilding and repair of disaster damaged homes; building trades/professionals; case management and advocacy; needs assessment; organizational capacity building.

RECOVERY SUPPORT FUNCTION #5 – INFRASTRUCTURE SYSTEMS ANNEX

Primary Agency

AZ Department of Transportation (ADOT)

Support Agencies

AZ Department of Administration (ADOA)
AZ Department of Environmental Quality (ADEQ)
AZ Department of Housing (ADOH)
AZ Department of Health Services (ADHS)
AZ Department of Forestry and Fire Management (AFFM)
AZ Department of Water Resources
AZ Voluntary Organizations Active in Disasters (AzVOAD)
American Red Cross (ARC)
Citizens Corps Programs
- Community Emergency Response Team (CERT)
Federal Emergency Management Agency (FEMA)
Game & Fish Department (AZGFD)
Natural Resource Conservation Service (NRCS)
Small Business Administration (SBA)
The Salvation Army (TSA)
US Department of Agriculture (USDA)
- US Forest Service (USFS)
US Department of the Interior (DOI)

Partners

APS
AZ Warn
CenturyLink
Southwest Gas
SRP
TEP
Verizon

INTRODUCTION

Purpose

Recovery Support Function (RSF) #5 - Infrastructure Systems facilitates the integration of the capabilities of state and federal government and voluntary agencies in support of local, county, and tribal governments and other infrastructure owners and operators efforts to achieve recovery goals relating to the State's multiple infrastructure systems.

Scope

Arizonans rely heavily on built infrastructure during the course of their everyday lives. Second only to impact to homes, damaged or destroyed infrastructure can create the greatest impact for residents following a disaster. Roads, utilities, water systems, and government facilities are just some of the infrastructure systems that routinely get impacted within the State by disasters.

The State of Arizona administers the Governor's Emergency Fund as a way to help local jurisdictions recover their infrastructure. Beyond this FEMA administers the Public Assistance Program that can provide additional financial and technical support. Even with these two programs in place, there may be incidents within the State that require additional assistance outside their scope or eligibility. It is vital to the community that key services be restored to allow residents to reach their new normal in the most expeditious way possible. The focus of the Infrastructure RSF is to bring together experts and agencies that can support the recovery of vital

infrastructure when the Governor's Emergency Fund and the FEMA PA Program are insufficient or not applicable.

Therefore, the scope of this RSF includes, but is not limited to, the following infrastructure sectors and subsectors:

- Energy
- Water
- Dams
- Communications
- Transportation systems
- Agriculture (food production and delivery)
- Government facilities
- Utilities
- Sanitation
- Engineering
- Flood control
- Other systems that directly support the physical infrastructure of communities
- Physical facilities that support essential services, such as public safety, emergency services and public recreation

When coupled with informed decisions by county, local, and tribal officials, this RSF provides the support system necessary for the restoration of a community's infrastructure.

INFRASTRUCTURE SYSTEMS RECOVERY PROGRAMS

Agencies	Programs
AZ Department of Administration (ADOA)	**Fleet Management** The Fleet Management Office manages approximately 1,800 vehicles that are leased to State agencies. Maintenance on these vehicles is performed by ADOT and regular preventative maintenance schedules are kept. **Material Management-Surplus Property** Distribution of surplus materials which are usable and necessary for public purposes to a state governmental unit or a political subdivision. **Building Management** Manages the ADOA Building System and private space leasing program. Also provides custodial, grounds, and physical security, and repair and maintenance on ADOA's owned or leased/managed buildings.
AZ Department of Emergency and Military Affairs (DEMA) - AZ Division of Emergency Management (ADEM)	**Hazard Mitigation Grant Program (HMGP)** Post-disaster mitigation program; 75% fed 25% non-fed match requirement; eligible mitigation projects include minor flood control projects, property acquisitions/relocations, structural elevation, and wildfire mitigation projects. **Flood Mitigation Assistance (FMA)** Flood only projects; 75% fed 25% non-fed match requirement; eligible activities include acquisition/relocation, elevation, dry flood proofing of non-residential structures, and minor flood control projects. **Pre-Disaster Mitigation Plan (PDM)** All-hazard; 75% fed 25% non-fed match requirement; eligible activities

	include acquisition/relocation, elevation, dry flood proofing of non-residential structures, and minor flood control projects.
AZ Department of Forestry and Fire Management (AFFM)	**Firewise Communities USA** The program's goal is to encourage and acknowledge action that minimizes the potential losses from wildfires. It also educates communities to prepare for fires before they occur.
AZ Department of Transportation (ADOT) - Transportation	**Federal Highway Administration (FHWA) Emergency Relief Program** Designed to assist state, county, city and tribal entities in dealing with emergency situations due mainly to natural disasters such as flooding, fire, earthquake, etc, causing damage to the roadway system. **Technical Assistance - Bridges** Design, inspect, maintain and load rate all State and local bridges and culverts meeting FHWA National Bridge Inspection (NBI) Standards. **Feature Inventory System: Data** Digital collection of inventoried features ranging from drainage structures to physical location of a sign post or guardrail segment. All data is geo-referenced to within the right-of-way and can provide a detailed as-built view of the affected highway segment.
AZ Department of Transportation (ADOT) - Environmental Services	**Environmental Assessment Assistance** Natural and cultural resource evaluation and impact assessment.
AZ Department of Water Resources (ADWR) - (NFIP)	**Floodplain Management: National Flood Insurance Program (NFIP)** Communities participating in the NFIP adopt and enforce floodplain management ordinances to reduce future flood damage. According to FEMA, flood damage is reduced by nearly $1 billion a year, nationally, through communities implementing sound floodplain management requirements and property owners purchasing flood insurance. **Dam Safety** State law assigns the responsibility for supervision of the safety of dams to ADWR. ADWR can provide the locations of state-regulated dams and associated information (e.g. owner contact, capacity, age, construction, condition), as well as technical assistance with respect to; emergency or unusual conditions at dams, operations, and necessary dam repairs. **Well Drilling** Prior to drilling a new well, or deepening or modifying an existing well, a Notice of Intent to Drill must be filed with ADWR. ADWR can provide the locations of registered wells (municipal, domestic, agricultural, industrial) and associated data (well depth, casing diameter, owner information) and expedite the application process for new well drilling permits.
Department of the Interior (DOI) - National Interagency Burned Area Emergency Response (BAER)	**Post-Wildfire Impact** The DOI maintains two standing National Interagency BAER teams to assist field units develop plans to address emergency stabilization issues on wildfire where post-wildfire impacts pose immediate and significant threats to human life and property. Typical actions a BAER team considers include ground cover replacement, installation of water control devices such as water bars, area closures, weed treatment and placing warning signage. The team does not work on replacing losses due to fire.
Federal Highway	**Federal Highway Administration (FHWA) Emergency Relief (ER)**

Administration (FHWA)	**Program** State and local governments may work directly with the FHWA if no state routes or rights of way are involved.
U.S. Department of Agriculture (USDA) - Natural Resources Conservation Service (NRCS)	**Emergency Watershed Protection Program (EWP)** Through the EWP, the U.S. NRCS can help communities address watershed impairments that pose imminent threats to lives and property. Areas that suffered damage due to flood, fire, drought, windstorm, or other natural occurrence, NRCS may pay up to 75% of the construction costs of emergency measures, 90% for projects within limited-resource areas as identified by the U.S. Census. EWP program addresses watershed impairments, which may include: debris clogged stream channels; undermined and unstable stream banks; jeopardized water control structures and public infrastructures; wind-borne debris removal; and damaged upland sites stripped of protective vegetation by fire or drought.

RECOVERY SUPPORT FUNCTION #6 – NATURAL AND CULTURAL RESOURCES ANNEX

Primary Agency

AZ Department of Environmental Quality (ADEQ)

Support Agencies

AZ Department of Administration (ADOA)
AZ Department of Agriculture (AZDA)
AZ Department of Environmental Quality (ADEQ)
AZ Department of Health Services (ADHS)
AZ Department of Housing (ADOH)
AZ Department of Public Safety (ADPS)
AZ Department of Transportation (ADOT)
AZ Department of Water Resources (ADWR)
AZ Game & Fish Department (AZGFD)
AZ Office on Tribal Affairs
AZ Department of Forestry and Fire Management Services (FFMS))
AZ State Parks Department (ASP)
AZ Voluntary Organizations Active in Disasters (AzVOAD)
Citizens Corps Programs
- Community Emergency Response Team (CERT)
- Medical Reserve Corps (MRC)
Federal Emergency Management Agency (FEMA)
Small Business Administration (SBA)
U.S. Department of Agriculture (USDA)
- Farm Services Agency (FSA)

Partners

APS
AZ Warn
Desert Botanical Garden
Fry's
Southwest Gas
SRP
TEP

INTRODUCTION

Purpose

Recovery Support Function (RSF) #6 - Natural and Cultural Resources integrates state, federal and voluntary agency assets and capabilities to help county, local and tribal governments and communities address long-term environmental and cultural resource recovery needs after disaster incidents.

Scope

During disasters, some of the most vulnerable assets within the State are our natural and cultural resources. Disasters often take an extreme toll on the natural environment, destroying trees and vegetation, contaminating waterways, and polluting the air, just to name a few of the impacts. Additionally, culturally sensitive and historic properties are also extremely vulnerable to disasters and many of these sites are irreplaceable. The purpose of the Natural and Cultural Resources RSF is to utilize expertise in the field to minimize the impact of disasters and proactively and appropriately restore these important resources.

Besides cultural and historic significance, the destruction of natural resources can have long lasting impacts on the communities and residents who rely on them. If these resources are

ignored, the secondary effects of disasters can appear months or years later and continue to impact communities while other segments of the community have recovered.

In addition to natural resources, Arizona also possesses cultural resources that cannot be found anywhere else in the world. From tribal to territorial days, many cultural sites within the state date back hundreds, even thousands of years. It is imperative that these sites be identified prior to a disaster and closely monitored when events are occurring that may threaten the site. During an event, experts should be consulted to determine the best way to mitigate impacts to these resources and what is the best and most culturally sensitive way to properly restore and preserve these sites for the future.

Should a natural or cultural resource be impacted by a disaster, an item that may be required prior to reconstruction and/or clean-up efforts is an Environmental Historic Preservation Review (EHP). The purpose of an EHP is to verify project proposals are in compliance with Federal environmental/historic preservation laws and Executive Orders. It is important to note that disasters and emergencies do not exempt projects from EHP review and responsibilities.

Because there can be so many components to the restoration and recovery of a natural or cultural resource, it is important various experts in many fields be consulted. This makes the Natural and Cultural Resources RSF an extremely valuable forum and resource for protecting and conserving these resources.

NATURAL AND CULTURAL RESOURCES RECOVERY PROGRAMS

Agencies	Programs
AZ Department of Environmental Quality (ADEQ)	**Community Liaison Program** ADEQ has placed key employees in the communities they serve, so these staff members can have frequent and direct contact with agency customers. During the recovery process, ADEQ's Community Liaisons are able to facilitate communication between ADEQ and the impacted communities. They are available to attend recovery meetings, report to management on local concerns and needs, help disseminate vital information to residents and address questions from the public, conduct smoke monitoring, and serve as single ADEQ points-of-contact for local recovery agencies. **Emergency Response Unit** ADEQ Emergency Response Unit is on call 24/7, to ensure that all environmental emergencies are promptly addressed. The Unit works to minimize injuries, deaths, property damage and threats to human health and the environment from chemical spills, fires, explosions and other pollutant releases by stabilizing emergency incidents through its role as State on Scene Coordinators and as the environmental support agency of the SERRP.
AZ Department of Environmental Quality (ADEQ) - Office of Border Environmental Policy	**Technical Assistance: Wastewater/Communication/Mapping** The Office of Border Environmental Protection has strong ties with public and private stakeholders south of the border; can facilitate communication and coordination as needed in response to a catastrophe in the border region; provide communication support to Spanish speaking stakeholders; supports border communities with associated products in the context of catastrophic failure of bi-national wastewater infrastructure. The office has staff members with wastewater treatment plant operator experience and

	certification and can provide technical assistance; versed in geographic information systems, geographic analysis, and map preparation. As needed, the staff can access public and DEMA-sourced data to produce maps communicating hazard risks following a catastrophic incident, as well as national elevation dataset freely available from the U.S. Geological Survey to develop local surface water flow regimes that may be impacted by hazardous chemical spills and/or other catastrophes. Using data available from the ADEQ and the ADWR, maps can be developed showing critical water and wastewater infrastructure and water supply wells in the vicinity of a catastrophic incident. Associated risks can be mapped and communicated to the public and emergency response depending on the nature of the event.
AZ Department of Environmental Quality (ADEQ) - Water Quality Division (WQD)	**Grants: Water Quality Improvement Program (WQIP)** Allocates money from the EPA for implementation of non-point source management and watershed protection. Grant funds from the EPA are administered by ADEQ who uses these federal funds to implement on-the-ground water quality improvement projects to control non-point source pollution. **Inspections: ER of Regulated Drinking Water Systems and Waste Water Discharges** Prioritize inspections/facility file and database reviews and assign staff to inspections. **Water Permits and Approvals** Programs that facilitate the protection of drinking water source waters through the oversight of wellhead protection, public water system capacity development and the certification of public water system and wastewater system operators; to provide plan review and approval of public water systems and wastewater facilities; and to issue permits for facilities that discharge pollutants, for reclaimed water and to register drywells. Depending on the event, permit review and approval support would include but not be limited to: water system engineering design and maintenance guidance; regulatory guidance; data retrievals for certified operator and facility related information; wastewater and drinking water operational and treatment guidance. **Water Quality Monitoring: Impaired or Impacted Waters** The WQD conducts surface and groundwater monitoring throughout the State to determine ambient water quality and to assess whether the water body is attaining its designated uses (e.g., recreation, domestic water source, aquatic & wildlife). The agency works with federal and state agencies to collect and assess data collected by those agencies. The surface water program characterizes water quality throughout the 10 surface watersheds over a five-year cycle on monitoring.
AZ Department of Environmental Quality (ADEQ) - Waste Programs Division	**Technical Assistance: Waste Inspections and Compliance** The Inspections and Compliance Section can provide assistance with the proper handling, storage, treatment and disposal of solid and hazardous wastes and the proper operation and maintenance of underground storage tank systems. **Technical Assistance: Underground Storage Tanks** Investigates and coordinates efforts to clean up leaking underground storage tanks once a release has occurred.

	Technical Assistance/Permitting: landfills; bio-hazardous medical waste facilities; hazardous waste The Permits Section provides technical review and issues permits to landfills; bio-hazardous medical waste facilities; and hazardous waste treatment, storage and disposal facilities.
AZ Department of Forestry and Fire Management (AFFM)	**Technical Assistance: Post Fire** Technical expertise in assessing fire damage and impacts to caring capacity of grazing permitted land and timber stands. **Grants: Volunteer Fire Assistance** Provides financial assistance to train organize, and equip fire departments in rural areas and rural communities to prevent and suppress fires. A rural community is defined as having 10,000 or less population. **Grants: Western Wildland Urban Interface** Goals of the program are to reduce hazardous fuels/restore fire adapted ecosystems; improve prevention and education in the interface; and community wildfire protection planning.
AZ Department of Transportation (ADOT) - Environmental Services	**Archaeological and Cultural Resource Technical Assistance and Data** Archaeological and Cultural Resource staff are located in Phoenix and Flagstaff and Tucson. Staff meeting Secretary of Interior Professional standards criteria (as cited in Code of Federal Regulations). Data management of inventoried sites within ADOT jurisdiction discovered during project-by-project investigations. **Natural Resources** Four regional groups of Natural Resource Professionals and Technicians (Flagstaff, Prescott Valley, Phoenix, Tucson). Applications of herbicides, pesticides, physical vegetation management, and preventative management strategies. Equipment and expertise focused on chemical applications via spray trucks, hand applications. Experience with fire as a management tool for fuel reduction projects as well as brush disposal. **District Environmental Coordinators: Technical Assistance** Environmental Coordinators established in each of the nine engineering districts throughout the state (Kingman, Flagstaff, Holbrook, Prescott, Globe, Phoenix, Yuma, Tucson, Safford). Staff is geographically based with established relationships at the local, state, tribal and federal partners, regulators, and officials as they relate to environmental resource management and regulations. **Feature Inventory System: Data** Digital collection of inventoried features ranging from wildlife crossing structures to physical location of a sign post or guard rail segment. All data is geo-referenced within the right-of-way and can provide a detailed as-built view of the affected highway segment. **On-call Contracting of Natural Resource and Environmentally Required permits** Established on-call professional services contract meeting state or federal requirements (including NEPA Compliant activities) as well as other research topics in support of an overall environmental clearance process. This effort may be pursued in conjunction with FHWA or FEMA Emergency Relief funding. **Compliance Evaluation Program** Three regionally-assigned Compliance Evaluators with field equipment

	necessary to ensure compliance with permit requirements, contract stipulations and mitigation measures associated with environmental conditions.
AZ Department of Water Resources (ADWR)	**Groundwater Rights and Withdrawal Permits** The program issues groundwater withdrawal permits, processes conveyances of groundwater rights and manages and maintains a registry of groundwater rights information. **Water Exchanges and Permitting** ADWR issues, renews and modifies water exchange permits. **Dam Safety** State law assigns the responsibility for supervision of the safety of dams to ADWR. ADWR can provide the locations of state-regulated dams and associated information (e.g. owner contact, capacity, age, construction, condition), as well as technical assistance with respect to; emergency or unusual conditions at dams, operations, and necessary dam repairs. **Well Drilling** Prior to drilling a new well, or deepening or modifying an existing well, a Notice of Intent to Drill must be filed with ADWR. ADWR can provide the locations of registered wells (municipal, domestic, agricultural, industrial) and associated data (well depth, casing diameter, owner information) and expedite the application process for new well drilling permits. **Technical Assistance in Floodplain Management** ADWR assists communities that participate in the National Flood Insurance Program (NFIP), sets state standards for floodplain management; and works with local, state, and federal entities during times of flood emergencies. ADWR can provide information on FEMA floodplains and high flood hazard areas. **Surface Water Permitting** State law provides a permit must be obtained in order to appropriate surface water. ADWR processes applications related to existing rights for changes in type of use as well as severance & transfers from one place of use to another. ADWR can provide information on surface water rights. **Assured & Adequate Water Supply Designation** An assured water supply determination is required in order to sell lots within a subdivision that is located within Active Management Areas (AMA). Some cities, towns, private water companies and water districts have obtained a Designation of Assured Water Supply for their water service area. **Ground Water Recharge** Provisions for recharge programs included in the Groundwater Code allow injection of surface water or treated wastewater into an aquifer for storage. Through recharge programs, surplus renewable water supplies can be stored for use in the future. ADWR tracks long-term storage credits and permits recovery wells. **Technical Assistance: Flood Warning** ADWR coordinates with local communities, state and federal agencies for the planning, design, construction and operation of flood warning systems, operates and maintains field equipment, hosts the statewide flood warning website. ADWR frequently installs equipment in burn areas to improve warning due to the increased post-fire flood risk.

AZ Game and Fish Department (AZGFD)	**Law Enforcement Support and Fixed Winged Aircraft Support** AZGFD, as State certified Peace Officers that may be called to assist with law enforcement efforts relating to wildlife, OHV and watercraft. AZGFD also provides fixed wing aircraft to monitor and survey wildlife and provide support for wildlife related law enforcement activities. **Vehicle Resources/Transportation** AZGFD has a wide variety of vehicle resources including trucks, utility trailers, ATVs / UTVs and watercraft. **Wildlife Habitat Restoration** This program can provide technical advice and guidance relating to the effects of, and recovery efforts for, wildlife habitat restoration. **Heritage Data Management System** Provides information on special status wildlife species for environmental compliance during emergency recovery operations. **Technical Assistance: Water Quality Lab Support** AZGFD collects and samples water. The main focus would be to perform diagnostic work to investigate, and/or prevent, fish kills or potential issues related to aquatic wildlife. **Technical Assistance: Wildlife Biology** AZGFD has Wildlife Biologists on staff to provide technical support and assessments for wildlife related natural resource issues. **Technical Assistance: Archaeological Support** AGFD has certified Archaeologists on staff they may be able to provide on the ground and technical support for cultural related events. **Technical Assistance: Wildlife Capture and Relocation Support** AZGFD can provide technical support for assessments to determine the impacts of a disaster recovery operation to wildlife populations, migration patterns and habitats. Under this program we can provide on the ground support for capture and relocation of wildlife in impacted areas. **Heavy Equipment Support** Heavy equipment and operators for use on wildlife recovery projects.
U.S. Department of Agriculture - Farms Services Agency (FSA)	**Supplemental Revenue Assistance Payments (SURE)** Authorized by the 2008 Farm Bill to provide assistance to producers suffering crop losses due to natural disasters. SURE is available for crop losses due to natural disasters occurring through Sept. 30, 2011. **Emergency Assistance for Livestock, Honey Bees, & Farm-Raised Fish (ELAP)** Provides emergency relief to cover losses from disaster such as adverse weather not adequately covered by any other disaster program. Sections 12033 & 15101 of the 2008 Farm Bill direct the use of up to $50/yr from the Trust Fund to provide emergency relief to eligible producers of livestock, honeybees, and farm-raised fish. The emergency relief is to provide financial assistance to reduce the amount of losses due to disease, adverse weather, or other conditions, such as blizzards and wildfires. ELAP covers losses that are not covered under LFP, LIP, or SURE. **Tree Assistance Program (TAP)** Provides financial assistance to replant or rehabilitate eligible trees, bushes and vines damaged by natural disasters occurring on or after Jan. 1, 2008, and before Oct. 1, 2011. TAP was authorized by the 2008 Farm Bill and is funded through the Agricultural Disaster Relief Trust Fund. **Emergency Forest Restoration Program (EFRP)**

	Provides payments to carry out emergency measures to restore land damaged by natural disaster. Funding for EFRP is appropriated by Congress. EFRP is administered by FSA's state and county committees and offices. Subject to availability of funds, locally-elected county committees are authorized to implement EFRP for all disasters except drought and insect infestations, which are authorized at the FSA national office. **Noninsured Crop Disaster Assistance Program (NAP)** Provides financial assistance to producers of non-insurable crops when low yields, loss of inventory, or prevented planting occurs due to natural disasters. **Emergency Farm Loans** Provides Emergency loans. Emergency loan that may be used to restore or replace essential property, pay all or part of production costs associated with the disaster year, pay essential family living expenses reorganize the farming operation, or refinance certain debts, excluding real estate. The maximum loan amount is $500,000. **Livestock Indemnity Program (LIP)** The "Food, Conservation, and Energy Act of 2008" authorized the LIP to provide benefits to livestock producers for livestock deaths in excess of normal mortality caused by adverse weather that occurred on or after Jan. 1, 2008, and before Oct. 1, 2011, including losses due to hurricanes, floods, blizzards, disease, wildfires, and extreme temperatures. The livestock death losses must also have occurred in the calendar year for which benefits are being requested. LIP provisions are similar to other livestock indemnity programs implemented by FSA in recent years except that an owner or contract grower's livestock do not have to be located in a county or contiguous county designated a natural disaster by the President or declared by the U.S. Secretary of Agriculture. Under the current LIP, an owner or contract grower's livestock payments will be based on individual producers' losses. **Livestock Forage Disaster Program (LFP)** Authorized by the 2008 Farm Bill, the LFP provides compensation for suffered grazing losses for covered livestock on land that is native or improved pastureland with permanent vegetative cover or is planted specifically for grazing. The grazing losses must be due to a qualifying drought condition during the normal grazing period for the county. LFP also provides compensation to eligible livestock producers that have suffered grazing losses on rangeland managed by a federal agency if the eligible livestock producer is prohibited by the federal agency from grazing the normal permitted livestock on the managed rangeland due to a qualifying fire.

SUPPORT ANNEXES

DONATIONS MANAGEMENT SUPPORT ANNEX

Primary Agency

AZ Department of Emergency and Military Affairs (DEMA)
- AZ Division of Emergency Management (ADEM)

Support Agencies

American Red Cross (ARC)
AZ Volunteer Organizations Active in Disasters (AzVOAD)
Society of St. Vincent De Paul (SVDP)
The Salvation Army (TSA)

INTRODUCTION

Purpose

The Donations Management (DON) Support Annex coordinates the activities of ADEM and private voluntary organizations in responding to the needs of disaster victims in an efficient and timely manner. This Annex is designed to coordinate the application of resources during times of disaster; it does not direct any individual or voluntary organization's policies concerning gifts or donations. Individual organizations will operate under their own administrative protocols.

Scope

This Annex provides guidance on the State role in donations management. Any reference to donated goods refers to solicited and unsolicited goods services. The guidance applies to all agencies with direct and indirect donations responsibilities under the State of Arizona Emergency Response and Recovery Plan (SERRP).

Direction and Control

This Annex and implementation procedures may be activated in a disaster or emergency. The Director of ADEM, in cooperation with Arizona Voluntary Organizations Active in Disasters (AzVOAD) and The Salvation Army (TSA), will determine the procedural implementation based on current needs and notify the appropriate local and tribal jurisdictions, state and federal agencies, and relevant voluntary organizations prior to a public announcement.

Attendance and participation at all scheduled statewide disaster exercises by State Emergency Operations Center (SEOC) Donations Coordination Team (DCT) members is strongly recommended.

Awareness of Incident Command techniques for Government Liaisons assigned to the SEOC-DCT is highly recommended.

CONCEPT OF OPERATIONS

Designated Donations

- The procedures regarding designated donations will include:
  - Inquiries concerning donations for a specified organization will be referred to that organization.

  - An organization accepting and/or receiving designated donations will follow its internal policies and procedures.
- The procedures regarding non-designated cash donations to the State will include:
  - The State of Arizona cannot manage cash donations directed at a specific disaster or emergency.
- Donors will be encouraged to make their cash contribution to either:
  - Locally sponsored funds established for the purpose of managing undesignated funds as authorized by their respective county emergency operations plans.
  - Participating non-profit organizations.
  - Favorite charities.

Unsolicited/Non-Designated In-Kind Donations

- The procedure for unsolicited/non-designated in-kind donations will include:
  - Donors will be discouraged from sending unsolicited in-kind donations directly to the disaster site.
  - Donors who insist on donating unsolicited or unwanted goods will be advised that the goods cannot be accepted. Such donors will be referred to The National Donations Management Network (NDMN) so goods can be made available to federal, state, and volunteer agencies. Should a need arise for these donated goods, the requesting agency will contact the donor directly.
  - Goods not requested, or goods in excess of disaster need, which could be utilized for disaster need, will be made available to participating voluntary 501(c)(3) nonprofit organizations without discrimination or prejudice (i.e., Goodwill Industries, community food banks, local voluntary organizations, etc.). This information will be made clear in all press releases soliciting in-kind donations.
  - Unneeded goods, such as clothing, will be recycled/redistributed to others in need.
  - Guidelines will be established for tracking the receipt and distribution of unsolicited and non-designated goods.

Corporate Donations

- The procedures for corporate donations will include:
  - Bulk items being accepted if the items can be used in disaster response/relief efforts.
  - Information concerning offers of bulk items will be entered in the DMN (formerly known as Aidmatrix) network.
  - Information concerning the proper use of items being donated and expiration dates will be entered in the NDMN.
  - Advising donors to label goods and provide detailed inventory lists with all shipments.
  - Information on these resources will be made available to all private volunteer organizations, emergency responders and ESF agencies, through TSA upon request.

- Tax deductible status for charitable contributions, Section 170 of the Internal Revenue Code states that donations made to nonprofit, tax exempt organizations can be deducted on tax returns, to the extent allowed by law. New rules in effect as of January 1, 1994, place the burden on the nonprofit, tax exempt organizations for reporting contributions and providing the individual/ corporation with a receipt showing the amount and type of donation.

International Donations

- Offers of assistance to state and local emergency managers may be made directly to:
  - The State, county/city officials.
  - FEMA headquarters from the foreign donor or through the U.S. State Department.

Public Information

- ADEM, through the Joint Information Center, in coordination with private voluntary organizations will maintain an outreach program to educate the media, government officials and the public concerning donations of goods and service volunteers.
- Press releases will be issued immediately following a Major Disaster. These press releases will encourage donations to appropriate private voluntary and recovery organizations. The frequency of press releases will be determined by assessment of needs and impact of the disaster.
- The public information program will be directed to promote monetary donations and limit the flow of unneeded goods and services.
- The public awareness program and participating media outlets will reach a variety of organizations such as civic and religious groups, unions, social/fraternal organizations and other interested community-based groups.
- Voluntary organizations are responsible for representing their own organizations. Coordination between agencies should take place to ensure that messages to the public are consistent.

ROLES AND RESPONSIBILITIES

Primary Agency	Actions
AZ Department of Emergency & Military Affairs (DEMA) - AZ Division of Emergency Management (ADEM)	• Assign staff to serve on a needs assessment team, maintain this Annex or Donations Management Plan and monitor related activities. • The State Donations Liaison (ADEM Logistics Section Chief) and representatives of AzVOAD and TSA will assemble at the SEOC to form the DCT. The State Donations Liaison will serve as the team leader and a representative from FEMA may also participate on the team depending on the scope of the incident/event. The SEOC will serve as the central location for management of the system. Representation from impacted county(ies) in the DCT may be deemed prudent toward effective response to disaster needs. • Designate a staff member as the Donations Liaison (SEOC-DCT leader) to coordinate transactions concerning offers of cash, goods and services.

	• Administer identified web-based software, such as the NDMN (formerly known as Aidmatrix), for donations management. Provide access to participating agencies, tribes and local jurisdictions, non-profits, and AzVOAD and other volunteer organizations. • Coordinate donated goods and services with the participating distribution organization. • Identify and manage checkpoints and staging areas for incoming donations. • Work with the appropriate state/federal agencies to coordinate waste disposal operations contracts to dispose of cardboard, paper, metal and spoiled, damaged or unsafe containers of goods. • Coordinate with local volunteer radio operator organizations, such as Radio Amateur Civil Emergency Services (RACES), to provide emergency communications if needed. • Call upon other state agencies to provide assistance in implementing this Annex. • Establish a temporary call center staffed by trained volunteers as needed. • Provided security for donations management facilities and personnel. • Inform the public on the donations process and needs via the Public Information Officer. Available means will be media releases, bulletins on AZEIN, and the NDMN. The NDMN is used to communicate needs and offers of donations to the public and corporate donors.
Support Agencies	**Actions**
American Red Cross (ARC)	• Coordinate requests for donated goods to ensure reduction in the redundant application of donated resources. • Establish and name an ARC Government Liaison to the SEOC as a member of the DCT.
AZ Voluntary Organizations Active in Disasters (AzVOAD)	• Coordinate the implementation and administration of volunteer resources/organizations in support of this annex. • Provide information to the DCT. • Name and assign an AzVOAD Government Liaison to the SEOC as a member of the DCT. • Refer unmet needs to appropriate volunteer service providers for assistance. • Operate independent facilities to manage donations that are specifically solicited within their organizations. Information on such solicitations or donations may be shared with the DCT. • Participating voluntary organizations will give AzVOAD phone numbers and other pertinent information, to establish an effective communications structure. This information will be managed by AzVOAD via its internal protocols.
Society of St. Vincent de Paul (SVDP)	• Coordinate requests for donated goods to ensure reduction in the redundant application of donated resources. • Provide information to and maintain the donations database. • Establish liaison to the SEOC as a member of the DCT. • Coordinate with the SEOC-DCT, the establishment of DRCs and DSAs as

	required. • Coordinate with the SEOC in the movement of donated goods. • Establish and operate DSAs for dispersing goods directly to disaster victims that are managed locally and stocked by parent organizations or spontaneous donations.
The Salvation Army (TSA)	• Implement and administer donated goods. • Coordinate requests for donated goods to ensure reduction in the redundant application of donated resources. • Provide information to and maintain the donations database. • Establish and name a TSA Liaison to the SEOC as a member of the DCT. • Coordinate with the SEOC in the movement of donated goods. • Establish and operate DSAs for dispersing goods to disaster victims that are managed locally and stocked by parent organizations or spontaneous donations. • Coordinate DRCs, Local Distribution Centers (LDCs) and DSAs. • TSA may establish, staff, and maintain its own donations management telephone bank to accommodate donations inquiries and input donations into the DM database.

FINANCIAL MANAGEMENT SUPPORT ANNEX

Primary Agency

AZ Department of Emergency and Military Affairs (DEMA)
- AZ Division of Emergency Management (ADEM)

Support Agencies

All State Agencies

INTRODUCTION

Purpose

The Financial Management Support Annex provides financial management guidance to the Arizona Department of Emergency and Military Affairs (DEMA), state agencies and political subdivisions to ensure that funds are provided and financial operations conducted in accordance with state statutes, policies and procedures.

This Annex provides basic financial management guidance for participants in State Emergency Response and Recovery Plan (SERRP) activities. This includes guidance for:

- State departments and agencies, political subdivisions, and local municipalities providing assistance in response to major disasters or emergencies declared by the Governor (Governor's Emergency Fund) or the President under the Robert T. Stafford Disaster Relief and Emergency Assistance Act (the Stafford Act).
- State departments and agencies that request/provide intra-state support in incidents that do not involve a gubernatorial declaration or the Stafford Act.

Scope

This Annex is applicable to all state agencies and political subdivisions that may apply and/or receive state disaster assistance or emergency/disaster relief funding.

The processes and procedures described in this Annex ensure that funds are provided expeditiously and that financial operations are conducted in accordance with established state and Federal law, policies, regulations, and standards.

Planning Assumptions

- A Gubernatorial Emergency/Disaster Declaration will permit funding from the Governor's Emergency Fund (GEF) under the provisions of Arizona Revised Statutes (ARS). Additional funds may also be made available by special appropriations of the State Legislature.
- The expenditure of state funds will be required by DEMA, other state agencies and political subdivisions to respond to and restore damaged infrastructure to pre-disaster conditions.
- Financial operations will be carried out under extreme emergency/disaster schedules and political pressures, necessitating timely, non-routine procedures with sound financial management practices and accountability.

- The incident may result in a Presidential Declaration of Major Disaster or Emergency thus permitting supplemental response and recovery funding from the Federal Disaster Relief Fund.
- The Governor's Office and State Legislature will consider and give timely approval for funds needed to sustain emergency response operations. As response and recovery operations proceed, estimates will be gathered and additional emergency/disaster appropriations will be evaluated.
- DEMA, Division of Emergency Management - Finance and Administration Section will support the management of financial actions related to the coordination of Response resources and activities within the State of Arizona Emergency Operations Center (SEOC) and Recovery field operations.

CONCEPT OF OPERATIONS

General

Funding for state response activities conducted pursuant to the ARS will be made available from the GEF. Policy and procedures for the use of those funds are described in regulations contained in ARS Titles 26 and 35 and Title 8 of the Arizona Administrative Code (AAC). The following concepts of operations describe the events and policies that guide financial management for state response operations.

Prior to a Gubernatorial Declaration

- A State entity with primary responsibility and statutory authority for handling an incident (i.e., the requesting agency) that needs support or assistance beyond its normal operations may request SEOC coordination and facilitation through the SERRP.
- Generally, the requesting agency provides funding for the incident consistent with provisions of their existing statutory authorities.
- If the ADEM Director believes that state assistance might be necessary, advanced liaison elements may be activated.
- The first priority actions are to assess the situation and confer with the Governor in order to determine the need for state assistance (i.e., the need for a Gubernatorial Declaration). ESF partners may be requested to support/assist in the Preliminary Damage Assessment activities.
- Eligible expenses incurred in the period immediately following an event (i.e., personnel, travel and logistical assistance for situation/damage assessment activities) but before a Gubernatorial Declaration of an emergency/disaster may be reimbursable if the event rises to the level of a declaration of emergency.
- Reimbursement of any eligible expenses will be processed in accordance with the Arizona Administrative Code, Title 8, Article 3.
- ADEM will not reimburse agencies for direct state assistance provided to a state agency or local government without a Gubernatorial Declaration. This does not preclude agencies from responding with direct state assistance consistent with their own emergency authorities and funding independent of the emergency funding.

- ADEM and the county emergency directors/coordinators will confer on the need for state assistance. If the county(ies) determines that state assistance is necessary, they may declare an emergency and request the Governor to declare that a state emergency/disaster exists for their jurisdiction.
- ADEM reviews requests for assistance and forwards the request along with recommendation to the Governor for decision. Until such time an emergency/disaster is declared, ADEM and other state agencies continue to assess the situation and assist to the maximum extent allowed.

Post Declaration

- The county emergency managers/coordinators will work with the ADEM Director to identify unmet needs that require state assistance.
- Activated ESF, Incident and Support Annex primary agencies will respond to the Director, ADEM. An ESF can be activated to perform limited or all activities contained in its annex at the discretion of the ADEM Director.
- The ADEM Director may coordinate a primary state agency's response directly to the county emergency managers/coordinators.
- County emergency managers/coordinators may instruct that primary agencies respond directly to an authorized official of a local public agency.
- The county emergency managers/coordinators will coordinate with the SEOC and clearly designate individuals authorized to request assistance and establish procedures for administrative control of funds associated with reimbursable work.
- Primary agencies in the field will serve as executive agents for the SEOC in providing assistance under this plan.
- The primary agency must ensure that all emergency response/recovery actions are at the request of the local government and realize the cost implication for the county since direct state assistance is generally cost shared.
- The primary agency should document all requested incident tasking performed at the local level.
- In a declared emergency the ADEM Director may direct a state agency to utilize its authorities and resources to assist county/local response efforts. Assistance may be provided with or without compensation as determined by the ADEM Director. Reimbursement will be provided for eligible costs.
- It is the responsibility of each primary and supporting agency to keep ADEM informed regarding funding needs to conduct ESF, Support, and/or Incident Annex operations.
- Each primary and support agency should accurately document all mission assignments. This documentation should include the name of the requesting official, organization, ESF, Support, and/or Incident Annex which made the request, content of the tasking and what action was taken.
- Documentation on mission assignments may be required to support the accounting for costs incurred in the state's response. This detailed documentation is not submitted as part of the

request for reimbursement but should be maintained in each agency's records as supporting documentation for bills for reimbursement in the event of an audit.

- Should emergency funds be exhausted, DEMA/ADEM will request emergency supplemental disaster relief funding from the State Legislature. The ADEM Director will maintain a draft disaster supplemental appropriations budget request which has been coordinated in advance with the Governor's Office of Strategic Planning and Budgeting and the Joint Legislative Budget Committee staff in order to expedite its approval.
- Timely financial support of response activities will be critical to successful emergency response. Innovative and expeditious means may be used to achieve financial objectives. It is mandatory that generally accepted state financial policies, principles and regulations be employed to ensure against fraud, waste and abuse, and to achieve proper control and use of public funds.

Financial Organization at Department of Emergency & Military Affairs (DEMA)

- The DEMA Resource Management Office provides dedicated support to ADEM during emergency/non-emergency saturations. The finance staff serves as an element of the SEOC Finance Branch and may provide staff and technical assistance to support event activities.
- DEMA Resource Management staff may augment/support the Finance Branch by special detail or temporary assignment. Staff may be required to operate an extended shift schedule to provide comprehensive dedicated financial support for emergency response activities.

Financial Management Operations

Each agency is responsible for providing its own financial services and support to its response operations in the field. Funds to cover eligible costs for response activities will be provided through reimbursement by ADEM.

Procurement

The procurement of resources will be in accordance with statutory requirements and established procedures regarding emergency/non-emergency conditions.

Procedures for Reimbursement

General policy for reimbursement of state agencies and political subdivisions is provided by ARS Titles 26 and 35. Specific procedures are provided in AAC Title 8.

Procedures for Advancement

The policy and procedure for advancement of eligible costs to support emergency response and recovery actions/activities are outlined within AAC Title 8.

PRIVATE SECTOR COORDINATION SUPPORT ANNEX

Primary Agency

AZ Department of Emergency and Military Affairs (DEMA)
- AZ Division of Emergency Management (ADEM)

Support Agencies

All Department and Agencies

INTRODUCTION

Purpose

The Private Sector Coordination Support Annex describes the policies, responsibilities, and concept of operations for state incident management activities involving the private sector during actual or potential incidents of statewide or national significance. In this context, the Annex further describes the activities necessary to ensure effective coordination and integration with the private sector, including the State's critical infrastructure, key resources, and other business and industry components.

Scope

- This Annex applies to all state agencies operating under the State Emergency Response and Recovery Plan (SERRP) in a potential or actual incident that involves the private sector in any of the following ways:
  - Impacted organization or infrastructure that falls within the definition of *Critical Infrastructure and Key Resource (CI/KR)*.
  - Recognized as a state response resource.
  - Is a regulated and/or responsible party.
  - Member of a state department/agency emergency management operation.
- This Annex does not alter existing private-sector responsibilities for emergency management under the law. Existing contractual or other legal relationships between state agencies and the private sector are not supplanted by this Annex.

Policies

The State encourages:

- Cooperative relations between private-sector organizations and local, county and tribal authorities regarding prevention, preparedness and mitigation, response, and recovery activities related to incidents of statewide significance.
- Processes that support informed cooperative decision-making. It takes actions that engage the private sector at the strategic (e.g., chief executive officer, corporate president, or other senior leadership, etc.) and operational levels to ensure:
  - Effective and efficient use of private-sector and state resources.
  - Timely exchange of information.

  - Public and market confidence in times of crisis or catastrophe.
- Extensive two-way sharing between the public and private sectors of operational information and situational awareness relative to potential or actual incidents.
- Members of the CI/KR community to organize sector-coordinating and information-sharing mechanisms suitable for their sectors or areas of concern.
- Private-sector organizations to develop and maintain capabilities needed to respond to and manage a complete spectrum of incidents and emergencies, except in cases where the capabilities are inherently governmental in nature.
- Information provided by the private sector, from receipt through destruction, be treated in a manner consistent with applicable statutes and regulations. These handling procedures include Protected Critical Infrastructure Information, providing exemption from disclosure, to protect from unauthorized disclosure appropriately designated proprietary or otherwise sensitive company information.
- After-action critiques of the procedures detailed in this Annex with private-sector participants when they are exercised in state-level, DEMA sponsored exercises; it shares such critiques appropriately with private-sector participants.

CONCEPT OF OPERATIONS

The operational concept for incident management involving the private sector is the concept specified in the SERRP, the National Response Framework (NRF) and the National Incident Management System (NIMS).

The concept of operations in this Annex covers the specific actions developed which are required to effectively and efficiently integrate incident management operations with the private sector. These are detailed as follows:

- Processes to determine the impact of an incident on the sector involved, as well as to forecast cascading effects of interdependencies between sectors.
- Procedures for communication that facilitate a shared situational awareness across industry and infrastructure sectors and between the public and private sectors.
- Procedures for coordination and priority-setting for incident management support and response, and the rationing or prioritizing of the delivery of goods and services after an incident.
- Processes to inform state decision-makers to help determine appropriate recovery and reconstitution measures, particularly in cases where they may result in indemnity, liability, or business losses for the private sector.
- Procedures for the State to obtain goods and services necessary for the restoration and recovery of CI/KR and other key elements of the economy on a priority basis.

DEMA will work cooperatively on incident planning, communication, and operational execution activities with these entities.

In the event of a potential or actual incident DEMA will activate the Business Emergency Coordination Center (BECC), with representatives from partners and stakeholders that are

impacted by the incident to provide communication and situational awareness regarding any emergency issues affecting their constituencies. See the Business Emergency Coordination Center Appendix to this Annex.

DEMA has assigned the responsibility for private-sector threat or incident communications to the Operations Section:

- Private-sector preparedness for incident management by identifying and promoting private-sector community efforts, including security activities in national preparedness, prevention, response, and recovery efforts, promoting educational efforts to prepare for natural disasters or terrorist incidents, and encouraging the identification and sharing of best practices.
- Serves as the principal advisor regarding statewide and regional CI/KR, and other relevant businesses and industry.
- Coordinates with private-sector entities, county, local, and tribal governments.
- Acts as liaison between state- and county-level CI/KR, the private sector, and the SEOC by conveying information about the State's CI/KR and private-sector status.

Private-sector involvement with incident management organizations is determined in large measure by the nature, scope, and magnitude of the incident. For most incidents, private-sector involvement is centered on internal, local, and state organizations. For incidents of statewide or national significance, industry, state, and Federal organizations become more involved. For truly catastrophic incidents, state and Federal organizations have primary responsibilities, and provide proactive resource and operational support functions to save lives and contain the incident.

NATIONAL FEMA CORE CAPABILITIES

Though not listed separately, the Core Capabilities of **Planning**, **Operational Coordination**, and **Public Information and Warning** are supported by all ESF, Support and Incident Annexes Appendices. The following Response Core Capabilities, as delineated in the National Response Framework, are directly supported by this Annex:

- ***Logistics and Supply Chain Management***
- ***Critical Transportation***
- ***Environmental Response/Health and Safety***
- ***Facility Management Services***
- ***Fire Management and Suppression***

BUSINESS EMERGENCY COORDINATION CENTER APPENDIX (PRIVATE SECTOR SUPPORT ANNEX)

Primary Agency

AZ Department of Emergency and Military Affairs (DEMA)
- AZ Division of Emergency Management (ADEM)

Purpose

The Business Emergency Coordination Center (BECC) Appendix to the Private Sector Support Annex establishes procedures and guidelines for activating and managing state response to an emergency.

Scope

Under the leadership of the Arizona Department of Emergency & Military Affairs (DEMA), the State of Arizona partners with key Critical Infrastructure (CI) and Key Resource entities across the State to form a strategy and an operational plan for creating an organization that would enable the communication, collaboration, and action necessary to resolve the effects of a catastrophic event which neither the public nor private sector can resolve independently. The outcome of this planning process will yield the BECC concept and baseline models for communications, information sharing, and resource exchange.

The BECC is intended to be an incremental and interactive process utilizing planned training, exercises, and actual events to build and mature its capabilities over time. The objective of these efforts is to continue to enhance the quality and effectiveness of the state's response capabilities and protect the interests of our State's communities and constituents.

The scope of BECC operations, when activation is necessary, is to provide a virtual forum through WebEOC and other venues for the rapid dissemination of information, determination of needs, aggregation of integrated solutions, and fulfillment of critical requirements during an incident or event. The BECC is not intended to supersede or replace existing public or private sector capabilities. It is intended to augment and magnify those capabilities by facilitating effective communication and coordinated action for specific impacted entities.

Planning Assumptions

- A significant emergency may overwhelm the capabilities and quickly exhaust the resources of state and local governments.
- This Appendix will be activated for communications and coordination purposes for impacted private sector entities on as needed basis.
- Private Sector assistance to the State can be coordinated thru the BECC via WebEOC or thru regular communications and points-of-contact depending on activation levels. DEMA will provide a liaison to the BECC.
- All BECC participants/sector representatives will have been trained in and will adhere to the National Incident Management System (NIMS) while performing their duties.
- The BECC may partially activate during sector-specific incidents in lieu of full activation by the SEOC for situations which do not require full BECC activation or direct government interaction.

- Once a facility is identified as a BECC location, it will be secured with a Memorandum of Understanding (MOU) between DEMA and the facility owner. Thereafter, upon activation the BECC will be furnished, operated, manned, and maintained by the private sector.

Concept of Operations

Within the BECC, the private sector representatives will jointly plan and work to assist in providing for the continuity of community services in the event of an emergency.

In assisting the State in meeting its continuity of community requirements, the BECC will perform or contribute to the performance of the following functions:

- Develop and exercise comprehensive preparation, recovery, and restoration plans in advance of an emergency event.
- Assist in disseminating any messages or information coming from an authorized source, including but not limited to the Arizona Counter Terrorism Information Center (ACTIC), and the Federal Bureau of Investigations' Phoenix Chapter of InfraGard that may be needed by private sector entities responding to a disaster or crisis.

The BECC will require resources from both the private sector and the State of Arizona. Furthermore, both sectors will benefit from the BECC operations.

The BECC first will be established virtually via WebEOC, but in the event that a physical location is needed that can be provided.

The success of the BECC depends on the active participation of its membership. Both private sector and government members will pledge participation on a pro-bono basis. As a member of the BECC, the private sector seeks out greater sharing of critical information, including threats against assets, so members can continue to effectively protect their critical infrastructures. The State seeks the private sector's assistance to identify key issues affecting infrastructure protection and response efforts so that it may implement government solutions as appropriate. Working in the BECC provides participants with a unique opportunity to partner with government to exchange information and coordinate the expedited restoration of critical assets and services during emergencies. Each party leverages its experience and capabilities to ensure continuity of critical community services. By combining government and private sector capabilities in this manner, the State can maximize its ability to plan, prepare for, prevent, mitigate, respond to, and recover from disasters.

Most often, the BECC is staffed by a DEMA representative and those private sector partner(s) that are affected or impacted by the incident, and in concert with a State Emergency Operations Center activation. This allows those private sector partners a voice and open communication during an incident or event.

TRIBAL RELATIONS SUPPORT ANNEX

Primary Agency

AZ Department of Emergency and Military Affairs (DEMA)
- AZ Division of Emergency Management (ADEM)

Support Agencies

All State Departments and Agencies
Tribal Emergency Management (TEM)
County Emergency Management (CEM)
Bureau of Indian Affairs (BIA)
Indian Health Services (IHS)
Federal Emergency Management Agency (FEMA)

INTRODUCTION

Purpose

The Tribal Relations Annex describes the policies, responsibilities, and concept of operations for effective coordination and interaction of state, county and local incident management activities with those of tribal governments and communities during potential or actual incidents on tribal lands. The processes and functions described in this Annex help facilitate the delivery of incident management programs, resources, and support to tribal governments and individuals.

Scope

This Annex applies to all state departments and agencies working under the State Emergency Response and Recovery Plan (SERRP) in response to an incident that overwhelms the tribe and its response capability or is of statewide or national significance that involves tribes recognized by the government.

The guidance provided in this Annex does not contravene existing laws governing federal relationships with federally recognized tribes. Since federal laws, rules, and regulations regarding tribes are subject to change this annex will be updated as needed/warranted even if it falls outside of the planned update cycle.

Policies

- State departments and agencies comply with existing federal laws and executive orders mandating that government entities deal with tribes on a government-to-government basis, reflecting the federally recognized tribes' right of self-government as sovereign domestic dependent nations. A tribe may, however, opt to and is encouraged to deal directly with state and county officials.
- State departments and agencies requested to participate in potential or actual incident response on tribal lands and consult and/or collaborate with tribal governments on matters affecting the tribes must be aware of the social, political, and cultural aspects of an incident area that might affect incident management operations.
- State departments and agencies will provide appropriate incident management officials dealing directly with impacted tribal nation(s) relevant access to current databases containing

information on tribal resources, demographics, and geospatial information as it relates to the incident and the subsequent response and/or recovery operations.

- State departments and agencies will coordinate with appropriate federal departments and agencies that have a trust responsibility to assist and support tribal nation(s) during an incident and the subsequent response and/or recovery operations.

Actions

The Tribal Liaison functions, resources, and operations are coordinated through Emergency Support Function (ESF) #5 – Emergency Management Annex. The Tribal Liaison will be established in the State Emergency Operations Center (SEOC) Policy Section to ensure the reliable and timely flow of critical information between an impacted tribe(s) EOC and the SEOC. The Tribal Liaison will maintain situational awareness and provide ongoing technical assistance for potential resource planning and mission objectives. If requested by the impacted tribe(s), the Tribal Liaison will be deployed to provide assistance and support.

NATIONAL FEMA CORE CAPABILITIES

Though not listed separately, the Core Capabilities of **Planning**, **Operational Coordination**, and **Public Information and Warning** are supported by all ESF, Support, and Incident Annexes and Appendices. The following Response Core Capabilities, as delineated in the National Response Framework, are directly supported by this Annex:

- ***Infrastructure Systems***
- ***Logistics and Supply Chain Management***
- ***Situational Assessment***
- ***Critical Transportation***
- ***Environmental Response/Health and Safety***
- ***Facility Management Services***
- ***Fire Management and Suppression***
- ***Mass Care Systems***
- ***Mass Search and Rescue Operations***
- ***On-Scene Security, Protection, and Law Enforcement***
- ***Operational Communications***
- ***Public Health, Healthcare, and Emergency Medical Services***

ROLES AND RESPONSIBILITIES

Primary Agency	Actions
AZ Department of Emergency and Military Affairs (DEMA) - AZ Division of Emergency Management (ADEM)	• Maintain interaction of state incident management activities with those of tribal governments and communities during potential or actual incidents on tribal lands. • Coordinate data-sharing by state agencies and departments that have responsibilities for collecting and maintaining data relevant to incident management for incidents on tribal lands.
Support Agencies	**Actions**

All State Departments and Agencies	• Assist the state with incident management activities during potential or actual incidents on tribal lands. • Share data relevant to incident management for incidents on tribal lands.
Tribal Emergency Management (TEM)	• Provide reliable and timely flow of critical information to the Tribal Liaison when the State is supporting incidents on tribal lands. • Maintain accurate documentation of all incident management activities on tribal lands. • Maintain accurate records of loss during an incident on tribal lands.
County Emergency Management (CEM)	• Oversee county incident management activities in coordination with neighboring tribal governments and communities during potential or actual incidents on tribal lands (as requested).

VOLUNTEER MANAGEMENT SUPPORT ANNEX

Primary Agency

AZ Department of Emergency and Military Affairs (DEMA)
- AZ Division of Emergency Management (ADEM)

Support Agency

AZ Department of Health Services (ADHS)
AZ Department of Public Safety (ADPS)
AZ Emergency System for Advanced Registration of Volunteer Health Professionals (ESAR-VHP)
AZ State Citizen Corps Council (AZCCC)
AZ Voluntary Organizations Active in Disaster (AzVOAD)
American Red Cross (ARC)
Citizen Corps Program (CCP)
Local Citizens Corps Councils:
Community Emergency Response Teams (CERT)
The Fire Corps (TFC)
Medical Reserve Corps (MRC)
Volunteers in Police Services (VIPS)
USA on Watch
Hands on Greater Phoenix (HGP)
The Salvation Army (TSA)

INTRODUCTION

Purpose

The Volunteer Management (VOL) Support Annex describes the coordinating processes used to ensure the most efficient and effective utilization of certified, affiliated volunteers during incidents of statewide or national significance.

This Annex describes disaster assistance available to state, county, local, and tribal entities through the use of volunteer assets statewide in disaster response and recovery operations.

Scope

Disasters, especially those occurring with little or no warning such as a terrorist attack or earthquake, create a need to coordinate volunteer and/or voluntary services.

This Annex provides guidance on the state response role in coordinating volunteer management activities. The guidance applies to all agencies with direct and indirect volunteer responsibilities under the State Emergency Response and Recovery Plan (SERRP).

Volunteers affiliated with other non-governmental and/or faith-based organizations will be activated or deployed for state-authorized service in accordance with the procedures and protocols established by the parent organization.

ROLES AND RESPONSIBILITIES

State Agencies	Actions
State Agencies	• Provide technical and managerial support. • Maintain a statewide network of information and contacts to assist volunteer management specialists working in the field. • Provide communications support as necessary.
Volunteer	**Actions**
Volunteer Agencies	Management operations may include: • Volunteer Coordination Team (VCT) led by the State Volunteer Coordinator (SVC). • Call center (AZEIN) operations functioning at the State and local levels. • Coordinated media relations effort. • Effective liaison with activated Emergency Support Functions (ESF). • Establishment and operation of a Volunteer Reception Center. Procedures for volunteer services may include: • Encouraging interested individuals to affiliate with a recognized private voluntary organization or other organized group of their choice to facilitate relief efforts. • Encouraging interested health professionals to volunteer and register through the ESAR-VHP system. • Discouraging unaffiliated volunteers from going directly to any disaster site. • Encouraging county emergency management to develop formal agreements with one or more voluntary organizations to manage spontaneous volunteers and donations. • Encouraging organizations to give volunteers easily recognizable identification. • Having disaster affected area(s) submit their requests for volunteers to the SEOC-VCT via their respective county emergency management operation. Upon activation of this Annex, the SVC and selected representatives of voluntary organizations will assemble at the SEOC to form the VCT. • The SEOC will serve as the central location for management of the statewide volunteer response system. Standard operating procedures will be kept on file in the SEOC for use by the SVC. • Representation from impacted county(s) in the VCT may be deemed prudent toward effective response to disaster needs. Also, a representative from FEMA may join the VCT upon a Presidential Declaration. • Participating voluntary organizations will provide the SEOC with phone numbers and other pertinent information, to establish an effective communications structure. • The SEOC-VCT will coordinate and track requests for volunteers from impacted jurisdictions and/or state agencies with the participating voluntary organization(s). Efforts will be directed toward reducing the redundant application of resources.

	• The SEOC will inform the public and AZEIN Call Center on the current status of the volunteer management process and needs via the Public Information Officer (See ESF #15 – External Affairs for additional information). • Primary and/or Support agencies may operate independent facilities to manage volunteers that are specifically solicited within their organizations. Information on such solicitations will be shared with the SEOC-VCT in a timely manner.

INCIDENT ANNEXES

CYBER INCIDENT ANNEX

Primary Agency

AZ Department of Administration (ADOA)

- AZ Strategic Enterprise Technology (ASET)
  - Security, Privacy and Risk (SPR)
  - AZ Security Operations Center (ASOC)
  - U.S. Computer Emergency Readiness Team (US-CERT)
- AZ Information Sharing and Analysis Center (AISAC) portal

Support Agencies

AZ Department of Emergency and Military Affairs (DEMA)
- AZ Division of Emergency Management (ADEM)
- AZ National Guard (AZNG)
AZ Department of Homeland Security (ADOHS)
AZ Department of Public Safety (ADPS)
- AZ Counter Terrorism Information Center (ACTIC)
Multi-State Information Sharing and Analysis Center (MS-ISAC)

INTRODUCTION

Purpose

The Cyber Incident Annex:

- Establishes a standardized, flexible, and scalable foundation for state agency preparation for, and response to a threat or attack involving state networks, local government networks, and networks involved in supporting critical infrastructure.
- Provides guidance to state agencies regarding mitigation, prevention, protection, response and recovery to actual or potential cyber-related threats and attacks.
- Provides guidance to counties, tribes, and local governments regarding available state assets and resources.
- Conforms to the core capabilities as identified by Homeland Security.

Scope

This annex:

- Describes the framework within which state agencies:
  - Collaborate to proactively protect and defend state owned data systems, networks, and critical infrastructure.
  - Coordinate response and recovery actions to cyber related incidents.
  - Support local units of government in a cyber-related incident as required by A.R.S. § 26-303(E.2.).
- Is not intended to replace state agency plans and procedures. Individual users are responsible to be familiar with and implement their agency's standing plans and procedures.

- Is intended to develop broad concepts focused on Arizona's interface with federal agencies including:
  - U.S DHS Office of Cyber Security and Communications (CS&C) operates the National Cybersecurity and Communications Integration Center (NCCIC), which coordinates the missions of the U.S. Computer Emergency Readiness Team (US-CERT), National Coordinating Center for Telecommunications (NCC), and Industrial Control Systems Cyber Emergency Response Team (ICS-CERT).
  - DOD Cyber Crime Center (DC3), US Strategic Command, and the subordinate US Cyber Command.
  - Federal Bureau of Investigation (FBI).
  - US Secret Service (US SS).
  - FEMA Region 9 Catastrophic CONOPS.

GENERAL

Cyberspace is a cross-sector, multi-jurisdictional operational domain that is heavily dependent on private sector owners and operators. Effective response requires not only close coordination across traditional boundaries but also the development of a robust common operational picture as a foundational element.

The State, in an effort to communicate potential or actual threats, will adopt the National Cyber Risk Alert Levels based on the US-DHS National Cyber-Incident Response Plan.

Level	Label	Description of Risk	Level of Response
1	**Severe**	Highly disruptive levels of consequences are occurring or imminent	Response functions are overwhelmed, and top-level national executive authorities and engagements are essential. Exercise of mutual aid agreements and Federal/non-Federal assistance is essential.
2	**Substantial**	Observed or imminent degradation of critical functions with a moderate to significant level of consequences, possibly coupled with indicators of higher levels of consequences impending	Surged posture becomes indefinitely necessary, rather than only temporarily. The Department of Homeland Security (DHS) Secretary is engaged, and appropriate designation of authorities and activation of Federal capabilities such as the Cyber UCG take place. Other similar non-Federal incident response mechanisms are engaged.
3	**Elevated**	Early indications of, or the potential for but no indicators of, moderate to severe levels of consequences	Upward shift in precautionary measures occurs. Responding entities are capable of managing incidents/events within the parameters of normal, or slightly enhanced, operational posture.
4	**Guarded**	Baseline of risk acceptance	Baseline operations, regular information sharing, exercise of processes and procedures, reporting, and mitigation strategy continue without undue disruption or resource allocation.

National Cyber-Incident Response Plan, September 2010

National Cyber Risk Alert Levels

ASET in its role as lead agency for the State in information technology and cyber issues has created the Arizona Security Operations Center (ASOC) to ensure that availability, confidentiality, and integrity of the State's IT infrastructure/information is secure.

Cyber-assets in both the public and private sectors in Arizona are vulnerable to a range of threats from hardware and software failures to attacks by hacktivists, organized crime, terrorists and/or nation state actors.

Categories of a Cyber Incident		
Event Type	**Frequency of Occurrence**	**Area of Concern**
System Fault (1): Hardware or software failure resulting in de-graded system performance or interruption. Hardware power supply failures and software bugs.	High Probability Low to Moderate Consequences	Individuals, Small and Large Private Sector Entities, and Small and Large Public Sector Entities
Accident (2): An incident occurring suddenly or by chance disrupting the system or network. Data cable cuts and spills onto energized components.	Low to Moderate Probability High consequence	Public and Private Sector Entities
Disaster (3): Natural or manmade incident overwhelming recovery resources.	Very Low Probability Very High Consequences	Individuals, Government and Non-Government, Entities, All Private Sector Entities
Computer Crimes (4): Acts generally characterized by a profit motive or political/social agenda. Examples: Hijacking files, stolen credentials and financial data, Distributed Denial of service, Doxing, internal actors, advanced persistent threat, malware.	High Probability Medium to High Consequence	Individuals, Small and Large Private Sector Entities Small and Large Public Sector Entities
Cyber Terrorism (5): Destruction, disruption, or disinformation to intimidate governments of societies. Disrupting supervisory control and data acquisition (SCADA) systems.	Low to Medium Probability High Consequences	Large Private Sector Entities Small and Large Public Sector Entities
Act of War (6): A cyber-attack in the course of or as a prelude to armed conflict. Large scale disruption of government systems and networks. *Disrupting military weapons systems.*	Low Probability Extremely High Consequence	Governments Critical Infrastructure
Note: Numbers in parentheses '()' correspond with numbers on 'Cyber-Incident Roles and Responsibilities' figure		

State Response

Upon notification, DEMA, acting as support agency for the coordination of the State's emergency response efforts will:

Determine the level of the incident in collaboration with other pertinent agencies.

Make the recommendation to the Governor or the Governor's Authorized Representative for the activation of this Annex and begin coordination of immediate response.

Activate the SERRP, Cyber Incident Annex (SERRP-CYIA) and required ESF and Support Annexes and coordinate all State response actions.

Use its standard ESF program to meet any of the requirements generated by incident(s) of this nature and will support local and tribal jurisdictions in meeting the same priorities, if they are overwhelmed and request assistance.

Maintain activation of the State Emergency Operations Center (SEOC) to continue support operations and coordination of state/federal agencies response assets and resources. This includes technical operations providing agent monitoring, and long-term restoration.

Local Response

Cyber Incidents unlike most other incidents may not have an impact that will require a local government/tribal response. However, depending on the nature of the incident it could create issues within the local response arena which would impact the local/tribal jurisdiction(s), in that case the responsibility for immediate response to an incident rests with local/tribal authorities and first responders, as augmented by inter-jurisdictional mutual aid and, when requested, the county then the State as described in the SERRP.

Federal Response

Cyber incidents that require the State to declare an emergency/disaster and/or that involve larger geographic areas (multiple states, regions, nationwide, international, or globally) may require the Federal government to declare a Presidential Declared Emergency/Disaster.

Upon such a declaration the Federal government will activate appropriate Annexes of the National Response Framework (NRF) including the Cyber Incident Annex.

ROLES AND RESPONSIBILITIES

Primary Agency	Actions
AZ Department of Administration (ADOA) - AZ Strategic Enterprise Technology (ASET)	• Operate the AZ Security Operations Center (AZ-SOC) and leads the State's government network cyber incident response. In an Arizona cyber incident, ASET is the Incident Command. • Ensure proper communication and reporting is occurring within their organizations and with external reporting organizations including ACTIC, MS-ISAC, ACTRA and BECC. • Identify performance measures for the operation of secure information systems. • Develop, implement and maintain a coordinated statewide plan for information technology to include adopting statewide technical coordination of security polices for the protection if information technology assets and resources. • Ensure state security architecture technology meets industry standards to enable secure and efficient transaction of business, delivery of services and communications among citizens, the federal government, cities, counties, and local governments. • Ensure development, training, mobilization and coordination of a State Cyber Incident Response Team utilizing Information Security Officers (ISOs), cyber security positions and other state employees as necessary.

	• Request and coordinate the response of external cyber resources and organizations as needed including Multi State Information Sharing and Analysis Center (MS-ISAC), United States Cyber Emergency Readiness Team (US-CERT), Arizona Cyber Threat Response Alliance (ACTRA) and other organizations.
Support Agencies	**Actions**
AZ Department of Emergency & Military Affairs (DEMA) - AZ Division of Emergency Management (ADEM)	• Operate the SEOC and coordinates state agency incident response. In a cyber incident, DEMA is the lead coordinating agency. • Establish that a cyber incident has occurred and requests activation of the SERRP-CYIA from the Governor. • Notify all stakeholders of the activation of the SERRP-CYIA. • Coordinate with ASET to develop a rapid assessment of the incident and determine appropriate recommended protective actions, if applicable. • Coordinate with county and/or tribal jurisdiction(s) to coordinate technical assistance and potential recommended protective actions to them. • Coordinate State assistance to county and/or tribal jurisdictions, as requested, using the normal ESF system. • Coordinate Joint Information System (JIS) between county, local, tribal, volunteer agencies, private sector, and Federal government to ensure timely, accurate and consistent public information is being disseminated. • Coordinate the State and Federal (if required) response and recovery efforts and request for Presidential Declaration if applicable. • Coordinate short and/or long term recovery efforts with county, local, and/or tribal jurisdictions to ensure appropriate federal reimbursement (when applicable).
Multi-State Information Sharing and Analysis Center (MS-ISAC)	• Focal point for cyber threat prevention, protection, response and recovery for the nation's state, local, and tribal governments. • The MS-ISAC 24x7 cyber security operations center provides real-time network monitoring, early cyber threat warnings and advisories, vulnerability identification and mitigation and incident response
AZ Department of Administration (ADOA)	• Plans, directs, coordinates and implements protective monitoring measures for state information systems and office buildings, to include processing of information, security alarms and video monitoring. • Plans and assists in the collection of electronic and video evidence, investigation of computer criminal activity, computer fraud and abuse activities, and provides oversight to the statewide security assessment process.
AZ Department of Homeland Security (ADOHS)	• Provide representative/liaison to SEOC as requested. • Liaison with Federal Departments and Agencies identified in the NRF for terrorism related cyber incidents.
AZ Department of Public Safety (ADPS)	• Lead state law enforcement agency to coordinate and respond to cyber events.

	• Investigate fraud, forgeries, identity theft, high tech crimes and embezzlements. In the event of a cyber attack, ADPS has specialized computer forensic teams that can help identify evidence, examine computers and components. • Coordinate other local and federal law enforcement entities.
AZ Counter Terrorism Information Center (ACTIC)	• Coordinate information sharing between ASET and DEMA, state, local, and tribal law enforcement agencies and other units of government. • Coordinate information sharing with affected private sector entities and with the US Intelligence Community (IC) including US DHS and its subordinate units, and with federal law enforcement.
AZ Attorney General's Office (AGA) - Computer Crimes Unit	• Represent and provide legal guidance to state agencies, enforce consumer protection laws and criminal laws, brings and defends lawsuits on behalf of the state. • Focus on combating cyber crimes against essential infrastructure systems. • Investigate and pursue legal action against cyber terrorists that effect businesses and state infrastructure through theft of trade secrets, credit card fraud, forgery, espionage, tampering, denial of services, software piracy, cyber stalking, hacking and unauthorized access to systems.
US Department of Defense (DOD)	• The Department of Homeland Security is the principal federal agency for domestic incident management. Through the National Cybersecurity and Communications Integration Center (NCCIC), US DHS coordinates cyber response to national level significant cyber incidents and coordinates and integrates information sharing between federal, state, tribal, local governments and the private sector.
US Department of Justice (US-DOJ) - Federal Bureau of Investigation (FBI) - National Cyber Investigative Joint Task Force (NCIJTF) - InfraGard-Critical Infrastructure Protection - AZ Cyber Threat Response Alliance (ACTRA)	• Entities responsible for computer security and computer network defense may exercise those duties in support of the national response effort in four primary roles: 1. Defense Support of Civil Authorities 2. Intelligence and information sharing 3. Law Enforcement investigations 4. Military operations to defend the homeland • Authorizes Defense Support of Civil Authorities (DSCA) for domestic incidents as directed by the President or when consistent with military readiness operations and appropriate under the circumstances and the law. The DOD is the lead federal agency for responding to acts of war. • FBI is lead for national security/ cyber crime investigations. Will work with other law enforcement agencies and lead the national effort to investigate and prosecute cyber crime. • Will work with other law enforcement community to detect, prevent, preempt, and disrupt terrorist attacks against the United States. • Will work with Infragard and ACTRA to manage/facilitate state's role in critical infrastructure protection action.
Law Enforcement	• Investigate cyber-crime and refer perpetrators for prosecution.

	• Report information on the mechanisms used to disrupt or infiltrate victim networks to assist owners and the larger cyber community with securing their systems.
Chief Information Officers (CIO) Chief Information Security Officers (CISO)	• Communicate and report information on observed cyber security incidents within their organizations and with external reporting organizations including ACTIC, ACTRA and BECC. • Develop, maintain and review IT security policy, procedures and incident response plans. • Conduct risk assessments, gap analysis and strategic plans to mitigate network risk.

Roles and responsibilities of organizations can change depending upon the category of the cyber incident. It is also helpful to understand the affected scope of a cyber incident: statewide, regional, national or global.

Cyber-Incident Roles and Responsibilities

		System Fault (1)	Accident (2)	Disaster (3)	Crime (4)	Terrorism (5)	Act of War (5)	
	Scope:	Statewide	Statewide	Regional	Regional	National	Global	Key:
	End User (Client)	R	R	R	A	A	A	R = Responsible
	Service Provider	R	R	R	A	A	A	A = Assist
	Manufacturer	R	R	R	A	A	A	
Federal	US-DHS			P	S	S	S	C = Coordinating
Federal	US-DOJ/FBI			S	P	P	S	P = Primary
Federal	US-SS			S	P	S	S	S = Supporting
Federal	DoD			S	S	S	P	
State	AZ-DEMA			C	C	C	C	
State	AZ-DOA/ASET			P	S	S	S	
State	ACTIC			S	S	P	S	
State	AZ-DPS			S	S	S	S	
State	AZ-DOHS			S	S	S	S	
State	AZ-AGA			S	S	S	S	
State	AZ-GOV			S	S	S	S	
State	MS-ISAC			S	S	S	S	
Local	Law Enforcement			S	S	S		
Local	CIO/CISO			S	S	S		

1. End User (Client) - Network and Computer owners and users
2. Service Provider - Entites providing information technology interconnection and internet service
3. Manufacturer - Hardware and software manufacturers
4. FBI and USSS share jurisdiction for most cyber crimes

NUCLEAR/RADIOLOGICAL INCIDENT ANNEX

Primary Agency

AZ Department of Emergency & Military Affairs (DEMA)
- **AZ Division of Emergency Management (ADEM)**
- **AZ National Guard (AZNG)**

Support Agencies

AZ Counter Terrorism Information Center (ACTIC)
AZ Department of Agriculture (AZDA)
AZ Department of Economic Security (ADES)
AZ Department of Environmental Quality (ADEQ)
AZ Department of Health Services (ADHS)
AZ Department of Housing (ADOH)
AZ Department of Public Safety (ADPS)
AZ Department of Transportation (ADOT)
AZ Radiation Regulatory Agency (ARRA)
AZ State Land Department (ASLD)

INTRODUCTION

Purpose

The Nuclear/Radiological Incident Annex (NRI) provides an organized and integrated structure for a timely, coordinated response by State agencies to incidents involving nuclear or radiological materials. Two incident specific appendices support this annex; Radiological Dispersion Device (RDD) and Improvised Nuclear Device (IND) Appendix and Palo Verde Nuclear Generating Station (PVNGS) Appendix.

Scope

- Applies to intentional acts of terrorism involving RRDs (a.k.a. Dirty Bomb) and INDs.
- Applies to radiological, mechanical, and hostile action incidents at the PVNGS.
- Applies to industrial and transportation incidents involving radiological materials.
- Applies to all other nuclear/radiological incidents including lost radiological material sources.
- Aligns with Federal nuclear and radiological regulations as Arizona is an Agreement State with ARRA functioning as an agent of the U.S. Nuclear Regulatory Commission (NRC).
- May differ from other incidents where response begins at the lowest level of government. If an incident is considered a “statewide” emergency, state statutes assign the Governor or designee direct responsibility for protective action decision making and for coordinating all response and recovery activities.
- The lead agency may differ based on the scope of the incident (DEMA or ARRA).
- Provides for the coordination of Federal support assets and resources.

NATIONAL FEMA CORE CAPABILITIES

Though not listed separately, the Core Capabilities of **Planning**, **Public Information and Warning**, and **Operational Coordination** are supported by all ESF, Support, and Incident Annexes and Appendices. The following Response Core Capabilities, as delineated in the National Response Framework, are directly supported by this Appendix.

- ***Infrastructure Systems***
- ***Logistics and Supply Chain Management***
- ***Situational Assessment***
- ***Critical Transportation***
- ***Environmental Response/Health and Safety***
- ***Fire Management and Suppression***
- ***Mass Care Systems***
- ***Mass Search and Rescue Operations***
- ***On-Scene Security, Protection, and Law Enforcement***
- ***Operational Communications***
- ***Public Health, Healthcare, and Emergency Medical Services***

ROLES AND RESPONSIBILITIES

Primary Agency	Actions
AZ Department of Emergency and Military Affairs (DEMA) - AZ Division of Emergency Management (ADEM)	• Lead agency for response activities if incident is considered a statewide emergency, consistent with statutory authority. • If a statewide emergency, determines protective actions necessary to protect the health and safety of the public and emergency workers. • If a local emergency, provides support a requested to local, tribal, and private sector authorities. • Coordinates state response activity information sharing efforts with state, local, tribal, and private sector authorities. • Coordinate preliminary damage assessments as needed. • Assist state, local, tribal, and private sector authorities with requests for emergency response support. • Coordinate federal agency support activities. • Coordinate state level short-term and long-term recovery activities, including Individual Assistance and Public Assistance Programs. • Coordinate public information concerning state response and recovery operations and Federal support and assistance.
Support Agencies	**Actions**
AZ Counter Terrorism Information Center (ACTIC)	• Protect citizens and critical infrastructure by coordinating counter terrorism intelligence and other investigative support efforts among local, state and federal law enforcement agencies.
AZ Department of Agriculture (AZDA)	• Maintain current lists of dairies, feedlots, crops in harvest, food processors, and food distributers. • Determine and implement milk, agriculture, and livestock controls and

	embargos to prevent the ingestion of contaminated products. • Issue Public Advisories to the general public and to agricultural, dairy, food processors, and food distributers concerning product safety.
AZ Department of Economic Security (ADES)	• Provide support for access and functional needs response support for sheltered and/or evacuated individuals.
AZ Department of Environmental Quality (ADEQ)	• Maintain up-to-date information regarding potable water supplies for public and semi-public water systems. • Monitor potable water quality. • Issue Public Advisories concerning potable water quality and safety.
AZ Department of Health Services (ADHS)	• Provide consultation concerning the administration of radiopharmaceuticals to the general public. • Provide support to ensure no contaminated food products reach retail shelves. • Provide direction and support to impacted medical facilities. • Coordinate the provision of behavioral health services as requested. • Coordinate requests for Federal health service support. • Issue Public Advisories concerning radiological health care issues.
AZ Department of Housing (ADOH)	• Identify and coordinate temporary and/or permanent housing solutions for individuals displaced by a nuclear/radiological incident.
AZ Department of Public Safety (ADPS)	• Provide traffic control for evacuation routes comprising state and interstate roadway systems. • Provide access control for evacuated and restricted areas. • Provide law enforcement support for hostile action assaults against facilities utilizing radiological materials as needed.
AZ Department of Transportation (ADOT)	• Provide transportation infrastructure situational awareness and planning and recovery information to state, local, tribal, and private sector authorities related to state and interstate roadway systems. • Coordinate technical assistance in identifying and arranging appropriate types of transportation into affected areas and accessible routes.
AZ National Guard (AZNG)	• Provide ground and aerial transportation, communications, and security and Civil Support Team (CST) support as needed.
AZ Radiation Regulatory Agency (ARRA)	• Conduct field monitoring, sampling, and laboratory analysis activities. • Conduct radiological assessment related to an incident and provide protective action recommendations based on these assessments. • Coordinate individual and vehicle decontamination activities. • Coordinate re-entry access for evacuated/restricted areas.
AZ State Land Department (ASLD)	• Identification and acquisition of state land areas for the collection and storage of radiologically contaminated materials and debris.
All State Agencies	• Provide resource and personnel support as directed by the Office of the Governor. • Direct requests for assistance to the appropriate primary or support agencies.

	• Maintain contact with predetermined vendors in conjunction with ESF #7 (Logistics) for the procurement and delivery of necessary response and recovery resources.

PALO VERDE NUCLEAR GENERATING STATION APPENDIX (NUCLEAR/RADIOLOGICAL INCIDENT ANNEX)

Primary Agency

AZ Department of Emergency & Military Affairs (DEMA)
- **Division of Emergency Management (ADEM)**
- **AZ National Guard (AZNG)**

Support Agencies

AZ Counter Terrorism Information Center (ACTIC)
AZ Department of Agriculture (AZDA)
AZ Department of Economic Security (ADES)
AZ Department of Environmental Quality (ADEQ)
AZ Department of Health Services (ADHS)
AZ Department of Public Safety (ADPS)
AZ Department of Transportation (ADOT)
AZ Radiation Regulatory Agency (ARRA)

INTRODUCTION

Purpose

The Palo Verde Nuclear Generating Station (PVNGS) Appendix to the Nuclear/Radiological Incident Annex provides an organized and integrated structure for a timely, coordinated response by state agencies to a radiological, mechanical, or hostile action incident at the PVNGS resulting in a potential/actual threat to the health and safety of the general public.

Scope

- Per applicable Federal regulations and state statutes, this appendix is supplemented by a separate plan (*State of Arizona/Maricopa County Offsite Emergency Response Plan - Palo Verde Nuclear Generating Station*) which details specific unique response and recovery roles and responsibilities related to a commercial nuclear power plant incident in the State of Arizona.
- Differs from other incidents where response begins at the lowest level of government, as this would be considered a statewide emergency, state statutes assign the Governor or designee direct responsibility for protective action decision making and for coordinating all offsite response and recovery activities.
- Provides for the coordination of Federal support assets and resources.

NATIONAL FEMA CORE CAPABILITIES

Though not listed separately, the Core Capabilities of **Planning**, **Operational Coordination**, and **Public Information and Warning** are supported by all ESF, Support, and Incident Annexes and Appendices. The following Response Core Capabilities, as delineated in the National Response Framework, are directly supported by this Appendix:

- ***Critical Transportation***
- ***Environmental Response/Health and Safety***
- ***Fire Management and Suppression***
- ***Infrastructure Systems***
- ***Mass Care Systems***
- ***Mass Search and Rescue Operations***
- ***On-Scene Security, Protection, and Law Enforcement***
- ***Operational Communications***
- ***Logistics and Supply Chain Management***
- ***Public Health, Healthcare, and Emergency Medical Services***
- ***Situational Assessment***

ROLES AND RESPONSIBILITIES

Primary Agency	**Actions**
AZ Department of Emergency and Military Affairs (DEMA) – AZ Division of Emergency Management (ADEM)	• Lead agency for response activities pertaining to an incident at the PVNGS, consistent with statutory authority. • Determine protective actions necessary to protect the health and safety of the public and emergency workers. • Lead coordination and information sharing efforts with state, local, tribal, and private sector authorities responding to a PVNGS incident. • Coordinate preliminary energy sector damage assessments to determine extent of the damages, restoration priorities, and restoration times. • Assist state, local, tribal, and private sector authorities with requests for emergency response support. • Coordinate federal agency support activities. • Coordinate incident short-term and long-term recovery activities. • Coordinate public information concerning emergency conditions, state response and recovery operations and federal support and assistance.
Support Agencies	**Actions**
AZ Counter Terrorism Information Center (ACTIC)	• Protect citizens and critical infrastructure by coordinating counter terrorism intelligence and other investigative support efforts among local, state and federal law enforcement agencies.
AZ Department of Agriculture (AZDA)	• Maintain current lists of dairies, feedlots, crops in harvest, food processors, and food distributers. • Determine and implement milk, agriculture, and livestock controls and embargos to prevent the ingestion of contaminated products. • Issue Public Advisories to the general public and to agricultural, dairy, food processors, and food distributers concerning product safety.
AZ Department of Economic Security (ADES)	• Provide support for access and functional needs response support for sheltered and/or evacuated individuals.
AZ Department of	• Maintain up-to-date information regarding potable water supplies for

Environmental Quality (ADEQ)	public and semi-public water systems. • Monitor potable water quality. • Issue Public Advisories concerning potable water quality and safety.
AZ Department of Health Services (ADHS)	• Provide consultation concerning the administration of radiopharmaceuticals to the general public. • Provide support to ensure no contaminated food products reach retail shelves. • Provide direction and support to impacted medical facilities. • Coordinate the provision of behavioral health services as requested. • Coordinate requests for federal health service support. • Issue Public Advisories concerning radiological health care issues.
AZ Department of Public Safety (ADPS)	• Provide traffic control for evacuation routes comprising state and interstate roadway systems. • Provide access control for evacuated and restricted areas. • Provide law enforcement support for hostile actions against the PVNGS.
AZ Department of Transportation (ADOT)	• Provide transportation infrastructure situational awareness and planning and recovery information to state, local, tribal, and private sector authorities related to state and interstate roadway systems. • Provide technical assistance in identifying and arranging appropriate types of transportation into affected areas and accessible routes.
AZ National Guard (AZNG)	• Provide ground and aerial transportation, communications, and security and Civil Support Team (CST) support as needed.
AZ Radiation Regulatory Agency (ARRA)	• Conduct field monitoring, sampling, and laboratory analysis activities. • Conduct radiological assessment related to an incident and provide protective action recommendations based on these assessments. • Coordinate individual and vehicle decontamination activities. • Coordinate re-entry access for evacuated/restricted areas.
All State Agencies	• Provide resource and personnel support as directed by the Office of the Governor. • Direct requests for assistance to appropriate primary or support agencies. • Maintain contact with predetermined vendors in conjunction with ESF #7 (Logistics) for the procurement and delivery of necessary response and recovery resources.

RADIOLOGICAL DISPERSION DEVICE/IMPROVISED NUCLEAR DEVICE APPENDIX (NUCLEAR/RADIOLOGICAL INCIDENT ANNEX)

Primary Agency

AZ Department of Emergency & Military Affairs (DEMA)
- AZ Division of Emergency Management (ADEM)

Support Agencies

AZ Counter Terrorism Information Center (ACTIC)
AZ Department of Agriculture (AZDA)
AZ Department of Economic Security (ADES)
AZ Department of Environmental Quality (ADEQ)
AZ Department of Health Services (ADHS)
AZ Department of Housing (ADOH)
AZ Department of Public Safety (ADPS)
AZ Department of Transportation (ADOT)
AZ National Guard (AZNG)
AZ Radiation Regulatory Agency (ARRA)
AZ State Land Department (ASLD)

INTRODUCTION

Purpose

The Radiological Dispersion Device (RDD) and Improvised Nuclear Device (IND) Appendix to the Nuclear/Radiological Incident (NRI) Annex, provides the structure for a timely, coordinated response by State agencies related to the immediate response and to short-term and long-term recovery activities for incidents involving the release of radioactive materials following the deliberate detonation of an RDD or IND.

Scope

- Applies to RDD (a.k.a. dirty bomb) incidents that result in the spread of low level radiological contamination in a limited detonation area.
- Applies to IND incidents that result in large scale physical destruction and the spread of both low level and high level radiological contamination over a large detonation area.
- Addresses the release of radioactive material that may be an actual or perceived hazard to public health and safety and that will psychologically impact the public.
- Applies to an incident designed to terrorize the general public and create a mass panic and potential self directed evacuation of major metropolitan areas.
- Addresses response and support activities which exceed or are anticipated to exceed State, tribal, or local resources and that may require Federal assistance.
- Provides for the collection, disposal, and/or storage of large quantities of radiologically contaminated materials and debris.
- Applies to both long-term and short-term recovery operations.

- The lead agency may differ based on the scope of the incident (DEMA or ARRA).
- Provides for the coordination of Federal support assets and resources.

NATIONAL FEMA CORE CAPABILITIES

Though not listed separately, the Core Capabilities of **Planning**, **Public Information and Warning**, and **Operational Coordination** are supported by all ESF, Support, and Incident Annexes and Appendices. The following Response Core Capabilities, as delineated in the National Response Framework, are directly supported by this Appendix:

- ***Infrastructure Systems***
- ***Logistics and Supply Chain Management***
- ***Situational Assessment***
- ***Critical Transportation***
- ***Environmental Response/Health and Safety***
- ***Facility Management Services***
- ***Fire Management and Suppression***
- ***Mass Care Systems***
- ***Mass Search and Rescue Operations***
- ***On-Scene Security, Protection, and Law Enforcement***
- ***Operational Communications***
- ***Public Health, Healthcare, and Emergency Medical Services***

ROLES AND RESPONSIBILITIES

Primary Agency	Actions
AZ Department of Emergency and Military Affairs (DEMA) - AZ Division of Emergency Management (ADEM)	• Lead agency for response activities if incident is considered a statewide emergency, consistent with statutory authority. • If a statewide emergency, determines protective actions necessary to protect the health and safety of the public and emergency workers. • If a local emergency, provides support a requested to local, tribal, and private sector authorities. • Coordinate state response activity information sharing efforts with state, local, tribal, and private sector authorities. • Coordinate preliminary energy sector damage assessments. • Assist state, local, tribal, and private sector authorities with requests for emergency response support. • Coordinate federal agency response and recovery support activities. • Coordinate state level short-term and long-term recovery activities, including Individual Assistance and Public Assistance Programs. • Coordinate public information concerning state response and recovery operations and federal support and assistance.
Support Agencies	**Actions**

AZ Counter Terrorism Information Center (ACTIC)	• Protect citizens and critical infrastructure by coordinating counter terrorism intelligence and other investigative support efforts among local, state and federal law enforcement agencies.
AZ Department of Agriculture (AZDA)	• Determine and implement milk, agriculture, and livestock controls and embargos to prevent the ingestion of contaminated products. • Issue Public Advisories to the general public and to agricultural, dairy, food processors, and food distributers concerning product safety.
AZ Department of Economic Security (ADES)	• Provide support for access and functional needs response support for sheltered and/or evacuated individuals.
AZ Department of Environmental Quality (ADEQ)	• Maintain up-to-date information regarding potable water supplies for public and semi-public water systems. • Monitor potable water quality. • Issue Public Advisories concerning potable water quality and safety.
AZ Department of Health Services (ADHS)	• Provide consultation concerning the administration of radiopharmaceuticals to the general public. • Provide support to ensure no contaminated food products reach retail shelves. • Provide direction and support to impacted medical facilities. • Coordinate the provision of behavioral health services as requested. • Coordinate requests for federal health service support. • Issue Public Advisories concerning radiological health care issues.
AZ Department of Housing (ADOH)	• Identify and coordinate temporary and/or permanent housing solutions for individuals displaced by a nuclear/radiological incident.
AZ Department of Public Safety (ADPS)	• Provide traffic control for evacuation routes comprising state and interstate roadway systems. • Provide access control for evacuated and restricted areas. • Provide law enforcement support for hostile action assaults against facilities utilizing radiological materials as needed.
AZ Department of Transportation (ADOT)	• Provide transportation infrastructure situational awareness and planning and recovery information to state, local, tribal, and private sector authorities related to state and interstate roadway systems. • Coordinate technical assistance in identifying and arranging appropriate types of transportation into affected areas and accessible routes.
AZ National Guard (AZNG)	• Provide ground and aerial transportation, communications, and security and Civil Support Team (CST) support as needed.
AZ Radiation Regulatory Agency (ARRA)	• Conduct field monitoring, sampling, and laboratory analysis activities. • Conduct radiological assessment related to an incident and provide protective action recommendations based on these assessments. • Coordinate individual and vehicle decontamination activities. • Coordinate re-entry access for evacuated/restricted areas.
State Land Department	• Identification and acquisition of state land areas for the collection and

(SLD)	storage of radiologically contaminated materials and debris.
All State Agencies	• Provide resource and personnel support as directed by the Office of the Governor. • Direct requests for assistance to the appropriate primary or support agencies. • Maintain contact with predetermined vendors in conjunction with ESF #7 (Logistics) for the procurement and delivery of necessary response and recovery resources.

TERRORISM INVESTIGATION INCIDENT ANNEX

Primary Agency

AZ Department of Public Safety (ADPS)

Support Agencies

AZ Department of Emergency and Military Affairs (DEMA)
- AZ Division of Emergency Management (ADEM)
AZ Department of Health Services (ADHS)
AZ Department of Homeland Security (ADOHS)
AZ Radiation Regulatory Agency (ARRA)

INTRODUCTION

Purpose

The Terrorism Investigation Incident Annex establishes the context and overarching strategy for implementing and coordinating the State's law enforcement and investigative response to all threats or acts of terrorism statewide, whether they are deemed credible and/or whether they escalate into an incident of national significance.

This Annex establishes the structure for a systematic, coordinated, unified, timely and effective national law enforcement and investigative response to threats or acts of terrorism within the State.

Scope

This Annex will specifically address the law enforcement and investigative function of a terrorism threat or incident and is a strategic document which:

- Provides planning guidance and outlines operational concepts for State law enforcement in providing assistance to Federal Bureau of Investigation (FBI) investigative response to a threatened or actual terrorist incident within the State.
- Acknowledges and outlines the:
  - Unique nature of each threat or incident.
  - Capabilities and responsibilities of the local jurisdictions.
  - Law enforcement and investigative activities necessary to prevent or mitigate a specific threat or incident.

State response to a terrorist incident includes three major components, which may operate concurrently or consecutively:

- Law enforcement response activities will be coordinated by ADPS as the designated primary agency for threats or acts of terrorism within Arizona. ADPS will coordinate and assist the criminal investigation and evidence preservation activities of the FBI Incident Commander and the local law enforcement incident command.
- As the Lead Support Agency consequence management and recovery operations, DEMA - ADEM will coordinate required assistance to impacted county(s) and local jurisdictions and

request assistance as needed to alleviate the damage, loss, hardship or suffering caused by acts of terrorism. Response activities are coordinated by the ADEM through the State Emergency Operations Center (SEOC) and directed toward:

- Protecting public health and safety.
- Restoring essential government services.
- Providing emergency relief to affected state agencies and political subdivisions.

- Technical operations constitute an important support component to any response involving a Weapons of Mass Destruction (WMD) incident that involves measures to:
  - Identify the WMD agent and/or device.
  - Assess the threat posed.
  - Maximize containment wherever possible.
  - Provide consultation to decision makers.
  - Render safe transfer/disposal of WMD agent(s).
  - Decontaminate responders/victims/environment.

ROLES AND RESPONSIBILITIES

Primary Agency	**Actions**
AZ Department of Public Safety (ADPS)	• Assign representatives to participate with the FBI and local authorities in all decision-making activities performed in the Joint Operations Center (JOC) involving law enforcement and crime-scene responses to a WMD incident. • Provide technical, equipment and manpower resources as requested and as available in support of Federal, county, local and tribal law enforcement agencies.
Support Agencies	**Actions**
AZ Radiological Regulatory Agency (ARRA)	• Act as non-law enforcement LSA for nuclear/radiological terrorism incidents.
AZ Department of Emergency & Military Affairs (DEMA) - AZ Division of Emergency Management (ADEM)	• Establish liaison with JOC. • Notify all stakeholders of the activation of this Annex. • Cooperate with law enforcement to resolve operational conflicts. • Coordinate priority/action plans with law enforcement for incident response. • Prepare briefings/reports with law enforcement. • Participate in a Joint Information Center (JIC) to coordinate public information of the responding federal, state and local agencies with the media and the public.
AZ Department of Health Services (ADHS)	• Act as non-law enforcement for chemical/biological terrorism incidents.

	• Provide technical assistance, equipment and personnel to impacted local jurisdiction(s) and honor county and state requests for additional support as required and as available.
AZ Department of Homeland Security (ADOHS)	• Assign a liaison/support staff to the JOC to maintain and provide information to the ADOHS Director and the Office of the Governor regarding the Federal, state, county, local and tribal law enforcement activities related to the incident. • The ADOHS liaison will participate in the JOC to help support and maintain a constant flow of information to the ADOHS Director and the Office of the Governor. • Assign a liaison/support staff to the JIC to function as an information conduit to the ADOHS Director and the Office of the Governor to maintain a constant flow of information. • Provide personnel resources to the SEOC as required and as available in support efforts. • Assist in the interface between the Federal Government and the State during terrorist threats or events. • Relay reports of terrorist or suspected terrorist activities to the FBI, ACTIC, ADPS and the Office of the Governor, pursuant to the level of clearance required based on the classification of the intelligence.