

South Carolina Disaster Recovery Center Fact Sheet

General Information

A Disaster Recovery Center (DRC) is typically a temporary facility established in the disaster area following a major disaster declaration approved for Individual Assistance (IA). It is staffed by representatives from the Federal, State, local and volunteer agencies/organizations for the purpose of providing technical assistance and disaster relief information to individuals, businesses & certain non-profit organizations affected by the disaster. The size of the disaster will determine the number of DRCs needed. (For additional information see SCEMD DRC SOP)

Alternatives to establishing DRCs

Depending on the Scope of the IA mission in an area, a DRC may not be necessary. DRCs are not intended to be the sole platform for providing disaster survivors with information, support, services, and a means to apply for disaster assistance. The following are alternatives to methods for survivors to access Individual Assistance resources.

1. Disaster Survivor Assistance Team

A Disaster Survivor Assistance Team (DSAT) is made up of FEMA disaster specialists and can be sent to communities to provide one-on-one registration support to residents that need additional aid. Request for these teams should be made through SCEMD (ESF 14).

2. Community Outreach Meeting

Held in the style of a town hall, these one-time meetings connect survivors with representatives from FEMA, SBA, and non-governmental organizations who can provide recovery assistance. Request for these events should be made through SCEMD (ESF 14).

3. FEMA helpline

1-800-621-FEMA is a toll free helpline survivors can contact to speak with a representative to ask questions, register for assistance, receive information on appeals.

4. Disaster assistance website

<https://www.disasterassistance.gov/> is a website provides survivors with information federal disaster assistance programs. Survivors can quickly apply for assistance, check the status of their application and submit apples all on one website. This is where most survivors to register for assistance.

County Responsibilities

Prior to a disaster counties should pre-identify suitable locations to support DRCs (see SC DRC Pre-Identification Checklist) Following an Individual Assistance declaration Effective counties should evaluate the level of need and choose the best course of action. If the need for one or more DRCs is determined, the following steps should be taken.

1. Request through the State (ESF 14), that FEMA activate a DRC to assist survivors.
2. Provide FEMA with a suitable location(s) to establish the DRC(s) (pre-identified or otherwise)

SCEMD Responsibility

SCEMD will provided support and training to counties for the pre-identification process. SCEMD will also, facilitate effective communications between counties and FEMA.

FEMA Responsibility

FEMA will conduct a site inspection of the location. Once deemed suitable, FEMA and the owner of the facility sign a MOU for the site. If the county or local government does not own the facility they do not need to sign the MOU. Post event, if a cost-free facility cannot be located, FEMA may deploy GSA to lease a space. NOTE: this is not ideal as it will delay the opening of the DRC. FEMA administers DRC operations by:

1. Addressing safety and Disability Integration Advisor
2. Providing 24hr site security
3. Furnishing all communication requirements
4. Arranging all logistics needs
5. Providing External Affairs (in conjunction with State PIO)
6. Deploying Individual Assistance representatives
7. Deploying Mitigation representatives
8. Providing SBA representatives

