

# PART TWO FINANCE/ADMINISTRATION SECTION

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# **FINANCE/ADMINISTRATION SECTION**

## **GENERAL**

### **PURPOSE**

To enhance the capability of the City of Pasadena to respond to disasters/emergencies by providing financial support and coordination to City disaster/emergency operations and coordinating the recovery of costs as allowed by Federal and State law. It is the policy of this section that the priorities are to be:

- Protect life and property.
- Provide continuity of financial support to the City and community.
- Cooperate with the other sections of the City's disaster/emergency response team.
- Documentation of City costs and recovery of those costs as allowable.
- Maintain a positive image for the City in its dealings with the community.

### **OVERVIEW**

The Finance/Administration Section's primary responsibility is to maintain to the greatest extent possible the financial systems necessary to keep the City functioning during a disaster/emergency. These systems include:

- Payroll
- Payments
- Revenue collection
- Claim processing
- Cost recovery documentation

The Section also supervises the negotiation and administration of vendor and supply contracts and procedures.

The extent of the disaster/emergency will determine the extent to which the Finance/Administration Section will mobilize. In a low-level emergency, only part of the section will mobilize. In a wide-spread disaster that damages communications and systems, the entire section will mobilize.

### **OBJECTIVES**

The Finance/Administration Section acts in a support role in all disasters/emergencies to ensure that all required records are preserved for future use and State OES and FEMA filing requirements are satisfied through maintenance of proper and accurate documentation of all actions taken. To carry out its responsibilities, the Finance/Administration Section will accomplish the following objectives during a disaster/emergency:

**A. For all disasters/emergencies:**

1. Notify the other sections and City departments that the Disaster Accounting System is to be used for the disaster/emergency.
2. Determine the extent to which the City's computer systems are accessible and/or usable.
3. Determine if the City's bank can continue handling financial transactions.
4. Maintain, as best possible, the financial continuity of the City (payroll, payments and revenue collection).
5. Disseminate information about the Disaster Accounting System to other sections and departments as necessary.
6. Upon declaration of a disaster by the State and/or Federal Governments, coordinate with disaster agencies to initiate the recovery process of City costs.
7. Coordinate with the other sections and departments the collection and documentation of costs pertaining to the disaster/emergency.
8. Coordinate with the disaster assistance agencies for the required inspections, documentation, audits and other necessary work in order to recover costs.

**B. For disasters/emergencies where the City's computer systems and bank are accessible and usable:**

1. Inform the other sections and City departments that the payroll and payments processing will be handled on a "business-as-usual" basis except that the Disaster Accounting System will be used for disaster/emergency-related costs.
2. Continue with objectives A.5. through A.8. above.

**C. For disasters/emergencies where the City's computer systems and/or bank are either inaccessible or unusable for a short period of time; i.e., less than one week:**

1. Inform the other sections and City departments that payroll and payments will be on hold for a short time and that processing will continue on a normal basis as of a specified date.
2. Continue with objectives A.4. through A.8. above.

- D. **For disasters/emergencies where the City's computer and/or bank systems are either inaccessible or unusable for an extended period of time; i.e., one week or more:**
1. Inform the other sections and City departments that disaster accounting procedures will be necessary for the next payroll and all critical payments.
  2. Activate other Finance/Administration Section Units as necessary.
  3. Continue with objectives A.4. through A.8. above.

## **CONCEPT OF OPERATIONS**

The Finance/Administration Section will operate under the following policies during a disaster/emergency as the situation dictates:

- The Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS) will be followed.
- All existing City and departmental fiscal operating procedures will be adhered to unless modified by City Council or EOC Director/Deputy EOC Director.
- For disasters/emergencies that leave the accounting systems accessible and usable, normal working hours will be retained for all but the Cost Recovery Documentation Unit. This unit will function on the schedule determined necessary to perform its objectives.
- For disasters/emergencies that render the accounting systems either inaccessible or unusable for any period of time, appropriate personnel in the activated units will be on an operational period determined by the Finance/Administration Section Chief.

## **SECTION ACTIVATION PROCEDURES**

### **Authorization**

EOC Director/Deputy EOC Director is authorized to activate the Finance/Administration Section for response to a disaster/emergency.

### **When to Activate**

The Finance/Administration Section will be activated whenever EOC Director/Deputy EOC Director determines that the City of Pasadena is involved or may soon be involved in a disaster/emergency that will require a Finance/Administration response. The Finance/Administration Section's Cost Recovery Documentation Unit may continue to function when the EOC is not activated.

Units will be activated only as conditions necessitate. Invariably, these other conditions will mean that the EOC will also be activated.

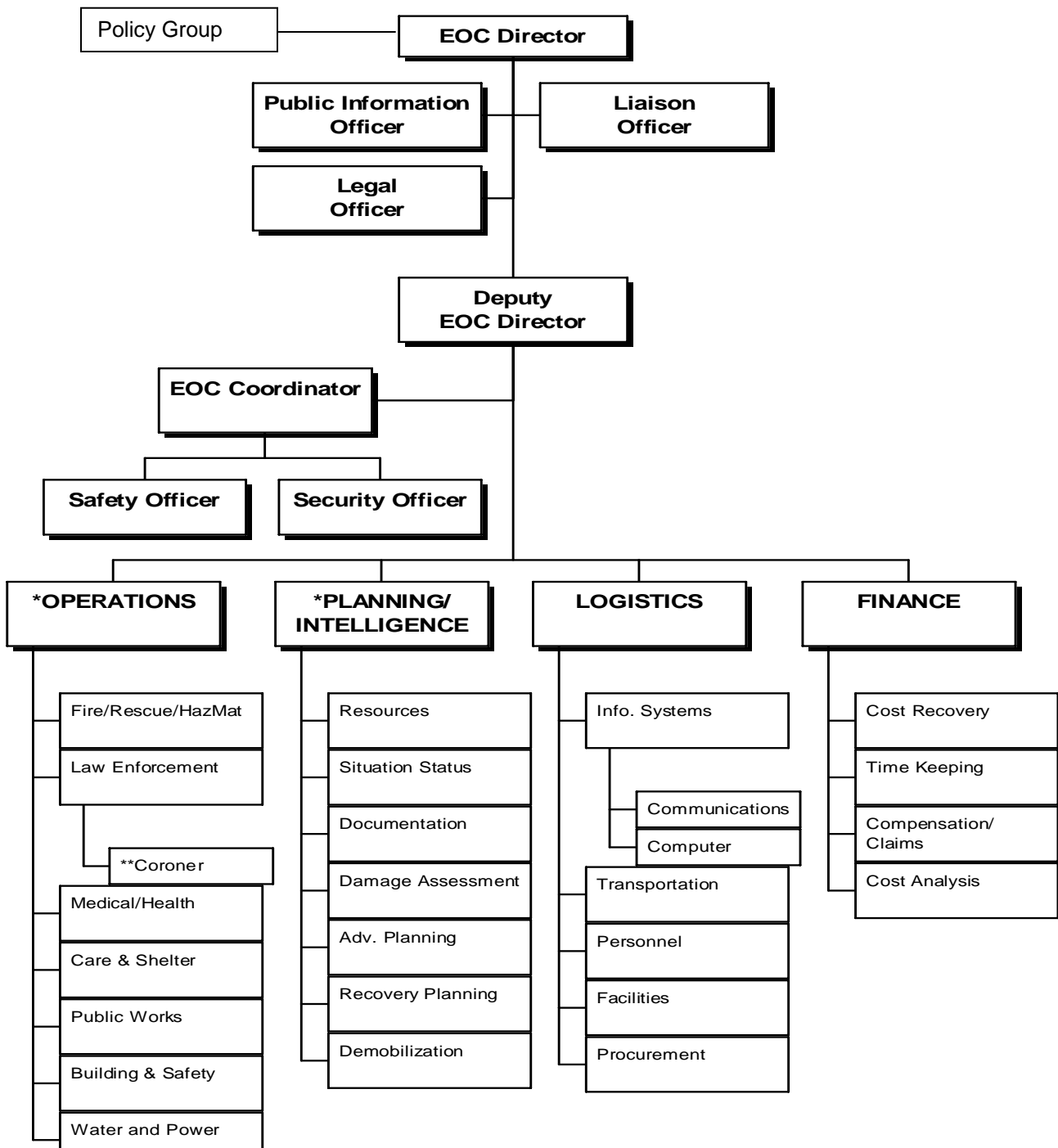
The Finance/Administration Section Chief will activate the various units of the Finance/Administration Section as the disaster/emergency situation develops. All units may be placed on an alert basis when there is warning of an impending or developing disaster/emergency.

In the event of a major, widespread disaster/emergency that disrupts normal communication channels, all units in the Finance/Administration Section are to assume activation and are to report to the City EOC.

**Location of the EOC**

Refer to the Appendix for EOC locations. Due to the sensitive nature of this information this is being maintained in the restricted use section of the Plan.

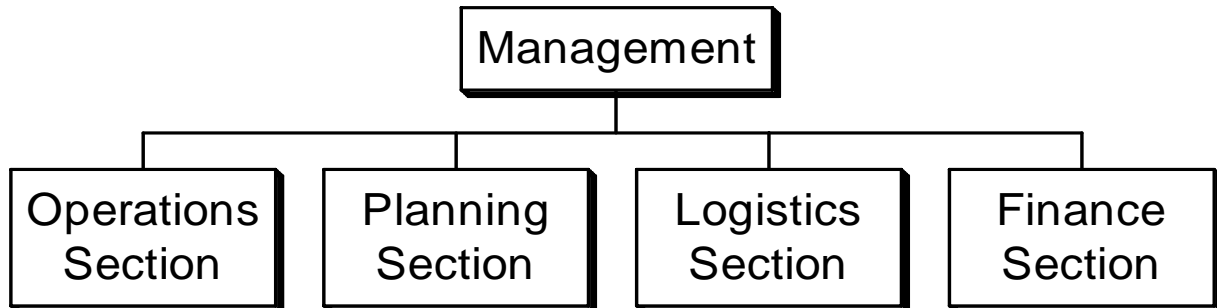
# SEMS/NIMS ORGANIZATION CHART



\* If all elements are activated, a deputy may be appointed to provide a manageable span of control.

\*\* Position is normally coordinated by the County, but a local chief may be designated, if needed

Field Units will be coordinating and communication with each of the Branches under the Operations Section. The Incident Command System will be used in the field.

**SEMS/NIMS EOC RESPONSIBILITIES CHART****Responsibilities:****Management (Management Section)**

Responsible for overall emergency management policy and coordination through the joint efforts of governmental agencies and private organizations. EOC Director/Deputy EOC Director will either activate appropriate sections or perform their functions as needed.

**Operations Section**

Responsible for coordinating all jurisdictional operations in support of the emergency response through implementation of the City's EOC Action Plan.

**Planning/Intelligence Section**

Responsible for collecting, evaluating, and disseminating information; coordinating the development of the City's EOC Action Plan in coordination with other functions; initiating the City's After-Action Report and maintaining documentation.

**Logistics Section**

Responsible for providing communications, facilities, services, personnel, equipment, supplies and materials.

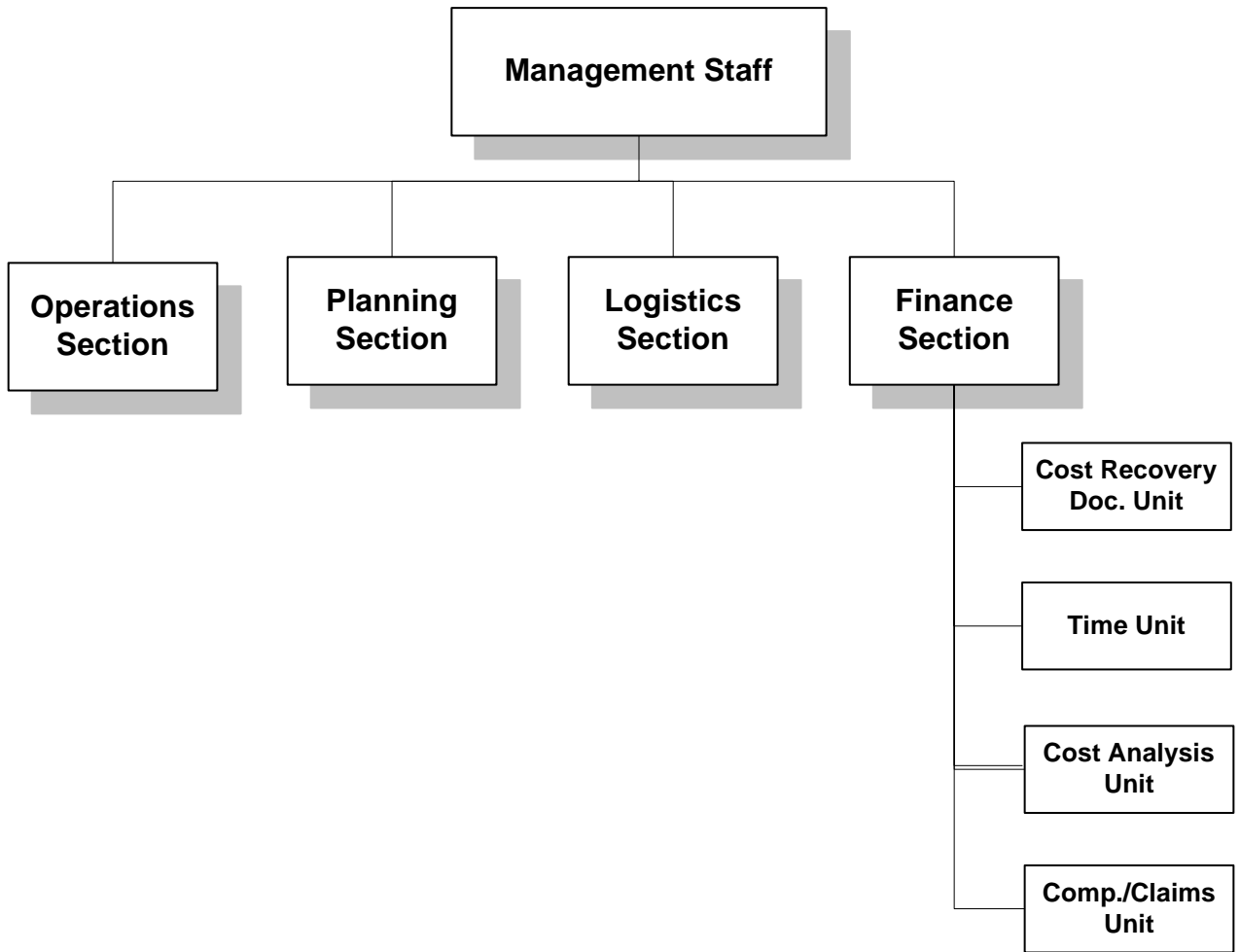
**Finance/Administration Section**

Responsible for financial activities and other administrative aspects, including:

- **Activate and maintain Disaster Accounting System.**
- **Provide financial resources necessary for recovery.**
- **Maintain payroll and payments.**
- **Investigate and process claims.**
- **Coordinate documentation for cost recovery.**
- **Work with disaster agencies on cost recovery.**



# FINANCE/ADMINISTRATION SECTION ORGANIZATION CHART



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## **FINANCE/ADMINISTRATION SECTION STAFF**

The Finance/Administration Section Chief will determine, based on present and projected requirements, the need for establishing specific and/or specialized branches/groups/units. In certain of the functional areas such as procurement, a functional unit need not be established if only one person would work in the unit. In that case, the normal procurement officer would be assigned rather than designating a unit. The following may be established as the need arises:

- Cost Recovery Documentation Unit
- Time Unit
- Compensation/Claims Unit
- Cost Analysis Unit

The Finance/Administration Section Chief may activate additional branches/groups/units to fulfill an expanded role if necessary.

### **Finance/Administration Section Chief**

The Finance/Administration Section Chief supervises the financial support, response and recovery for the disaster/emergency; ensures that the payroll and revenue collection process continues and activates the Disaster Accounting System.

### **Cost Recovery Documentation Unit**

**The Cost Recovery Documentation Unit should be activated at the onset of any disaster/emergency** and is responsible for maintaining the Disaster Accounting System and procedures to capture and document costs relating to a disaster/emergency in coordination with other sections and departments. The Unit also acts as liaison with the disaster assistance agencies and coordinates the recovery of costs as allowed by law. Maintenance of records in such a manner that will pass audit is also an extremely important task of this Unit. **Accurate and timely documentation is essential to financial recovery.**

### **Time Unit**

The Time Unit is responsible for tracking hours worked by paid personnel, volunteers, contract labor, mutual aid and all others and ensuring that daily personnel time recording documents are prepared and compliance to agency's time policy is being met. The Time Unit is responsible for ensuring that time and equipment use records identify scope of work and site-specific work location consistent with initial safety/damage assessment records, sites and Project Worksheets (formerly known as Disaster Survey Reports).

Personnel time and equipment use records should be collected and processed for each operational period as necessary. Records must be verified, checked for accuracy and posted according to existing policy. Excess hours worked must also be determined and

separate logs will be maintained. Time and equipment use records must be compiled in appropriate format for cost recovery purposes.

### **Compensation/Claims Unit**

The Compensation/Claims Unit is responsible for managing the investigation and compensation of physical injuries and property damage claims involving the City of Pasadena arising out of an emergency/disaster, including completing all forms required by worker's compensations programs and local agencies, maintaining a file of injuries and illnesses associated with the incident and for providing investigative support of claims and for issuing checks upon settlement of claims.

### **Cost Analysis Unit**

The Cost Analysis Unit is responsible for providing cost analysis data for the incident to help the planning and recovery efforts. The Unit must ensure that all pieces of equipment and personnel that require payment are properly identified; obtain and record all cost data; analyze and prepare estimates of incident costs and maintain accurate records of incident costs.

The Cost Analysis Unit will be increasingly tasked to support the planning function in terms of cost estimates of resources used. The Unit must maintain accurate information on the actual costs for the use of all assigned resources.

# **FINANCE/ADMINISTRATION**

## **FINANCE/ADMINISTRATION SECTION CHIEF**

**SUPERVISOR:**                      **EOC Director**  
   **Deputy EOC Director**

### **GENERAL DUTIES:**

- Ensure that the Finance/Administration function is performed consistent with SEMS/NIMS Guidelines, including:
  - Implementing a Disaster Accounting System.
  - Maintaining financial records of the emergency.
  - Tracking and recording of all staff time.
  - Processing purchase orders and contracts in coordination with Logistics Section.
  - Processing worker's compensation claims received at the EOC.
  - Handling travel and expense claims.
  - Providing administrative support to the EOC.
- Supervise the Finance/Administration Section staff.
- Establish the appropriate level of organization within the Section, and continuously monitor the effectiveness of that organization. Make changes as required.
- Be prepared to form additional branches/groups/units as dictated by the situation.
- Exercise overall responsibility for the coordination of branch/group/unit activities within the Section.
- Ensure that the Section is supporting other EOC sections consistent with priorities established in the EOC Action Plan.
- Keep EOC Director/Deputy EOC Director updated on all significant financial developments.

### **YOUR RESPONSIBILITY:**

Supervise the financial support, response and recovery for the disaster/emergency; ensure that the payroll and revenue collection process continues and activate the Disaster Accounting System.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

Action Taken: Time/Date/Initials

**CHECKLIST ACTIONS**

**Section Start-Up Actions**

<input type="text"/>	Check in upon arrival at the EOC
<input type="text"/>	Report to EOC Director/Deputy EOC Director
<input type="text"/>	Obtain a briefing on the situation.
<input type="text"/>	Set up your Section workstation, including maps and status boards. Use your Section's materials on on-site supplies.
<input type="text"/>	Review your position responsibilities.
<input type="text"/>	Identify yourself as the Finance/Administration Section Chief by putting on the vest with your title. Place your name on the EOC organization chart next to your assignment.
<input type="text"/>	Clarify any issues you may have regarding your authority and assignment and what others in the organization do.
<input type="text"/>	Review organization in place at the EOC. Know where to go for information or support.
<input type="text"/>	Determine if other Section staff is at the EOC.
<input type="text"/>	Confirm that all key Finance/Administration Section personnel or alternates are in the EOC or have been notified. Recall the required staff members necessary for the emergency.
<input type="text"/>	Activate organizational elements within your Section as needed and designate leaders for each element or combination of elements. <ul style="list-style-type: none"><li>• Cost Recovery Documentation Unit</li><li>• Time Unit</li><li>• Compensation and Claims Unit</li><li>• Cost Analysis Unit</li></ul>

Request additional personnel for the Section to maintain a 24-hour operation as required.

Brief incoming Section personnel prior to their assuming their duties. Briefings should include:

- Current situation assessment.
- Identification of specific job responsibilities.
- Identification of co-workers within the job function and/or geographical assignment.
- Availability of communications.
- Location of work area.
- Identification of eating and sleeping arrangements as appropriate.
- Procedural instructions for obtaining additional supplies, services and personnel.
- Identification of operational period work shifts.

Inform EOC Director/Deputy EOC Director and General Staff when your Section is fully operational.

Open and maintain Section logs.

Using activity log (**see Part Two, Finance Support Documentation-Activity Log**), maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster.

Document:

- Messages received
- Action taken
- Decision justification and documentation
- Requests filled
- EOC personnel, time on duty and assignments

**Precise information is essential to meet requirements for possible reimbursement by the State OES and FEMA.**

Review responsibilities of branches/groups/units in your Section. Develop plan for carrying out all responsibilities.

Prepare work objectives for Section staff and make staff assignments.

Meet with other activated Section Chiefs.

From the Planning/Intelligence Section Chief, obtain and review major incident reports and additional field operational information that may pertain to or affect your Section operations. Provide information to appropriate branches/units.

Based on the situation as known or forecast, determine likely future Finance/Administration Section needs.

Think ahead and **anticipate** situations and problems before they occur.

Request additional resources through the appropriate Logistics Section Unit, as needed.

### **General Operational Duties**

Carry out responsibilities of the Finance/Administration Section branches/groups/units that are not currently staffed.

Evaluate the need for Critical Incident Stress Debriefing for all affected personnel. Arrange debriefings through the Personnel Unit of the Logistics Section.

Make a list of key issues currently facing your Section to be accomplished within the next operational period.

Keep up to date on situation and resources associated with your Section. Maintain current status and displays at all times.

Brief EOC Director/Deputy EOC Director on major problem areas that need or will require solutions.

Provide situation and resources information to the Planning/Intelligence Section on a periodic basis or as the situation requires.

Establish operating procedure with the Information Systems Branch of the Logistics Section for use of telephone, data and radio systems. Make any priorities or special requests known.

Ensure that you Section logs and files are maintained.



Monitor your Section activities and adjust Section organization as appropriate.

Ensure internal coordination between branch/unit leaders.

Update status information with other sections as appropriate.

Resolve problems that arise in conducting your Section responsibilities.

Anticipate potential situation changes, such as severe aftershocks, in all Section planning. Develop a backup plan for all plans and procedures requiring off-site communications.

Conduct periodic briefings for your Section. Ensure that all organizational elements are aware of priorities.

Conduct periodic briefings for your Section. Ensure that all organizational elements are aware of priorities.

Use face-to-face communication in the EOC whenever possible and document decisions and policy.

Make sure that all contacts with the media are fully coordinated first with the Public Information Officer (PIO).

Participate in EOC Director/Deputy EOC Director's action planning meetings. Brief your relief at shift change time. Ensure that in-progress activities are identified and follow-up requirements are known.

**Section Operational Duties**

Authorize use of the Disaster Accounting System.

Ensure that the payroll process continues.

Ensure that the revenue collection process continues.

Collect your Section personnel and equipment time records and record of expendable materials used and provide copies to the Time and Cost Analysis Units at the end of each operational period.

Ensure that all personnel and equipment time records and record of expendable materials used are received from other Sections and submitted to the Time and Cost Analysis Units at the end of each operational period.

Organize, manage, coordinate and channel the donations of money received during and following the emergency from individual citizens and volunteer groups.

Coordinate with Cost Analysis Unit to make recommendations for cost savings to the General staff.

Meet with assisting and cooperating agency representatives as required.

Provide input in all planning sessions on finance and cost analysis matters.

Ensure that all obligation documents initiated during the emergency/disaster are properly prepared and completed.

Keep the General Staff apprised of overall financial situation.

**Deactivation**

Authorize deactivation of organizational elements within your Section when they are no longer required.

Ensure that any open actions are handled by your Section or transferred to other EOC elements as appropriate.

Ensure that any required forms or reports are completed prior to your release and departure.

Be prepared to provide input to the After-Action Report.

Deactivate your Section and close out logs when authorized by EOC Director/Deputy EOC Director.

Leave forwarding phone number where you can be reached.

**FINANCE/ADMINISTRATION**

**COST RECOVERY  
DOCUMENTATION UNIT**

**SUPERVISOR:** Finance/Administration  
Section Chief

**GENERAL DUTIES:**

- Receive and allocate payments.
- Document information for reimbursement from the state and federal governments.
- Activate and maintain Disaster Cost Accounting System.
- Coordinate documentation of costs with other sections and departments.

**YOUR RESPONSIBILITY:**

Develop and activate the Disaster Cost Accounting System and procedures to capture and document costs relating to a disaster/emergency in coordination with other sections and departments; act as liaison with the disaster assistance agencies and insurance companies, and coordinate the recovery of costs as allowed by law and ensure records are maintained in such a manner that they will pass audit. The Cost Recovery Documentation Unit should be activated at the onset of any disaster/emergency. Accurate and timely documentation is essential to financial recovery.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

Action Taken: Time/Date/Initials

**CHECKLIST ACTIONS**

**Branch/Unit Start-Up Actions**

Check in upon arrival at the EOC.

Report to the Finance/Administration Section Chief.

Obtain a briefing on the situation.

Determine your personal operating location and set up as necessary.

Review your position responsibilities.

Identify yourself as the Cost Recovery Documentation Unit/Branch Chief by putting on the vest with your title.

Place your name on the EOC organization chart next to your assignment.

Clarify any issues regarding your authority and assignment and what others in the organization do.

Activate elements of your Branch/Unit, establish work area, assign duties and ensure Branch/Unit journal/log is opened.

Determine 24-hour staffing requirement and request additional support as required.

Request additional resources through the appropriate Logistics Section Unit, as needed.

Ensure that all your incoming Branch/Unit personnel are fully briefed.

Based on the situation as known or forecast, determine likely future Branch/Unit needs.

Think ahead and **anticipate** situations and problems before they occur.

Using activity log (**part Two, Finance Support Documentation-Activity Log**), maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster.

Document:

- Messages received
- Action taken
- Decision justification and documentation
- Requests filled
- EOC personnel, time on duty and assignments

**Precise information is essential to meet requirements for possible reimbursement by State OES and FEMA.**

**General Operational Duties**

Develop a plan for your Branch/Unit operations and support of field operations as requested. Assign specific responsibilities.

Keep up to date on the situation and resources associated with your Branch/Unit. Maintain current status reports and displays.

Keep the Finance/Administration Section Chief advised of your Branch/Unit status and activity and on any problem areas that now need or will require solutions.

Provide periodic situation or status reports to your Section Chief for updating information to the Planning/Intelligence Section.

Establish operating procedure with the Information Systems Branch of the Logistics Section for use of telephone, radio And data systems. Make any priorities or special requests known.

Review situations reports as they are received. Verify information where questions exist.

Anticipate potential situation changes, such as severe aftershocks, in all Branch/Unit planning. Develop a backup plan for all plans and procedures requiring off-site communications.

Determine and **anticipate** your support needs and forward to your Section Chief.

Conduct periodic briefings for your Branch/Unit. Ensure they are aware of priorities.

Monitor your Branch/Unit activities and adjust staffing and organization as appropriate to meet current needs.

Use face-to-face communication in the EOC whenever possible and document decisions and policy.

Refer all media contacts to your Section Chief.

Be prepared to participate in EOC Director/Deputy EOC Director's action planning meetings and policy decisions if requested.

Ensure that all your Branch/Unit personnel and equipment time records and record of expendable materials used as provided to your Section Chief at the end of each operational period.

Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.

**Branch/Unit Operational Duties**

Activate and maintain the Disaster Cost Accounting System and procedures to capture and document costs relating to a disaster/emergency in coordination with other sections and departments

Inform all sections and departments that the Disaster Cost Accounting System is to be used.

Make decisions on cost codes and items to be tracked by the Disaster Cost Accounting System.

Coordinate cost documentation with the Cost Recovery Documentation Unit of the Planning/Intelligence Section.

Receive and allocate payments.

Prepare all required state and federal documentation as necessary to recover all allowable disaster costs.

Organize and prepare records for final audit.

**Deactivation**

Ensure that all required forms or reports are completed prior to your release and departure.

Be prepared to provide input to the After-Action Report.

Determine what follow-up to your assignment might be required before you leave.

Deactivate the Cost Recovery Documentation Unit position and close out logs when authorized by the Finance/Administration Section Chief or EOC Director/Deputy EOC Director.

Leave forwarding phone number where you can be reached.

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# FINANCE/ADMINISTRATION

## TIME UNIT

**SUPERVISOR:** Finance/Administrator  
Section Chief

### GENERAL DUTIES:

- Track, record and report staff time for all personnel/volunteers working at the emergency/disaster.
- Establish and maintain a file for all personnel working at the emergency/disaster.
- Ensure that daily personnel time recording documents are prepared and are in compliance with specific City, OES and FEMA time recording policies.
- Track, record and report equipment use and time.

### YOUR RESPONSIBILITY:

Track hours worked by paid personnel, volunteers, contract labor, mutual aid and all others and ensure that daily personnel time recording documents are prepared and compliance to agency's time policy is being met. **Ensure that time and equipment user records identify scope of work and site-specific work location consistent with initial safety/damage assessment records, sites and Project Worksheets.**

Personnel time and equipment use records should be collected and processed for each operational period as necessary. Records must be verified, checked for accuracy and posted according to existing policy. Excess hours worked must also be determined and separate logs maintained. Time and equipment use records must be compiled in appropriate format for cost recovery purposes.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

Action Taken: Time/Date/Initials      **CHECKLIST ACTIONS**

### Branch/Unit Start-Up Actions

Check in upon arrival at EOC.

Report to the Finance/Administration Section Chief.

Obtain a briefing on the situation.

Determine your personal operating location and set up as necessary.

Review your position responsibilities.

Identify yourself as the Time Unit/Branch Chief by putting on the vest with your title. Place your name on the EOC organization chart next to your assignment.

Clarify any issues regarding your authority and assignment and what others in the organization do.

Activate elements of your Branch/Unit, establish work area, assign duties and ensure Branch/Unit journal/log is opened.

Determine 24-hour staffing requirement and request additional support as required.

Ensure that all your incoming Branch/Unit personnel are fully briefed.

Based on the situation as known or forecast, determine likely future Branch/Unit needs.

Think ahead and **anticipate** situations and problems before they occur.

Using activity log, (**Part Two, Finance Support Documentation-Activity Log**), maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster. Document:

- Messages received
- Action taken
- Decision justification and documentation
- Requests filled
- EOC personnel, time on duty and assignments

**Precise information is essential to meet requirements for possible reimbursement by State OES and FEMA.**

**General Operational Duties**

Develop a plan for your Branch/Unit operations and support of field operations as required. Assign specific responsibilities.

Keep up to date on the situation and resources associated with your Branch/Unit. Maintain current status reports and displays.

Keep the Finance/Administration Section Chief advised of your Branch/Unit status and activity and on any problem areas that now need or will require solutions.

Provide periodic situation or status reports to your Section Chief for updating information to the Planning/Intelligence Section.

Establish operating procedure with the Information Systems Branch of the Logistics Section for use of telephone, radio, and data systems. Make any priorities or special requests known.

Review situation reports as they are received. Verify information where questions exist.

Anticipate potential situation changes, such as severe aftershocks, in all Branch/Unit planning. Develop a backup plan for all plans and procedures requiring off-site communications.

Determine and **anticipate** your support needs and forward to your Section Chief.

Conduct periodic briefings for your Branch/Unit. Ensure they are aware of priorities.

Monitor your Branch/Unit activities and adjust staffing and organization as appropriate to meet current needs.

Use face-to-face communication in the EOC whenever possible and document decisions and policy.

Refer all media contacts to your Section Chief.

Be prepared to participate in EOC Director/Deputy EOC Director's action planning meetings and policy decisions if requested.

Ensure that all your Branch/Unit personnel and equipment time records and record of expendable materials used are provided to your Section Chief at the end of each operational period.

Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.

**Branch/Unit Operational Duties-PERSONNEL TIME RECORDER**

Determine specific requirements for the time recording function.

Initiate, gather, or update a time report from all applicable personnel assigned to the emergency/disaster for each operational period. Use Labor Record Forms.

Ensure that all records identify scope of work and site-specific work location.

Ensure that daily personnel time recording documents are accurate and prepared in compliance with City policy.

Ensure that all employee identification information is verified to be correct on the time report.

Ensure that all volunteers assigned as Disaster Service Workers maintain detailed and accurate time cards.

Maintain separate logs for overtime hours.

Establish and maintain a file for employee time records within the first operational period for each person.

Maintain security of records.

Close out time documents prior to personnel leaving emergency assignment.

Keep records on each shift (Twelve-hour shifts recommended)

Coordinate with the Personnel Unit of the Logistics Section.

**Operational Duties - EQUIPMENT TIME RECORDER**

Assist sections and branches/groups/units in establishing a system for collecting equipment time reports and service records. Design and distribute Force Account and Rented Equipment Records.

Ensure that all records identify scope of work and site-specific work location.

Establish and maintain a file of time reports on owned, rented, donated and mutual aid equipment. Tract the type of equipment used, make/model numbers, date and time of usage, operator name/agency affiliation, charges for fuel, parts, and services. Tract city-owned equipment separate from rented equipment.

Maintain list of damaged or lost equipment (for billing and claims purposes)-in coordination with Planning/Resources.

Maintain security of records.

**Deactivation**

Ensure that all required forms or reports are completed prior to your release and departure.

Be prepared to provide input to the After-Action Report.

Determine what follow-up to your assignment might be required before your leave.

Deactivate the Time Unit position and close out logs when authorized by the Finance/Administration Section Chief or EOC Director/Deputy EOC Director.

Leave forwarding phone number where you can be reached.

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# **FINANCE/ADMINISTRATION**

## **COMPENSATION/CLAIMS UNIT**

**SUPERVISOR:**           **Finance/Administration  
Section Chief**

### **GENERAL DUTIES:**

- Coordinate cost recovery with disaster assistance agencies and insurance companies.
- Accept as agent for the City of Pasadena claims resulting from an emergency/disaster.
- Collects information for all forms required for claim's filings.
- Maintain a file of injuries and illness associated with the personnel activity at the EOC and maintains a file of written statements on injuries.
- Manage and direct all Worker's Compensation and claims specialists assigned to the emergency/disaster.
- Provide investigative support in areas of claims for bodily injury and property damage compensation presented to the City of Pasadena.

### **YOUR RESPONSIBILITY:**

Manage the investigation, administration and compensation of physical injuries and property damage claims involving the City of Pasadena arising out of an emergency/disaster, including completing all forms required by worker's compensation's programs and local agencies, maintaining a file of injuries and illnesses associated with the incident, providing investigative support of claims and issuing checks upon settlement of claims.

**READ ENTIRE CHECKLIST AT START-UP AND AT  
BEGINNING OF EACH SHIFT**

Action Taken: Time/Date/Initials

## CHECKLIST ACTIONS

### Branch/Unit Start-Up Actions

Check in upon arrival at the EOC.

Report to the Finance/Administration Section Chief.

Obtain a briefing on the situation.

Determine your personal operating location and set up as necessary.

Review your position responsibilities.

Identify yourself as the Compensation/Claims Unit/Branch Chief by putting on the vest with your title. Place your name on the EOC organization chart next to your assignment.

Clarify any issues regarding your authority and assignment and what others in the organization do.

Activate elements of your Branch/Unit, establish work area, assign duties and ensure Branch/Unit journal/log is opened.

Determine 24-hour staffing requirement and request additional support as required.

Request additional resources through the appropriate Logistics Section Unit, as needed.

Ensure that all your incoming Branch/Unit personnel are fully briefed.

Based on the situation as known or forecast, determine likely future Branch/Unit needs.

Think ahead and **anticipate** situations and problems before they occur.



Using activity log (**see Part Two, Finance Support Documentation-Activity Log**), maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster.

Document:

- Messages received
- Action taken
- Decision justification and documentation
- Requests filled
- EOC personnel, time on duty and assignments

**Precise information is essential to meet requirements for possible reimbursement by States OES and FEMA.**

### **General Operational Duties**

Develop a plan for your Branch/Unit operations and support of field operations as requested. Assign specific responsibilities.

Keep up to date on the situation and resources associated with your Branch/Unit. Maintain current status reports and displays.

Keep the Finance/Administration Section Chief advised of your Branch/Unit status and activity and on any problem areas that now need or will require solutions.

Provide periodic situation or status reports to your Section Chief for updating information to the Planning/intelligence Section.

Establish operating procedure with the Information Systems Branch of the Logistics Section for use of telephone, radio and data systems. Make any priorities or special requests known.

Review situation reports as they are received. Verify information where questions exist.

Anticipate potential situation changes, such as severe aftershocks, in all Branch/Unit planning. Develop a backup plan for all plans and procedures requiring off-site communications.

Determine and **anticipate** your support needs and forward to your Section Chief.

Conduct periodic briefings for your Branch/Unit. Ensure they are aware of priorities.

Monitor your Branch/Unit activities and adjust staffing and organization as appropriate to meet current needs.

Use face-to-face communication in the EOC whenever possible and document decisions and policy.

Refer all media contacts to your Section Chief.

Be prepared to participate in EOC Director/Deputy EOC Director's action planning meetings and policy decisions if requested.

Ensure that all your Branch/Unit personnel and equipment time records and record of expendable materials used are provided to your Section Chief at the end of each operational period.

Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.

**Branch/Unit Operational Duties**

Coordinate with the Safety Officer, Liaison Officer, Agency Representatives, Personnel Unit of the Logistics Section and ICS Field Level Compensation/Claims Unit Leader.

Maintain a log of all injuries occurring during the disaster/emergency.

Develop and maintain a log of potential and existing claims.

Coordinate cost recovery with disaster assistance agencies and insurance companies.

Prepare claims relative to damage to City property and notify and file the claims with insurers.

Periodically review all logs and forms produced by Unit to ensure:

- Work is complete
- Entries are accurate and timely
- Work is in compliance with City of Pasadena requirements and policies.

Determine if there is a need for Compensation-for-injury and Claims Specialists and order personnel as needed.

Ensure that all Compensation-for-injury and Claims logs and forms are complete and routed to the appropriate department for post-EOC processing.

Ensure the investigation of all accidents, if possible.

Ensure that the Personnel Unit of the Logistics Section completes claims for any injured personnel or volunteers working at the emergency.

Provide report of injuries and coordinate with the Safety Officer for mitigation of hazards.

Obtain all witness statements pertaining to claim and review for completeness.

**Deactivation**

Ensure that all required forms or reports are completed prior to your release and departure.

Be prepared to provide input to the After-Action Report.

Determine what follow-up to your assignment might be required before you leave.

Deactivate the Compensation/Claims Unit position and close out logs when authorized by the Finance/Administration Section Chief or EOC Director/Deputy EOC Director.

Leave forwarding phone number where you can be reached.

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# FINANCE/ADMINISTRATION

## COST ANALYSIS UNIT

**SUPERVISOR:** Finance/Administration  
Section Chief

### GENERAL DUTIES:

- Provide all cost analysis activity associated with EOC operation.
- Obtain and record all cost data for the emergency/disaster.
- Ensure the proper identification of all equipment and personnel requiring payment.
- Analyze and prepare estimates of EOC costs.
- Maintain accurate record of EOC costs.

### YOUR RESPONSIBILITY:

Provide cost analysis data for the incident to help the planning and recovery efforts. Ensure that all pieces of equipment and personnel that require payment are properly identified; obtain and record all cost data; analyze and prepare estimates of incident costs and maintain accurate records of incident costs.

The Cost Analysis Unit will be increasingly tasked to support the planning function in terms of cost estimates of resources used. The Unit must maintain accurate information on the actual costs for the use of all assigned resources.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

Action Taken: Time/Date/Initials      **CHECKLIST ACTIONS**

### Branch/Unit Start-Up Actions

Check in upon arrival at the EOC.

Report to the Finance/Administration Section Chief.

Obtain a briefing on the situation.

Determine your personal operating location and set up as necessary.

Review your position responsibilities.

Identify yourself as the Cost Analysis Unit/Branch Chief by putting on the vest with your title. Place your name on the EOC organization chart next to your assignment.

Clarify any issues regarding your authority and assignment and what others in the organization do.

Activate elements of your Branch/Unit, establish work area, assign duties and ensure Branch/Unit journal/log is opened.

Determine 24-hour staffing requirement and request additional support as required.

Request additional resources through the appropriate Logistics Section Unit, as needed.

Ensure that all your incoming Branch/Unit personnel are fully briefed.

Based on the situation as known or forecast, determine likely future Branch/unit needs.

Think ahead and **anticipate** situations and problems before they occur.

Using activity log **see Part Two, Finance Support Documentation – Activity Log**), maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster.

Document:

- Messages received
- Action taken
- Decision justification and documentation
- Requests filled
- EOC personnel, time on duty and assignments.

**Precise information is essential to meet requirements for possible reimbursement by State OES and FEMA.**

### **General Operational Duties**

Develop a plan for your Branch/Unit operations and support of field operations as requested. Assign specific responsibilities.

Keep up to date on the situation and resources associated with your Branch/Unit. Maintain current status reports and displays.

Keep the Finance/Administration Section Chief advised of your Branch/unit status and activity and on any problem areas that now need or will require solutions.

Provide periodic situation or status reports to your Section Chief for updating information to the Planning/intelligence Section.

Establish operating procedure with the Information Systems Branch of the Logistics Section for use of telephone, radio and data systems. Make any priorities or special requests known.

Review situation reports as they are received. Verify information where questions exist.

Anticipate potential situation changes, such as severe aftershocks, in all Branch/Unit planning. Develop a backup plan for all plans and procedures requiring off-site communications.

Determine and **anticipate** your support needs and forward to your Section Chief.

Conduct periodic briefings for your Branch/Unit. Ensure they are aware of priorities.

Monitor your Branch/Unit activities and adjust staffing and organization as appropriate to meet current needs.

Use face-to-face communication in the EOC whenever possible and document decisions and policy.

Refer all media contacts to your Section Chief.

Be prepared to participate in EOC Director/Deputy EOC Director's action planning meetings and policy decisions if requested.

Ensure that all your Branch/Unit personnel time records are provided to your Section Chief at the end of each operational period.

Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.

**Branch/Unit Operational Duties**

Prepare and provide periodic cost summaries for the Finance/Administration Section Chief and EOC Director/Deputy EOC Director.

Ensure that all financial obligation documents are accurately prepared for review and audits.

Prepare resources-use cost estimates.

With the Time Unit, ensure that all pieces of equipment under contract and dedicated personnel are properly identified.

Make recommendations for cost savings to the Finance/Administration Section Chief.

Maintain accurate record of EOC costs.



Obtain and record cost data records in coordination with Cost Documentation Unit.

**Deactivation**

Ensure that all required forms or reports are completed prior to your release and departure.

Be prepared to provide input to the After-Action Report.

Determine what follow-up to your assignment might be required before you leave.

Deactivate the Cost Analysis Unit position and close out logs when authorized by the Finance/Administration Section Chief or EOC Director/Deputy EOC Director.

Leave forwarding phone number where you can be reached.

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