

# Re-energizing Disaster Recovery Centers

*January 8, 2014*

# Disaster Recovery Center

- Traditionally, a Disaster Recovery Center (DRC) is:
  - A site that is either fixed or mobile.
  - Set up in or very close to the hardest impacted areas.
  - A “one stop shop” for disaster assistance.
  - Information center for local, state, federal, and non governmental organizations’ disaster recovery programs.



# DRC Structure

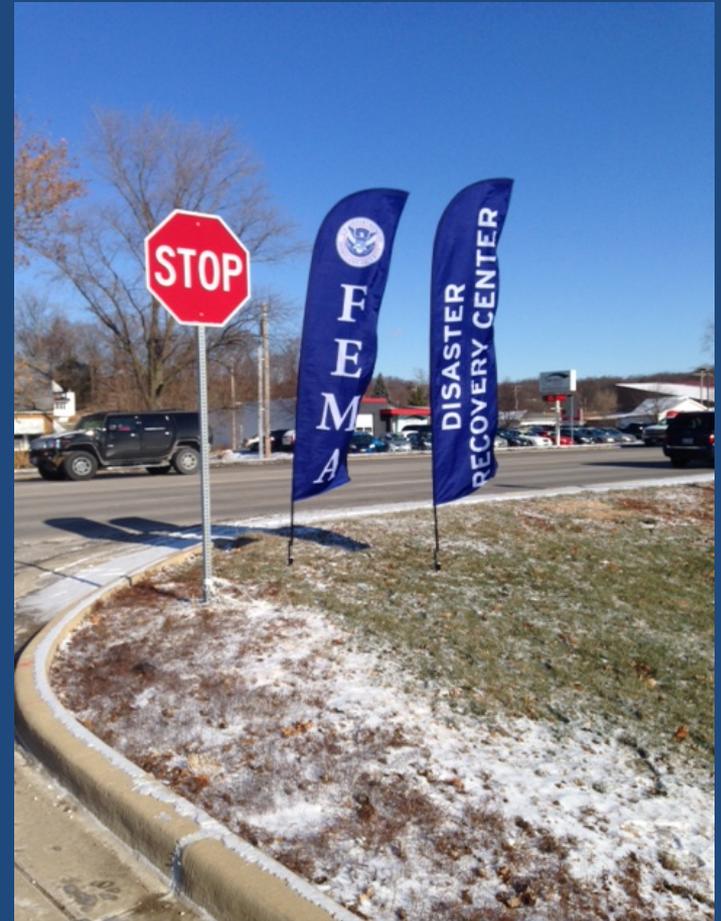
- FEMA DRC Manager as well as a State Manager in some instances.
- Space includes staffing for:
  - Registration, Access and Functional Needs, FEMA Applicant Services, and Mitigation.
  - Other Federal Agencies like the Small Business Administration, Internal Revenue Service, US Department of Agriculture, etc.
  - Any other local, state, federal or non governmental agency that has a program to offer to disaster survivors.
- There can be space for face to face interactions and any literature that explains disaster recovery programs.

# Vision for Re-energization

- DRCs will exceed the capability for the *Disaster Survivor Assistance Teams* (registration, status checks and needs assessments) by providing additional services within the DRC while presenting a common look and feel for the survivor.
- DRCs scaled for size, staffing & tools based on incident scope, State, Tribal & community priorities, and survivor needs.
- The “Meet & Greet” customer service approach will be used in DRCs.
- DRC Locator will be revised to make it more survivor-centric by including photos of the center, directions, days/hours of operation and available agencies/services.
- Reporting requirements for DRCs will be simplified.

# DRC Re-energized

- Survivor centric
- Disaster Survivor Assistance Team/FEMA Corps coordination
- Better signage
- Assistive technology for access and functional needs
- New websites
- Urban area focus
- DRC Work Group



Questions?