

**Miami-Dade County  
Office of Emergency  
Management**

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**Emergency Operations  
Center**

# Disaster Assistance Employees

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DAE roles in disaster?

# Authority & References

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## MD County Ordinance Chapter 8-B Emergency Mgmt

➤ **Section 8B-11** authorizes the recruitment, training and use of individuals as Disaster Assistance Employees (DAEs).

➤ **Section 8B-12.** Penalties:

It is unlawful for anyone to fail or refuse to obey any such order issued by the Mayor, the Board, the Manager, or the Director or their designee pursuant to this chapter. Anyone convicted of a violation of this section is punishable by a fine of not more than five hundred dollars (\$500.00) or by imprisonment for not more than one hundred and eighty (180) days, or both. (Ord. No. 99-51;2, 5-25-99)

# DAE Roles

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- ❖ Emergency & Evacuation Assistance Program Call-down
- ❖ Call Center (*for County employees*)
- ❖ PODS
  - ❖ Mobile
- ❖ Shelter Management
  - ❖ General Population, Special Needs, Pet Friendly
- ❖ Shuttering
- ❖ Traffic Control

# DAE Roles

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❖ Warehouse Operations

❖ Mental Health

❖ EOC Positions

# Disaster Assistance Centers

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- ❖ “One Stop” center located in the disaster affected areas and designed to provide information and referrals on the type of disaster related services available and can be expanded to include other disaster related services like:
  - ❖ distribution of food and water
  - ❖ comfort items
  - ❖ crisis counseling and
  - ❖ family reunification

# Disaster Assistance Centers

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- ❖ DAC plan is activated by DEM based on the magnitude of the disaster, extent of damage, community's needs and the results from the Initial Damage Assessment .
- ❖ Essential Service Center (ESC) FLDEM's version of a DRC. It is designed to provide the most essential services to the affected communities without the need for a presidential declaration.
- ❖ Disaster Recovery Center (DRC)

# Disaster Assistance Centers

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Staffed in teams of 5

- ❖ (1) DAC Manager,
- ❖ (1) supervisor and
- ❖ (3) case managers.

Additional staffing for the DAC will be utilized for registration if needed and to support other agency within the DAC.

# Disaster Assistance Centers

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## DAC Manager:

- ❖ Ensure the facility is equipped with the necessary resources (office supplies, copier/printer, computers, water, basic maintenance supplies)
- ❖ Work with EOC Rep to maintain appropriate staffing levels
- ❖ Conduct daily briefings to staff on the operation of the DAC and goals for the day
- ❖ Facilitate adequate language accommodations depending on the population

# Disaster Assistance Centers

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DAC Manager cont'd:

- ❖ Provide information to the EOC as to need for additional agencies at the DAC
- ❖ Oversee the overall performance and processes of the center
- ❖ Submit a daily activity report to the EOC

# Disaster Assistance Centers

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## DAC Supervisor:

- ❖ Work collaboratively with DAC Manager to ensure center operations run in a smooth and effective manner
- ❖ Direct supervision of Case Managers
- ❖ Provide Case Managers with informational tools to perform their jobs, including a DAC directory
- ❖ Facilitate a staff and customer registration process; to include appropriate staffing

# Disaster Assistance Centers

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DAC Supervisor cont'd:

- ❖ Assign the work task
- ❖ Assist Case Managers with information should the case require research
- ❖ Provide information to the DAC Manager for the daily activity report

# Disaster Assistance Centers

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## DAC Case Manager:

- ❖ Conduct initial intake to capture individual situations and needs
- ❖ Disseminate appropriate information on the disaster and what resources are available
- ❖ Provide timely and appropriate referrals to local, state or federal agency, as necessary
- ❖ Inform DAC Supervisor of any needs for additional resources

# Disaster Assistance Centers

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DAC Case Manager cont'd:

- ❖ Maintain and update customer tracking log
- ❖ Assist the DAC Supervisor and Manager with any specific project
- ❖ Assist with the customer traffic flow

# Disaster Assistance Centers

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## Media

- ❖ It is highly likely that the media will visit the DAC. Many times they will arrive without warning.
- ❖ The privacy rights of the staff and customers in the center should be observed and media personnel should only be allowed to access areas of the DAC that do not interfere with anyone's rights or with center operations.
- ❖ DAC Personnel should forward all media request to the County's PIO

# Disaster Assistance Centers

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How will I be notified?

- ❖ DPR or department designee.
- ❖ Prepare for 8-9 hour shift.

# Disaster Assistance Centers

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## COMPENSATION AND LEAVE

### ❖ **Administrative Leave**

- ❖ Job Basis: regularly scheduled (1) hour of AD time for every hour worked & (1.5) hours of AD time for every hour worked in excess regularly scheduled shift.
- ❖ Non Job Basis: regularly scheduled shift (1) hour of AD time for every hour worked

### ❖ **Overtime Compensation**

- ❖ Non job basis: time work in excess of regularly scheduled shift, or work on scheduled day off, will be eligible for overtime pay, but no additional AD time for overtime hours worked beyond their regularly assigned shift.

Thank You

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