**Family Assistance Base Template Development Checklist**

This document is intended to help jurisdictions customize the local Family Assistance Base Template. This document, along with the template, are materials developed as part of the North Central Texas Council of Governments (NCTCOG) family assistance planning project. The plan template was developed to work in conjunction with the *Dallas/Fort Worth/Arlington Complex Coordinated Terrorist Attack: Regional Family Assistance Center Concept of Operations*,which provides guidance for how the region will approach family assistance at a regional level during an emergency.

This checklist serves as a “how-to” manual to accompany the Family Assistance Base Template. The template establishes independent and interlinked organizational structures for Friends and Relatives Centers (FRCs) and Family Assistance Centers (FACs) at the local level and describes various aspects of family assistance in detail. Adopting similar organizational structures across the Dallas/Fort-Worth/Arlington (DFWA) region facilitates coordination and cooperation between jurisdictions.

The Family Assistance Base Template includes instructions highlighted in grey to ensure users can easily identify areas for customization. These instructions should be deleted before finalizing the plan. Grey highlights are also used to indicate when a user should insert jurisdiction-specific content, such as (jurisdiction), to tailor the plan. Guidance on the purpose and tasks to complete for each section of the template are provided below.

Please note that this checklist is initial guidance to guide customization of the sections of the Family Assistance Base Template that require it. All sections of the Family Assistance Base Template and the template’s associated toolkit items should be carefully reviewed and customized as needed by the local jurisdiction.

1. Introduction

The Purpose section is a general statement that describes why the Family Assistance Base Template is being developed and what the jurisdiction intends for it to accomplish.

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| --- | --- |
| 1.1 Purpose  | Completed |
| Identify the jurisdiction covered by the plan. | [ ]  |
| Include jurisdiction-specific language describing the purpose of the plan. | [ ]  |

The Scope section defines to whom the plan applies.

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| --- | --- |
| 1.2 Scope  | Completed |
| Identify the jurisdiction covered by the plan. | [ ]  |

The Situation section outlines the planning environment and presents facts upon which the plan is based. This section should include data that drives family assistance decision making, such as the demographics of the area, key infrastructure, and regional resources.

| 1.3 Situation  | Completed |
| --- | --- |
| Identify the jurisdiction covered by the plan. | [ ]  |
| Describe the area’s hazard jurisdictional boundaries and key geographic features.  | [ ]  |
| Identify top threats and hazards to the jurisdiction. | [ ]  |
| Reference local, regional, and/or state risk analyses that have already been developed (e.g., risk assessment, Threat and Hazard Identification and Risk Assessment [THIRA], hazard mitigation plan). | [ ]  |

Planning Assumptions provide the basis for the planning process. The template provides general assumptions and should be adjusted, as necessary.

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| 1.4 Planning Assumptions  | Completed |
| Identify the jurisdiction covered by the plan. | [ ]  |
| Describe assumptions that have been used in developing the plan. | [ ]  |
| Determine and identify the lead response agency. | [ ]  |

1. Family Assistance Overview

The Family Assistance Overview provides a summary of FRCs and FACs. This section contains organization charts that should be reviewed and modified to fit the local response structure, as necessary.

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| 2. Family Assistance Overview  | Completed |
| Review and modify the organizational chart, as needed, to ensure that FRC/FAC operations fit into the local incident response structure. | [ ]  |

The FRC section provides an overview of the purpose of an FRC.

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| 2.1 Friends and Relatives (FRC)  | Completed |
| Identify the jurisdiction covered by the plan. | [ ]  |

This FAC section provides an overview of the purpose and timeline of a FAC.

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| 2.2 Family Assistance Center (FAC)  | Completed |
| Identify the jurisdiction covered by the plan. | [ ]  |
| Identify who makes the decision to activate a FAC. | [ ]  |

The Planning Considerations for Virtual Family Assistance Support Services section provides an overview of considerations related to virtual FACs.

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| 2.3 Planning Considerations for Virtual Family Assistance Support Services  | Completed |
| Identify the resources available for implementing a virtual family assistance setting, such as existing call centers and public information platforms (e.g., 2-1-1). Consult with local public health agencies, the local mental health authority, and social services partners. | [ ]  |

The Primary FRC/FAC Operational Functions section identifies the primary core operational areas of an FRC and FAC.

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| 2.4 Primary FRC/FAC Operational Functions  | Completed |
| Identify the jurisdiction covered by the plan. | [ ]  |
| Review and edit the core functions based on your jurisdiction, as needed. | [ ]  |

The Determining the Need for an FRC/FAC section identifies some factors that can be used to estimate the needed level of family assistance resources.

| 2.5 Determining the Need for an FRC/FAC  | Completed |
| --- | --- |
| Identify the jurisdiction covered by the plan. | [ ]  |
| Identify the jurisdiction’s health officer. | [ ]  |
| Identify the jurisdiction’s leadership (judge, county council, mayor, etc.) | [ ]  |

The Cultural/Religious Considerations in FRC and FAC Planning and Operations section discusses cultural and religious considerations related to family assistance.

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| 2.6 Cultural/Religious Considerations  | Completed |
| Insert specific information regarding jurisdiction’s languages spoken and other demographics. | [ ]  |

1. Concept of Operations

The Concept of Operations section explains the jurisdiction’s overall approach to managing FRC/FAC operations, including what should happen, when, and at whose direction across the recovery timeline.

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| 3. Concept of Operations  | Completed |
| Identify the jurisdiction covered by the plan. | [ ]  |

The Notification section provides an overview of the notification process for activating an FRC and FAC.

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| 3.1 Notification  | Completed |
| Identify who the Emergency Management Coordinator should notify of FRC/FAC activation (jurisdiction leadership, lead staffing agency, lead response agency, PIO, etc.) | [ ]  |

The Activation section provides an overview of the steps for activating an FRC and FAC.

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| 3.2 Activation  | Completed |
| Identify the jurisdiction covered by the plan. | [ ]  |
| Identify the level of EOC activation associated with activation of an FRC/FAC (consider partial to full EOC staffing due to the likelihood of a large-scale response). | [ ]  |
| Review listed notified agencies and update, as necessary. | [ ]  |
| Insert jurisdiction-specific EOC activation operations. | [ ]  |
| Confirm lead agency and identify supporting departments for FRC/FAC operations.  | [ ]  |

The Demobilizing/Long-Term Operations section outlines thresholds for demobilization and considerations for long-term operations.

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| 3.3 Demobilization/Long-Term Operations  | Completed |
| Confirm demobilization processes and revise as necessary based on jurisdiction planning principles. | [ ]  |

The Organization/Staffing section identifies key positions for FRC/FAC operations and provides an opportunity for jurisdictions to identify the jurisdiction position that will fill each role. This section presents an organizational structure to manage FRC and FAC operations. An overview of each unit of the FRC/FAC is provided. As part of the planning process, each jurisdiction must work with its stakeholders to determine the organization that will assume the lead role and the organizations that will support each position.

| 3.4 Organization/Staffing  | Completed |
| --- | --- |
| Identify the jurisdiction covered by the plan. | [ ]  |
| Use the staffing recommendations in Table 5 to identify the jurisdiction-specific positions that will fill roles listed in the table. | [ ]  |
| Review and modify the FRC organization chart, as needed, to ensure FRC operations fit into the local incident response structure. | [ ]  |
| Use the staffing recommendations in Table 7 to identify the jurisdiction-specific positions that will fill roles listed in the table. | [ ]  |
| Review and modify the FAC organization chart, as needed, to ensure FAC operations fit into the local incident response structure. | [ ]  |

The Site Selection section provides guidance on the ideal elements of an FRC/FAC facility.

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| 3.5 Site Selection  | Completed |
| Consider potential locations in your jurisdiction that may meet the identified criteria. | [ ]  |

The Regional Resources section reviews resources available in the DFWA region.

| 3.6 Regional Resources  | Completed |
| --- | --- |
| Identify the jurisdiction covered by the plan. | [ ]  |
| Identify the jurisdiction’s emergency management department. | [ ]  |
| Identify any existing mutual aid agreements. | [ ]  |
| Insert information about the jurisdiction’s volunteer management plan. | [ ]  |
| Insert additional local volunteer resources. | [ ]  |
| Insert information regarding the jurisdiction’s donations management plan. | [ ]  |

1. Roles and Responsibilities

The Roles and Responsibilities section describes governmental FAC partners and their specific roles and responsibilities during response and recovery. FAC assignments/roles parallel or complement each organization’s skills, expertise, resources, and daily operations. The template includes a comprehensive list of organizations and agencies typically involved in FAC operations. As part of the planning process, each jurisdiction must work with its FAC stakeholders to confirm and/or modify roles and responsibilities listed in the template. Planners should speak with potential lead and support organizations for each FRC/FAC position to clarify potential roles and identify resources and support available for FRC/FAC services. Some example questions for stakeholders include:

* What does your organization do day-to-day that you think may be useful in supporting family assistance efforts?
* How has your agency and/or subdivisions of your agency been involved in response efforts in past disasters? When and for how long did you provide support?
* Does your agency or division have experience providing human services, such as mental health crisis management, translation services, reception, and intake, etc.?
* For each relevant FRC/FAC position, ask stakeholders:
	+ What expertise or resources does the agency have related to this position’s focus area?
	+ What existing planning has been done related to this position’s focus area?

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| 4. Roles and Responsibilities  | Completed |
| Identify the jurisdiction covered by the plan. | [ ]  |
| Describe the roles and responsibilities of each FAC partner. | [ ]  |
| Review and modify roles associated with each partner as appropriate.  | [ ]  |
| Insert additional departments and roles as necessary (include private and non-governmental partners). | [ ]  |

1. Communications

The Communications section discusses the necessary internal and external communications elements and methods for interoperability among the FAC organization and with external agencies. It does not describe communications hardware or specific procedures found in departmental standard operating procedures (SOPs).

| 5.1 Information Collection, Analysis, and Dissemination  | Completed |
| --- | --- |
| Identify the jurisdiction’s Public Information Office. | [ ]  |
| Identify the jurisdiction covered by the plan. | [ ]  |
| Insert additional information guiding communications activities and coordination. | [ ]  |
| Designate the entity responsible for managing, updating, and disseminating information. | [ ]  |
| Insert jurisdiction-specific information regarding the jurisdiction’s public information plans. | [ ]  |

The Briefings section outlines elements of public briefings, including family and media briefings.

| 5.2 Briefings  | Completed |
| --- | --- |
| Identify the jurisdiction covered by the plan. | [ ]  |
| Insert additional jurisdiction-specific information regarding media briefings from the jurisdiction’s Joint Information Center (JIC)/public information plan. | [ ]  |
| Reference supplemental communications plans or SOPs, if applicable. | [ ]  |

Th Information Portal section contains information regarding establishing a web portal for family assistance events.

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| 5.3 Information Portal  | Completed |
| Identify the jurisdiction covered by the plan. | [ ]  |
| Reference the jurisdiction’s JIC plan for information submission processes. | [ ]  |

1. Plan Development and Maintenance

The Plan Development and Maintenance section outlines the steps to ensure the plan is kept current and active and is properly tested and evaluated on a regular basis.

| 6. Plan Development and Maintenance  | Completed |
| --- | --- |
| Identify the jurisdiction covered by the plan. | [ ]  |
| Identify the department responsible for maintaining this plan. | [ ]  |
| Describe the process and frequency with which the Family Assistance Plan is reviewed and revised. | [ ]  |

The Training and Exercises section contains information regarding training and exercising the plan.

| 6.1 Training and Exercises  | Completed |
| --- | --- |
| Identify the jurisdiction covered by the plan. | [ ]  |
| Describe how the plan will be tested.  | [ ]  |
| Describe the process by which lessons learned from exercises and real-world responses are collected, tracked, and incorporated into the plan review process. | [ ]  |

1. Authorities and References

The Authorities and References section provides the legal basis on which the jurisdiction may activate and carry out emergency operations.

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| 7.1 Authorities  | Completed |
| Include references to relevant federal laws and statutes. | [ ]  |
| Include references to relevant state laws and statutes. | [ ]  |
| Include references to relevant local laws and statutes. | [ ]  |

The References section identifies plans referenced in the development of the local Family Assistance Base Plan and associated toolkit items.

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| 7.2 References  | Completed |
| Include plans referenced within the document or used to guide the planning process. | [ ]  |

Appendix A: Acronyms and Abbreviations

This appendix lists acronyms and abbreviations used throughout the plan.

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| Acronyms and Abbreviations | Completed |
| Identify the jurisdiction covered by the plan. | [ ]  |
| Insert additional acronyms if used throughout the plan. | [ ]  |

Appendix B: FRC Toolkit

The FRC toolkit provides tactical guides for FRC operations.

Appendix C: FAC Toolkit

The FAC toolkit provides tactical guides for FAC operations.