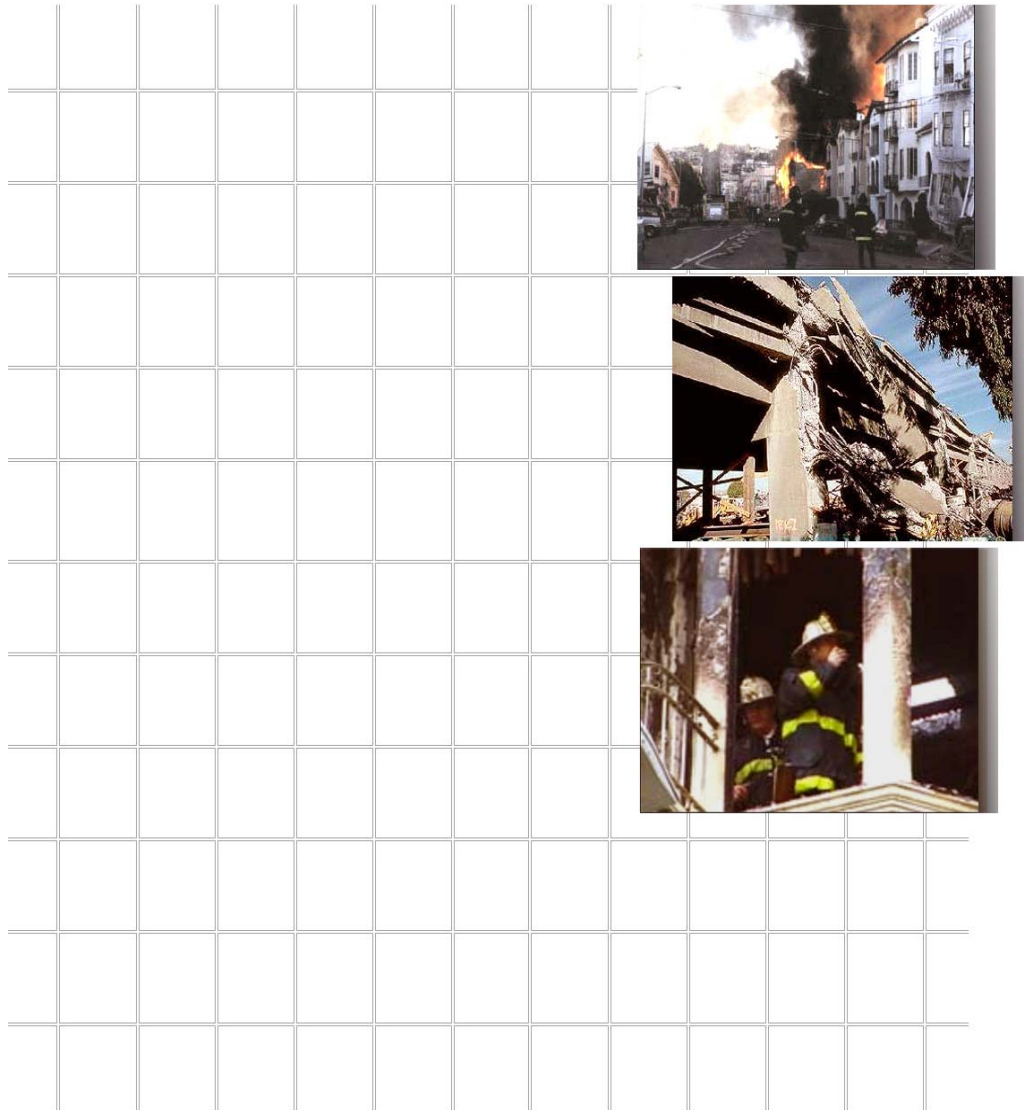




City and County of San Francisco

Emergency Operations Plan

Part 2: EOC Operations



Version 2.2

March 2006

SECTION 6: FINANCE AND ADMINISTRATION

6.0 Finance and Administration Section Overview

Lead Agency

The CCSF Controller's Office is the designated lead agency for the Finance and Administration Section. The Department of Administrative Services and the Office of the Treasurer are designated support agencies.

Role & Responsibilities

The Finance and Administration Section's role and related responsibilities encompass four primary functional activities:

1. **FINANCIAL POLICY:** Providing policy guidance and establishing procedures to authorize the commitment and payment of funds. Provides recommendations and guidance to and receives direction from the Mayor's Policy Group on City-wide financial matters.
2. **EMPLOYEE COMPENSATION:** Accounting for personnel time during the emergency response and recovery efforts, and ensuring that employees continue to receive pay, health insurance and retirement benefits.
3. **ACCOUNTS PAYABLE:** Tracking and processing payments of vendor purchase orders, contracts, claims and other payments during the emergency.
4. **COST RECOVERY:** Ensuring that an accurate accounting of the cost of responding to the emergency (including both response and recovery) is maintained. This includes accounting for personnel time, the cost of services provided and for acquiring and maintaining response facilities, materials and equipment. This also includes the documentation of damage or injury claims for all departments and managing the issuance of disaster reimbursement claims submitted to the State and Federal government.

In addition, the Section coordinates with CCSF Operations, Planning/Intelligence, and Logistics Sections. It provides briefings to responsible external agencies regarding finance and administration activities and provides pertinent financial data other agencies.

All forms referred to in this section are available on the Controller's emergency website: <http://www.sfgov.org/controlleremergency>.

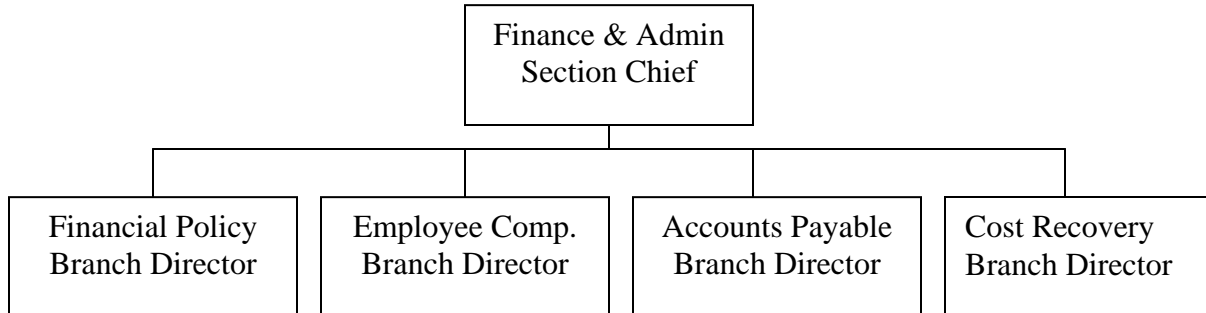
Responsibilities

The Finance and Administration Section's primary responsibilities are summarized in the following table:

ROLE	RESPONSIBILITIES
FINANCIAL POLICY	<ul style="list-style-type: none"> ▪ Coordinate policies regarding finance and administration functions during disaster preparedness, response, and recovery phases. ▪ Ensure that all City departments have accurate records to document the cost of disaster recovery, including timesheets, accounting codes, reimbursement forms and other backup documentation. ▪ Ensure internal controls and approval paths for the procurement functions carried out in the Logistics Section. ▪ Establish policies for and use of credit and/or debit cards. ▪ Recommend employee compensation and leave guidelines to the Policy Group, in consultation with Department of Human Resources. ▪ Acquire financial and accounting staff from other departments to fulfill functions for the Finance and Administration Section. ▪ Ensure the accuracy of pertinent financial data.
EMPLOYEE COMPENSATION	<ul style="list-style-type: none"> ▪ Ensure a continuation of employee compensation processes including payroll, health service and retirement payments. ▪ Ensure that all on-duty time is tracked and quantified for all CCSF emergency response personnel.
ACCOUNTS PAYABLE	<ul style="list-style-type: none"> ▪ In conjunction with the Treasurer, ensure that financial institutions honor city warrants and have adequate cash available during the emergency period. ▪ Process payments for purchase orders, contracts, and claims resulting from the emergency and its response within a reasonable time.
COST RECOVERY	<ul style="list-style-type: none"> ▪ Coordinate the data collection and analysis of all financial information related to disaster response and recovery. ▪ Ensure that all response and recovery financial records are maintained throughout the emergency either on paper and/or in the City's financial systems. ▪ Ensure that all equipment used and supplies procured are tracked and quantified for all City and contract emergency personnel. ▪ Ensure that all financial recovery documentation is accurately maintained during the response and submitted to the Federal Emergency Management Agency (FEMA) and/or the Governor's Office of Emergency Services/Homeland Security. ▪ Provide on site reviews and verification of damage to City's facilities, as well as use of equipment, facilities, and other major costs incurred during the relief effort.

Organization and Key Personnel

The Finance and Administration Section will be led by the Section Chief and will be organized into four branches, each with a Branch Director reporting to the Section Chief, as illustrated in the following diagram:



The following sections describe the disaster response roles and responsibilities for the Section Chief and each Branch.

Section/Branch Action Checklists

Finance & Administration Section Chief	Attachment # 55
Financial Policy Branch Director	Attachment # 56
Employee Compensation Branch Director	Attachment # 57
Accounts Payable Branch Director	Attachment # 58
Cost Recovery Branch Director	Attachment # 59

Finance & Administration Section Chief

The CCSF Deputy Controller will serve as the Section Chief. The Finance and Administration Section Chief is responsible for managing all financial policy, employee compensation, accounts payable, and cost recovery aspects of a major disaster response undertaken by the CCSF. The Chief is also responsible for making recommendations to and receiving direction from the Policy Group.

6.1 Financial Policy Branch

Lead Agency

The CCSF Controller's Office is the designated lead agency for the Financial Policy Branch. The Department of Administrative Services is a designated support agency.

Role

The Financial Policy Branch is responsible for ensuring proper accounting and documentation of: 1) disaster-related CCSF equipment and supplies/material usage costs; 2) personnel time commitments; 3) purchase orders issued; and 4) the value of contracts signed, orders/invoices received relating to the emergency.

Responsibilities

- Develop policies for contracting with vendors not previously addressed by existing approved vendor lists;
- Coordinate with the Resource Management Branch in the Logistics Section on all matters involving the need to exceed established purchase order parameters and limits;
- Ensure that City agencies track, record, and report all on-duty time for personnel working during the emergency;
- Ensure that personnel time records, travel expense claims and other related forms are prepared and submitted to accounting and payroll office;

Relevant Policies and Procedures

The following table summarizes the documents necessary for the Financial Policy Branch to successfully complete disaster response and recovery expense related tracking activities.

Policy Document	Location
Policy for Emergency/Disaster Index Codes	Available at http://www.sfgov.org/controlleremergency or by contacting the Finance/Admin. Section
Emergency/Disaster Index Code List	

6.2 Employee Compensation Claims Branch

Lead Agency

The CCSF Controller's Office is the designated lead agency for the Employee Compensation Branch. The Departments of Human Resources, Retirement and Health Services Systems and City Attorney's Workers' Compensation Division are designated support agencies.

Role

The Employee Compensation Branch is responsible for ensuring the continuity of payroll, health services and retirement processing for the City and County.

Responsibilities

- Develop employee compensation business resumption plans and implement off-site payroll processing as needed during the emergency;
- Ensure that personnel time recording documents are prepared and in compliance with related policy;
- Process payroll for all City workers;
- Maintain records of employee compensation for work performed during disaster;
- Coordinate with Health Services and Retirements Systems for continuation of all benefits and payments to City workers and retirees;
- Maintain a file on City disaster workers injuries and illnesses associated with the emergency including the result of investigations;
- Oversee the investigation of injuries of City disaster workers;
- Complete all forms required by the Worker's Compensation Program;
- Coordinate financial and accounting computer system disaster recovery and business resumption with DTIS.

Relevant Policies and Procedures

The following table summarizes the documents necessary for the Employee Compensation Branch to successfully complete disaster response and recovery expense related tracking activities.

The City's finance and purchasing systems should be used to incur costs for disaster/emergency recovery activities. Paper documents should be used only in the event that the City's automated systems are unavailable.

DOCUMENT(S)	LOCATION
Instructions: CCSF Emergency/Disaster Payroll Timesheet	Available at http://www.sfgov.org/controlleremergency or by contacting the Finance/Admin. Section
Emergency/Disaster Payroll Timesheet	

6.3 Accounts Payable Branch

Lead Agency

The CCSF Controller's Office is the designated lead agency for the Accounts Payable Branch. Finance staff from other City departments may also be requested to assist in staffing the Accounts Payable Branch.

Role

The Accounts Payable Branch is responsible for tracking and processing payments of vendor purchase orders, contracts, claims and other payments during the emergency.

Responsibilities

- Develop accounts payable business resumption plans and implement off site payroll processing as needed during the emergency;
- Ensure that purchase orders, contracts, travel expense claims and other related forms are prepared and submitted to accounting office;
- Review accounts payable requests for consistency with established policies and parameters;
- Process payments within a reasonable time;
- Track, record, and report on all payments made in response to the emergency.

Relevant Policies and Procedures

The following table summarizes the documents necessary for the Employee Compensation Branch to successfully complete disaster response and recovery expense related tracking activities.

Policy Document	Location
Accounts Payable Procedures	Available at http://www.sfgov.org/controlleremergency or by contacting the Finance/Admin. Section
CCSF Departmental Purchase Order	
CCSF Departmental Blanket Purchase Order and Release Input Form	
CCSF Contract Purchase Order Input Form	
CCSF ADDENDUM – Contract Purchase Order Input Form and Departmental Blanket Purchase Order Form	
Purchase Order Log	
CCSF Encumbrance Payment Request	
CCSF Direct Payment Request Form	
CCSF Interdepartmental Work Order	
CCSF Interdepartmental Work Order Billing	

CCSF Revolving Fund Voucher	
CCSF Receipts Processing Form	
CCSF Journal Entry	
CCSF Field Expense Report	
CCSF Travel Expense Voucher	
Claim Form Instructions	
Claim Form	
Application to Present a Late Claim	
Controller's Office Departmental Check Release	Available at http://www.sfgov.org/controlleremergency or by contacting the Finance/Admin. Section
CCSF Request for Replacement of Lost or Destroyed Warrant/Affidavit	
CCSF Claim for Tax Refund	
Claim for Replacement or Repair of Stolen or Damaged Equipment, Property, Prostheses: Non-Uniform Employees and Officers	
Request for Taxpayer Identification Number and Certification (W-9 Form)	

6.4 Cost Recovery Branch

Lead Agency

The CCSF Controller's Office is the designated lead agency for the Cost Recovery Branch. The Office of Emergency Services/Homeland Security is a designated support agency.

Role

The Cost Recovery Branch is responsible for ensuring City departments track all claims submitted for City and County damaged personal property and/or injuries of City disaster workers, and for claims for reimbursement for the costs of emergency relief provided by the City and County of San Francisco.

This Branch works with the Risk Management Director on policy issues regarding risk avoidance measures and participates in the assessment of damages to CCSF-owned property for reimbursement from insurance companies and/or government agencies.

Responsibilities

- Ensure that separate established emergency accounts are used to track and document emergency related expenses;
- Ensure that payroll costs for all CCSF personnel assigned to support the incident response are captured and appropriate timesheets and other documentation is maintained to validate their assigned roles and activities;
- Ensure that appropriate CCSF response management personnel understand the expense tracking and documentation system and are following related guidelines;
- Create and provide periodic management reports outlining the current response expenditures to the Office of Emergency Services/HS;
- Provide response cost projections to CCSF leadership as requested;
- Ensure that CCSF supplies, materials, equipment and vehicle inventory records are captured at the beginning of the response so utilization and replenishment costs can be established;

Relevant Policies and Procedures

The following table summarizes the documents necessary for the Cost Recovery Branch to successfully complete disaster response and recovery expense related tracking activities.

Document	Location
Applicable Disaster Recovery Websites	Available at http://www.sfgov.org/controlleremergency or by contacting the Finance/Admin. Section
Federal Emergency Management Agency Project Worksheet and Instructions	
Documenting Project Costs	

ATTACHMENT # 55

Position Assigned to: **Finance/Administration Section Chief**

Operational Period: _____: _____ to _____: _____

You report to: EOC Director

MISSION: Coordinate the development and dissemination of policies and procedures designed to facilitate acquiring response resources while effectively tracking their costs. Ensure that cost and utilization documentation is maintained, disaster claims created and submitted to State and the Federal government and proper accounting and risk management procedures are implemented.

	Task	<input checked="" type="checkbox"/>	Initial
Activation	Meet with the EOC Director to receive a situation briefing and discuss priority actions/tasks;		
	Set up your personal work area and log into the E Team system. Complete the E Team user profile;		
	Ensure that the Finance and Administration Section is set up properly and that appropriate personnel, equipment, and supplies are in place;		
	Ensure guidance is issued to all CCSF departments regarding appropriate tracking of personnel hours, inventory and other recordkeeping procedures to facilitate tracking response expenses;		
	Log in to the CCSF network and Automated Purchasing and Payroll accounting systems to ensure they are functional and that you have access;		
	Report any network or access problems to the Information Systems Unit in the Communications and Warning Branch;		
	In consultation with the Policy Group, determine what summary financial reports they want produced for the incident;		

	Establish an “incident” cost accounting code(s) and designate a block of purchase order numbers, provide them to the Procurement Unit in the Logistics Section;		
	Based on the situation, activate branches/units within Section as needed and designate branch directors/unit leaders for each element: <ul style="list-style-type: none"> ▪ Financial Policy Branch ▪ Employee Compensation Branch ▪ Accounts Payable Branch ▪ Cost Recovery Branch 		
	In State or Federally declared disasters, contact the State OES REOC and/or FEMA Region IX to confirm reimbursement guidelines and procedures, Determine a point of contact for resolving future questions;		
	Meet with all branch directors in the Section and ensure that they clearly understood their role and responsibilities;		
	In coordination with the EOC Director, determine what Section staff need to be present in the EOC Vs. working from a DOC or other work location;		
	Ensure Finance and Administration logs, records and other necessary files are maintained throughout the event;		
	Ensure that sufficient staff are available for the next 24 hours, or as required;		
	Issue general guidelines for the response use of CCSF credit/debit cards and open accounts;		
	Meet with the Logistics Section Chief to review purchasing, leasing and contracting procedures and establish authorization limits;		

	Identify key issues currently affecting the Finance and Administration Section; meet with Section personnel and determine appropriate objectives for the first operational period for inclusion in the Action Plan;		
	In conjunction with the Logistics Section Chief, meet with other section chiefs to ensure they understand purchasing, procurement and expense tracking procedures;		
On-going	Meet regularly with the Procurement Branch Director to answer any policy or procedural questions;		
	Monitor CCSF department recordkeeping performance to identify opportunities to strengthen; or the need for an intervention;		
	Ensure that invoices, receiving documentation and other Accounts Payable information is flowing in from the field and Procurement Branch in a timely manner;		
	Work with the City Attorney's office and Risk Management staff to review, investigate and document injury or damage claims;		
	Prepare objectives for the Finance/Administration Section for the subsequent operational period; provide them to the EOC Director prior to the end of the shift and the next action planning meeting;		
	Brief all Section branch directors to ensure they are aware of the Section objectives, as defined in the EOC Action Plan;		
	Provide an updated situation report to the EOC Director and Planning Section;		
	Keep the EOC Director and the Policy Group aware of the current fiscal situation, projected response expenditures and other related matters;		

	Document major response challenges encountered and operational lessons learned;		
	Ensure that the Employee Compensation Branch processes all workers' compensation claims resulting from the disaster in a reasonable time frame;		
	Keep the EOC Director updated on the situation and any significant changes or developments;		
	Ensure that the cost recovery documentation is maintained by City departments during the response and submit on the appropriate forms to the Federal Emergency Management Agency (FEMA) and/or the Governor's Office of Emergency Services;		
	Monitor assigned staff for signs of excessive stress or fatigue. Ensure staff are taking breaks, eating properly and getting adequate rest;		
Demobilization	Provide the EOC Director with recommendations regarding timing and sequence of demobilizing the Finance/Administration Section;		
	Prepare written recommendations for the EOC Director containing suggested improvements in response plans, EOC procedures, response coordination or other potential response enhancements;		
	Using both hardcopy and E Team system records, prepare a chronological summary of all events, actions taken, inquiries made, and responses given;		
	Ensure that work areas are cleaned and all equipment and supplies are checked in and properly stored;		
	Ensure that all Section staff are offered the opportunity to attend a debriefing;		
	Ensure OES staff has your current phone numbers and other contact information.		

ATTACHMENT # 56

Position Assigned to: **Financial Policy Branch Director**

Operational Period: _____: _____ to _____: _____

You report to: Finance/Administration Section Chief

MISSION: Ensure that incident related costs for equipment, materials, supplies, service and other contracts and personnel costs are executed in accordance with City policies and procedures and are properly tracked and documented. Assist with the preparation and submittal of disaster claims to State and Federal government.

	Task	<input checked="" type="checkbox"/>	Initial
Activation	Meet with the Finance/Administration Section Chief to receive a situation briefing and discuss priority actions/tasks;		
	Set up your personal work area, log into the E Team system. Complete the E Team user profile;		
	Log in to the CCSF network and Automated Purchasing and Payroll accounting systems to ensure they are functional and that you have access:		
	Report any network or access problems to the Information Systems Unit in the Communications and Warning Branch;		
	Establish branch record keeping systems/files;		
	Review emergency purchasing procedures;		
	Develop in collaboration with the Section Chief and issue guidance to all CCSF departments regarding appropriate tracking of personnel hours, inventory and other recordkeeping procedures to facilitate tracking response expenses;		

	Ensure that all CCSF departments are provided the appropriate account and incident numbers and required forms for their use tracking resources allocated to the incident response;		
	Meet with the Procurement Unit Leader to provide guidance on how new vendors can quickly be added for critical response support;		
	Assist with the development of section objectives for the initial Incident Action Plan;		
	Determine what volunteer hour tracking will be required and work with the Volunteer Management Unit and EOC section chiefs to ensure assignments and hours worked are tracked;		
	In collaboration with the Section Chief, determine what response personnel files/records will need to be maintained and by whom;		
	Evaluate the need for additional personnel and request from the Personnel Branch, if not available internally from Branch departments;		
	Provide instructions to all section chiefs to ensure that travel expense claims are completed properly and signed by employee prior to submission;		
On-going	Meet regularly with the Procurement Unit Leader to resolve any questions or issues regarding purchasing, including evaluating the need to exceeding purchase order parameters in some cases;		
	Working with the Employee Compensation Branch Director and payroll office to ensure personnel records are being appropriately coded against the incident response accounting codes;		
	Ensure access to complete personnel rosters/records from the Personnel Branch. Rosters must include all EOC and field personnel;		

	Work with the Procurement Unit to monitor vendors for abusive pricing/contracting practices, refer suspected cases to the County Attorney's Office;		
	Assist with the development of accounting cost reports;		
	Provide an updated situation report to the Finance/Administration Section Chief and Planning Section;		
	Prepare objectives for the Financial Policy Branch for the subsequent operational period; provide them to the Finance/Administration Section Chief prior to the end of the shift and the next action planning meeting;		
	Document major response challenges encountered and operational lessons learned;		
	Keep the Finance/Administration Section Chief updated on the situation and any significant changes or developments;		
	Monitor assigned staff for signs of excessive stress or fatigue. Ensure staff are taking breaks, eating properly and getting adequate rest;		
	In collaboration with the Section Chief, determine what response personnel files/records will need to be maintained and by whom;		
Demobilization	Provide the Section Chief with recommendations regarding timing and sequence of demobilizing the Internal Labor and Materials Branch;		
	Prepare written recommendations for the Section Chief containing suggested improvements in response plans, EOC procedures, response coordination or other potential response enhancements;		

	Using both hardcopy and E Team system records, prepare a chronological summary of all events, actions taken, inquiries made, and responses given;		
	Ensure that work areas are cleaned and all equipment and supplies are checked in and properly stored;		
	Ensure that all Branch staff are offered the opportunity to attend a debriefing;		
	Ensure the Section Chief has your current phone numbers and other contact information.		

ATTACHMENT # 57

Position Assigned to: **Employee Compensation Branch Director**

Operational Period: _____: _____ to _____: _____

You report to: Finance/Administration Section Chief

MISSION: Ensure continuity of CCSF employee payroll and benefit programs, including health services and retirement.

	Task	<input checked="" type="checkbox"/>	Initial
Activation	Meet with the Finance/Administration Section Chief to receive a situation briefing and discuss priority actions/tasks;		
	Set up your personal work area and log into the E Team system. Complete the E Team user profile;		
	Log in to the CCSF network and payroll system to ensure they are functional and that you have access:		
	Report any network or access problems to the Information Systems Unit in the Communications and Warning Branch;		
	Determine the operational status of the Human Resources Department and check with them to ensure all benefit program information flow and billing is uninterrupted. If problems are identified, work with the Section Chief to design a work-around;		
	Confirm that the payroll processing site is operational, if not, support shifting to the back-up site;		
	Establish the Branch recordkeeping/filing system, in collaboration with the Section Chief, determine what Branch reports will be required;		

	Evaluate the need for additional personnel and request from the Personnel Branch, if not available within Branch departments;		
	Provide all CCSF departments and EOC section chiefs with guidance on how to properly document and handle injury or workman's compensation claims, including those received for volunteer Disaster Service Workers;		
On-going	Work with the Human Resource Department to determine if they may need supplementary staff to support any anticipated increase in their workload;		
	Investigate all disaster worker injury claims and process related paperwork;		
	Work with the Personnel Branch in the Logistics Section to ensure that hiring records of temporary workers are properly tracked and administered;		
	Ensure that all worker timesheets are being properly completed, copies retained and forwarded to Payroll for processing;		
	Provide an updated situation report to the Finance/Administration Section Chief and Planning Section;		
	Prepare objectives for the Employee Compensation Branch for the subsequent operational period; provide them to the Finance/Administration Section Chief prior to the end of the shift and the next action planning meeting;		
	Keep the Finance/Administration Section Chief updated on the situation and any significant changes or developments;		
	Monitor assigned staff for signs of excessive stress or fatigue. Ensure staff are taking breaks, eating properly and getting adequate rest;		

Demobilization	Provide the Finance/Administration Section Chief with recommendations regarding timing and sequence of demobilizing the Compensation and Claims Branch.		
	Prepare written recommendations for the Finance/Administration Section Chief containing suggested improvements in response plans, EOC procedures, response coordination or other potential response enhancements;		
	Using both hardcopy and E Team system records, prepare a chronological summary of all events, actions taken, inquiries made, and responses given;		
	Ensure that work areas are cleaned and all equipment and supplies are checked in and properly stored;		
	Ensure that all Branch staff are offered the opportunity to attend a debriefing;		
	Ensure the Section Chief has your current phone numbers and other contact information.		

ATTACHMENT # 58

Position Assigned to: Accounts Payable Branch Director Operational Period: _____: _____ to _____: _____ You report to: Finance/Administration Section Chief
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MISSION: Ensure that all requests for payment of response related expenses are tracked, validated and processed for payment in a timely manner.
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	Task	<input checked="" type="checkbox"/>	Initial
Activation	Meet with the Finance/Administration Section Chief to receive a situation briefing and discuss priority actions/tasks;		
	Set up your personal work area and log into the E Team system. Complete the E Team user profile;		
	Establish the Branch recordkeeping/filing systems;		
	Log in to the CCSF network and purchasing accounting systems to ensure they are functional and that you have access;		
	Report any network or access problems to the Information Systems Unit in the Communications and Warning Branch;		
	Confirm the “incident” cost accounting code(s) and the designated block of purchase order numbers, that have been provided to the Procurement Unit in the Logistics Section;		

	Evaluate the need for additional personnel and request from the Personnel Branch, if not available internally within Branch departments;		
	Meet with the Procurement Unit Leader to confirm procedures for processing purchase orders, invoices, shipping and other back-up documentation:		
	Consider the need to establish a vendor payment inquiry line to facilitate payment problem resolution;		
On-going	Ensure that all requests for payment are entered into a tracking system as soon as they are received;		
	Monitor purchasing documents to ensure they are being assigned appropriate accounting codes and ensure the separate accounting of all purchases specifically related to the incident;		
	Coordinate with the Employee Compensation Branch to ensure all employee payroll costs are being properly coded against the incident and that adequate assignment records are being retained;		
	Provide regular cost reports (including projected cost estimates) to the Section Chief and Policy Group, as requested;		
	Provide an updated situation report to the Finance/Administration Section Chief and Planning Section;		
	In coordination with the Financial Policy Branch Director, ensure that CCSF departments are maintaining adequate inventory records of supplies, equipment and materials utilized on the response and that they are periodically submitting copies to you;		

	Prepare objectives for the Accounts Payable Branch for the subsequent operational period; provide them to the Finance/Administration Section Chief prior to the end of the shift and the next action planning meeting;		
	In conjunction with the other branches in the section, prepare and submit cost reimbursement claim forms to the Section Chief;		
	Document major response challenges encountered and operational lessons learned;		
	Keep the Finance/Administration Section Chief updated on the situation and any significant changes or developments;		
	Monitor assigned staff for signs of excessive stress or fatigue. Ensure staff are taking breaks, eating properly and getting adequate rest;		
Demobilization	Provide the Finance/Administration Section Chief with recommendations regarding timing and sequence of demobilizing the Accounts Payable Branch;		
	Prepare written recommendations for the Finance/Administration Section Chief containing suggested improvements in response plans, EOC procedures, response coordination or other potential response enhancements;		
	Using both hardcopy and E Team system records, prepare a chronological summary of all events, actions taken, inquiries made, and responses given;		
	Ensure that work areas are cleaned and all equipment and supplies are checked in and properly stored;		
	Ensure that all Branch staff are offered the opportunity to attend a debriefing;		
	Ensure OES/HS staff has your current phone numbers and other contact information.		

ATTACHMENT # 59

Position Assigned to: **Cost Recovery Branch Director**

Operational Period: _____: _____ to _____: _____

You report to: Finance/Administration Section Chief

MISSION: Documenting and tracking all claims submitted for City and County damaged personal property and/or injuries of City disaster workers and for submitting claims for reimbursement for costs of emergency relief provided by the City and County of San Francisco. Work with the Risk Management Director on issues regarding risk avoidance and participating in the assessment of damages to CCSF owned property.

	Task	<input checked="" type="checkbox"/>	Initial
Activation	Meet with the Finance/Administration Section Chief to receive a situation briefing and discuss priority actions/tasks;		
	Set up your personal work area and log into the E Team system. Complete the E Team user profile;		
	Once the Finance and Administration Section Chief distributes guidance to CCSF departments regarding expense tracking, follow up with department directors and their staff to ensure they understand the guidance and are implementing the tracking;		
	Obtain a current list of all CCSF owned properties;		

	<p>Provide guidance to all CCSF departments and EOC section chiefs regarding:</p> <ul style="list-style-type: none"> ▪ Routing of personal property damage claims filed against the CCSF ▪ Reporting damage to CCSF property ▪ CCSF employee or disaster service worker injury reports/claims ▪ Provide appropriate forms or other information collection tools; 		
	Evaluate the need for additional personnel and request from the Personnel Branch, if not available within Branch departments;		
On-going	Work with the Financial Policy Branch Director to review department inventory and utilization records to identify response related expenses, prepare summary reports;		
	Work with the Construction and Engineering Branch to determine which CCSF owned buildings have been damaged and to what degree;		
	Participate in damage assessment surveys of CCSF owned property;		
	Ensure the documentation of all damage found either by videotape, still photography, audiotape, and/or written report;		
	Identify situations that may require detailed investigation after the event is controlled;		
	Keep the Finance/Administration Section Chief informed of the status of all claims;		

	Ensure the documentation of personnel hours worked and volunteer hours worked in all areas relevant to the CCSF's emergency response. Confirm the use of the emergency incident time sheet by all section chiefs;		
	Provide an updated situation report to the Finance/Administration Section Chief and Planning Section;		
	Prepare and submit disaster cost recovery claims, as required;		
	Prepare and submit periodic summary reports to the Section Chief regarding the following: <ul style="list-style-type: none"> ▪ Response expenditures by type ▪ CCSF property damage ▪ Personal property damage claims filed against CCSF ▪ Injury reports, claims and investigation status ▪ Disaster cost-recovery claims submitted 		
	Assist the Finance/Administration Section Chief in development of the "Recovery" task force and serve on the task force as needed;		
	Prepare objectives for the Cost Recovery Branch for the subsequent operational period; provide them to the Finance/Administration Section Chief prior to the end of the shift and the next action planning meeting;		
	Document major response challenges encountered and operational lessons learned;		
	Keep the Finance/Administration Section Chief updated on the situation and any significant changes or developments;		
	Monitor assigned staff for signs of excessive stress or fatigue. Ensure staff are taking breaks, eating properly and getting adequate rest;		

Demobilization	Provide the Finance/Administration Section Chief with recommendations regarding timing and sequence of demobilizing the Cost Recovery Branch;		
	Prepare written recommendations for the Finance/Administration Section Chief containing suggested improvements in response plans, EOC procedures, response coordination or other potential response enhancements;		
	Using both hardcopy and E Team system records, prepare a chronological summary of all events, actions taken, inquiries made, and responses given;		
	Ensure that work areas are cleaned and all equipment and supplies are checked in and properly stored;		
	Ensure that all Branch staff are offered the opportunity to attend a debriefing;		
	Ensure the Section Chief has your current phone numbers and other contact information.		