



Recovery Annex (ESF #14)

Primary Agencies	Clermont County EMA Local Governments
Support Agencies	American Red Cross Clermont County Engineer's Office Clermont County Developmental Disabilities Clermont County Job and Family Services Clermont County Public Health Clermont County Mental Health and Recovery Board Clermont County Office of Environmental Quality Clermont County SafetyNet Alliance Local Fire Departments Local Law Enforcement Agencies Local Road and Service Departments Long Term Recovery Committee United Way 2-1-1

I. Purpose, Scope, Situations and Assumptions

Recovery efforts begin as soon as the disaster occurs and run concurrently with response operations. The process can be split into short-term and long-term recovery activities, with some activities having no clear distinction when short-term recovery ends and long-term recovery efforts begin.

Short-term recovery focuses on returning vital life support systems to a minimum operating standard and addressing the immediate needs of survivors. This includes assessing the scope of damages and needs, restoring basic infrastructure, mobilizing resources, and creating a recovery network.

Long-term recovery focuses on the coordination of assistance programs to address individual and community unmet needs; repair and restoration of buildings and infrastructure; as well implementation of mitigation projects to prevent future disasters. Long-term recovery efforts are designed to restore the impacted areas to the pre-disaster state and/or to redevelop the area for a new purpose.

A. Purpose

The purpose of this annex is to provide for the organization, mobilization, and coordination of government, faith-based, non-profit, private sector, social service agencies, and the public to address complex recovery needs following a significant natural, technological, or human caused disaster in the County.

A Long Term Recovery Committee (LTRC) will be formed as the Emergency Operation Center (EOC) is demobilized and helps shift operations from the short-term, government driven recovery activities to long-term, community driven recovery activities.

B. Scope

This annex applies to all departments and agencies that have a role in the recovery process. This annex is flexible and scalable depending on the impacts presented by a disaster and is implemented as necessary to reestablish a sense of normalcy for individuals, families, and communities.

Activities include:

- ☐ Facilitating damage assessment to establish short and long term recovery priorities
- ☐ Establishing a debris management process
- ☐ Coordinating reentry
- ☐ Coordination of spontaneous and affiliated volunteers to support recovery efforts
- ☐ Coordination of donated goods and services
- ☐ Coordination of disaster assistance programs
- ☐ Coordination of government and social service activities until a LTRC can be established
- ☐ Identification of gaps in recovery efforts to maximize limited resources and avoid duplication of services
- ☐ Reestablishment of the economic base of the disaster area
- ☐ Promotion of mitigation actions to reduce risk of similar disasters in the future. The County Hazard Mitigation Plan serves as a tool for directing on-going efforts of the County, Townships, Cities and Villages to reduce the risk from natural hazards.

C. Situations

Clermont County is susceptible to disasters that could have significant long-term impacts on local communities. The availability of local resources may be limited, requiring the coordination of resources from other counties, the State of Ohio, neighboring states, the federal government, and faith-based partners, non-profit organizations, and the private sector.

Short-term recovery activities may begin as soon as the disaster occurs. Long-term recovery activities may continue long after the EOC has demobilized. An initial damage assessment will determine the scope and magnitude of the disaster and identify what types of supplemental assistance may be necessary to recover.

D. Assumptions

- ☐ The County is vulnerable to multiple hazards that could cause damage to public and private property, affect the health and safety of the residents, and impact the environment.
- ☐ This annex may be activated for incidents with significant long-term social and economic impacts to foster sustainable recovery of the County and the local jurisdictions within the County.
- ☐ Activities may vary based on the type, magnitude, geographic area impacted, and unmet needs the impacted survivors.
- ☐ Depending on the scope and magnitude of the incident, state and/or federal financial assistance may be available (Public Assistance or Individual Assistance).
- ☐ The LTRC is vital to addressing the unmet needs of the survivors especially in instances where state and federal financial assistance is not available.

II. Concept of Operations

Coordination of the various governmental entities, non-governmental organizations (NGOs), private sector partners and grass roots efforts are vital to ensuring that individuals, families, and communities receive the necessary assistance needed to recover. It also maximizes limited resources, minimizes duplication of services, and provides a process for the equitable distribution of resources.

A. Mitigation

The recovery phase provides an opportunity to repair/rebuild infrastructure in a manner that mitigates future risk from various hazards. The County Hazard Mitigation Plan outlines mitigation goals and actions that could reduce or eliminate potential hazards. This includes property acquisition of severe repetitive loss properties, elevating structures and utilities, increasing structural integrity for higher wind ratings, etc.

B. Preparedness

Developing a recovery plan and cultivating partnerships with government agencies, faith-based, non-profit, and private sector partners in advance of a disaster, maximizes limited resources and reduces duplication of services.

EMA participates in the Clermont County SafetyNet Alliance. The SafetyNet Alliance is a coalition of social service agencies, government partners, faith-based, non-profit and private sector partners committed to providing effective and efficient emergency assistance to Clermont County residents in need.

Following a disaster, the EOC and/or EMA will recruit, organize, mobilize, and coordinate government, faith-based, non-profit, private sector, social service agencies, and the public to address complex recovery needs.

C. Response

EMA shall serve as the lead coordinating entity for the countywide recovery activities. The EMA Director, working on behalf of the Board of County Commissioners, is the County's official liaison with Ohio EMA, FEMA, and the local Townships, Cities and Villages within the County. Activities should be coordinated through the EOC/EMA, if activated, including: situation reports, status update reports, and initial damage assessment data. This information will be used to identify areas for further damage assessment and unmet human needs.

Priorities include:

- ☐ **Damage Assessment** - This will verify scope, severity, and the immediate needs of the affected communities, as well as assist with establishing recovery priorities for individuals, families, and the community as a whole. It will also determine eligibility for state/federal assistance programs. For more information, go to the Damage Assessment Annex.
- ☐ **Debris Management** is coordinated by the Adams-Clermont Solid Waste District. The first phase of debris management is addressed by the local road and service departments, the County Engineer, and the Ohio Department of Transportation (ODOT). Phase 1 involves moving debris out of the roadway to ensure that public safety agencies can address life safety in the affected areas. This expands to second and tertiary transportation routes to allow for reentry, assessment/repair of critical infrastructure, and the delivery of equipment and resources for the restoration of essential services. The Adams-Clermont Solid Waste District will develop a coordinated debris management plan to address the process for collection, removal, disposal of woody debris, household waste, hazardous waste, medical waste, and construction debris for a time-limited period following a disaster. See Debris Management Annex.
- ☐ **Re-entry** for business owners and residents is a priority after a disaster. In order to ensure the safety of the residents and business community, necessary preparations for the re-entry of the general public will commence once the area has been deemed safe.
- ☐ **Utility Restoration** – the restoration of power, potable water, and wastewater treatment and communication networks. See Public Works and Engineering (#3) Annex.
- ☐ **Human Services** – addressing basic human needs for individuals and families affected by the event. This includes the coordination of sheltering, feeding, the distribution of emergency supplies, and mental health and health services. See Mass Care Annex (#6).

D. Recovery

Recovery activities may be initiated within days/months of the incident and may last years after the precipitating event. With time, the short-term, government driven recovery approach will transition into a long-term, community driven recovery process that involves the coordination across the public, private, and non-profit sectors.

- ❑ **Donations Management** - provides a process to organize the giving, receiving and distribution of both solicited and unsolicited donated goods so that the maximum benefit is derived for the communities and disaster survivors. The direct recipients of donated goods could be disaster survivors, voluntary organizations or community-based organizations, and/or governmental agencies. Immediately following an incident EMA, the EOC, and/or local jurisdictions may solicit and distribute donations to address emergency needs. As time passes, donations management will focus on the goods and resources needed to assist disaster survivors with implementing their recovery plan (e.g. household supplies, construction materials, financial assistance, etc.). See Donation and Volunteer Management Annex.
- ❑ **Volunteer Management** - Volunteers are a key component of disaster recovery. Since volunteers come with variety of skill sets, it is important to place volunteers in roles that fit their ability. Those skills and abilities may include but are not limited to: debris removal, cleaning out homes, repairing and rebuilding homes, case management, program leadership, office skills, as well as professional services such as legal advice, accounting and computer expertise.

Immediately following an incident the County may activate the Volunteer Reception Center (VRC) to recruit, track, and manage spontaneous/unaffiliated volunteers. The County in conjunction with the affected communities will establish specific volunteer days. Volunteers will be processed through the VRC where they will be registered, assigned supervision, provided just-in-time training, appropriate tools and personal protective equipment for the job duties assigned. The VRC will coordinate transportation, feeding, and accountability for the volunteers during the designated events.

Long-term volunteer management extends months to weeks after the incident and involves the coordination of affiliated volunteer groups. The LTRC will identify a Volunteer Coordinator to connect affiliated groups with the unmet needs of the affected community. See Donations & Volunteer Management Annex.

- ❑ **Assistance Programs** - Availability of assistance programs will vary based on the severity, magnitude and impact of the event.

Public Assistance – provides grant assistance to local governments and eligible non-profit organization for debris removal; emergency protective measures; and the repair, replacement, or restoration of publicly owned facilities. The program may be administered by FEMA ([FEMA Public Assistance Program](#)) or Ohio EMA ([State Disaster Relief Program](#)). Public Assistance is contingent on meeting a variety of criteria as established by the funding entity.

Individual and Household Assistance (IA) – provides direct assistance to individuals, families and businesses whose losses are not covered by insurance to assist with temporary housing, repair/rebuild for uninsured damages to primary residences, replacement of personal property such as furniture and appliances, transportation repair or replacement, disaster-related medical and dental expenses, disaster-related funeral and burial expenses. The program may be administered by FEMA ([FEMA Individual Assistance Program](#)) or Ohio EMA ([Ohio EMA Individual Assistance Program](#)) Individual Assistance is contingent on meeting a variety of criteria as established by the funding entity.

Some instances will warrant activation of a Disaster Recovery Center (DRC) to assist disaster survivors with registering for individual assistance programs. EMA will coordinate with Ohio EMA, FEMA, and the local faith-based, non-profit, and social service agencies to provide a one-stop shop for available assistance programs.

U.S. Small Business Administration (SBA) – provides [low-interest disaster loans](#) to businesses, private non-profit organizations, homeowners, and renters. Loans can be used to repair/replace damaged and destroyed items in a declared disaster including real estate, personal property, machinery and equipment, inventory, and business assets. Depending on the event, SBA may provide the following assistance programs:

- [Home and Personal Property Loans](#)
- [Business Physical Disaster Loans](#)
- [Economic Injury Disaster Loans](#)
- [Military Reservists Economic Injury Loans](#)

Restoring of Lost Benefits – EMA will work with government, faith-based and non-profit social services to address the unmet health and welfare needs of the community, this may involve restoring lost benefits and addressing unique needs of our residents. This may include restoring [Supplemental Nutrition Assistance Program \(SNAP\) benefits](#), [Women, Infant and Children \(WIC\)](#), [Veterans Service Commission Emergency Financial Assistance](#), and other benefit programs.

See Tab A for the Recovery Resource Flyer.

☐ **Mental Health and Emotional Care**

In times of disaster, people lose their sense of safety and security and, often, deep questions about faith emerge. Moments like these require spiritual and emotional care teams to provide comfort, hope and help. Disaster victims are often vulnerable and hurting and simply need a listening ear to bring relief to stresses brought on by loss. Some common responses include:

- Emotional reactions: shock, disbelief, anxiety, fear, grief, anger, resentment, guilt, shame, betrayal, helplessness, hopelessness, depression, emotional numbness
- Physical reactions: fatigue, edginess, difficulty sleeping, nightmares, being startled easily, nausea, aches and pains, loss of appetite, racing heartbeat
- Cognitive reactions: confusion, disorientation, indecisiveness, worry, shortened attention span, difficulty concentrating, memory loss, self-blame
- Interpersonal reactions: neediness, dependency, distrust, irritability, conflict, withdrawal, isolation, feeling rejected or abandoned, being distant, judgmental or over-controlling

Short-term support will be coordinated through the Clermont County Mental Health and Recovery Board and existing mental health care teams through the American Red Cross and Salvation Army. Additional mental health resources may be available through the LTRC faith-based partners.

☐ **Transition of long-term recovery activities**

The LTRC is a cooperative body that is made up of representatives from faith-based, non-profit, government, business, and other organizations working within a community to assist individuals and families as they recover from the disaster. The goal of the LTRC is to unite recovery resources with the community need in order to ensure that even the most vulnerable in the community recover from the disaster.

The LTRC focuses on four primary areas: **disaster case management**, **donations management**, **volunteer management**, and **spiritual and emotional care**. The LTRC has developed a disaster case management and construction management toolkit to assist with the coordination of the process.

- **Economic Restoration** – disruption of services and transportation related losses pose a major economic threat to the economic viability of a community. As with the initial onset of a disaster, the impact may result in a rapid decrease in economic activity to be followed by an accelerated rate of growth from the rebuilding processes and through infusion of outside funding for reconstruction projects. As the long-term recovery ramps down, the economic activity will stabilize.

III. Assignment of Responsibilities

A. Emergency Management Agency (Lead Coordinating Agency)

- Maintain roster of government, faith-based and non-profit disaster relief organizations
- Coordinate with disaster relief organizations to identify who is providing services to reduce duplication and maximize limited resources
- Coordinate damage assessment with the Building Department and affected communities
- Coordinate debris management in conjunction with Adams-Clermont Solid Waste District and the affected communities
- Coordinate re-entry plans with public safety agencies and local communities
- Coordinate emergency supplies and donations for distribution to local communities and disaster survivors
- Promote the implementation of mitigation projects to reduce/eliminate potential risks
- Maintain documentation of personnel, equipment, and expenses

B. Local Communities

- Provide a liaison to the EOC, if activated
- Collect and verify damage assessment. Provide information to EMA/EOC
- Provide information to complete the daily situation report on the status of unmet needs
- Coordinate with EMA and mass care reps to receive/disseminate emergency goods and services
- Develop/implement continuity of operations plans to ensure that the local government can continue essential services following a disaster
- Coordinate economic restoration and community redevelopment following the incident
- Maintain documentation of personnel, equipment, and expenses

C. Adams-Clermont Solid Waste District

- Update and implement a debris management plan based on the incident
- Communicate with local communities and public safety agencies on the plan
- Maintain documentation of personnel, equipment, and expenses

D. American Red Cross

- Support Mass Care operations (see Mass Care Annex (#6))
- Provide damage assessment information to the EMA/EOC
- Provide information on the status of unmet needs. ARC may be the initial point of entry for individuals/families that need longer term assistance. As the event transition, case management information should be shared with the LTRC Case Manager.
- Maintain documentation of personnel, equipment, and expenses

E. Clermont County Engineer, Local Road/Service Departments, & ODOT

- Support damage assessment and identification of community unmet needs
- Provide information to complete the daily situation report on the status of unmet needs.
- Assist with the update/implementation of the Debris Management Plan
- Maintain documentation of personnel, equipment, and expenses

F. Clermont County Developmental Disabilities

- Respond to the EOC to begin collecting information on donations and volunteers
- Track and monitor donations and volunteers until the local communities are able to use the resources
- Assist with the development of an incident specific donations and volunteer management plan
- Activate the Volunteer Reception Center (VRC), if warranted. Document, assign and provide just in time training for spontaneous volunteers that are processed through the VRC.
- Maintain documentation of personnel, volunteers, equipment, and expenses

G. Clermont County Job & Family Services

- Coordinate with EOC, the American Red Cross, United Way 2-1-1, and other social service agencies to assess and restore lost benefits to disaster survivors
- Administer and promote Temporary Assistance for Needy Families (TANF) and other assistance programs that may come available to support disaster survivors.
- Maintain documentation of personnel, equipment, and expenses

H. Clermont County Public Health

- Support Mass Care operations (see Mass Care Annex (#6))
- Coordinate with EOC, the American Red Cross, United Way 2-1-1, and other social service agencies to assess and restore lost benefits to disaster survivors
- Support the Adams-Clermont Solid Waste District with the implementation of the debris management plan and other related public health issues.
- Coordinate necessary vaccinations/pharmaceuticals for responders and disaster survivors that are relevant to the incident. Refer to the Public Health Mass Prophylaxis Plan.
- Promote public health messages that are relevant to the incident
- Maintain documentation of personnel, equipment, and expenses

I. Clermont County Mental Health and Recovery Board

- Support Mass Care operations (see Mass Care Annex (#6))
- Provide mental health counselors to support first responders and disaster survivors
- Coordinate with the EOC and the LTRC on on-going mental health concerns
- Maintain documentation of personnel, equipment, and expenses

J. Clermont County Sheriff, Local Police Departments, & Ohio State Highway Patrol

- Support damage assessment and identification of community unmet needs
- Provide information to complete the daily situation report on the status of unmet needs.
- Maintain documentation of personnel, equipment, and expenses

K. Local Fire Departments

- Assist with emergency debris removal from roadways
- Support damage assessment and identification of community unmet needs
- Provide information to complete the daily situation report on the status of unmet needs.
- Maintain documentation of personnel, equipment, and expenses

L. SafetyNet Alliance & Long Term Recovery Committee

- Identify and coordinate with disaster relief organizations that are operating in the field to maximize efficiency and assistance. Work to reduce duplication and gaps in services
- Identify potential social service agencies, non-profits, faith-based organizations that operate in the affected areas and have resources to contribute to the recovery effort.
- Recruit/encourage organizations to join/support the LTRC

- Establish the initial LTRC meeting, during which a Chair, Co-Chair, Secretary and Treasurer will be identified.
- Provide guidance and support to the LTRC during the process
- The LTRC should establish a process for Case Management, Spiritual and Emotional Care, Volunteer Management, Donations Management, and if necessary, Construction Management.

M. United Way of Greater Cincinnati

- Field calls from disaster survivors looking for assistance
- Direct callers to the appropriate disaster recovery assistance programs
- Provide information on the status of unmet needs. 2-1-1 may be the initial point of entry for individuals/families affected by a disaster.
- Participate in the LTRC; Collaborate with the LTRC Case Manager to support impacted individuals/families through the long term recovery process.
- Maintain documentation of personnel, equipment, and expenses
- The UWGC may also assist with fundraising to support LTRC efforts.

IV. Administration and Logistics

A. Administration

- EMA is the lead coordinating agency for recovery activities in the EOC. A Recovery Lead will be identified to coordinate with the impact jurisdictions and establish an LTRC.
- The Recovery lead will work with the faith-based, non-profit, government and social service agencies to ensure limited resources are being utilized efficiently and attempt reduce duplication of services. Recovery agencies may assign a representative to the EOC or they may work remotely and provide information to the Recovery lead.
- Clermont County Developmental Disability will be the lead coordinating agency for the Volunteer Reception Center.
- Agencies will document all decisions made, resources needed/used, actions taken, and other important information. Actions taken will be based on the agency's standard operating guidelines.

B. Logistics

- Recovery partners will provide regular reports to the EOC/Recovery lead.
- Resource requests should be submitted to the Recovery lead who will coordinate with the EOC Logistics Section.
- Any purchasing decisions will be based on the individual agency's procurement policy. Any expenditures that are to be charged to the County must be run through the EOC Finance Section / EMA and approved prior to purchase.
- Each governmental agency will maintain comprehensive records reflecting its efforts and expenditures and complete the appropriate public assistance reimbursement forms at the conclusion of incident operations.

I. Authentication

Pam Haverkos

Pam Haverkos, Clermont County EMA

12/12/25

Date

Tab A: Disaster Recovery Flyer



Disaster Recovery Tips

- ☐ Take ownership: Be proactive in your individual disaster recovery plan.
- ☐ Do not act immediately: Avoid signing any documents within the first 72 hours following a disaster.
- ☐ Use licensed contractors. Verify identity and legitimacy.
- ☐ Contact the Ohio Attorney General's Office – Consumer Protection Division (800) 282-0515 to confirm the contractor is registered in Ohio.
- ☐ Get at least three written estimates.
- ☐ Check references before entering into a contract.
- ☐ Get proof of insurance (e.g. Liability and Worker's Compensation).
- ☐ Get any guarantees in writing.
- ☐ Make final payments only after the work is completed. Pay by check.
- ☐ Safeguard personal information. Never give out social security numbers or credit card numbers. Federal, State and local programs will not ask for bank account or Social Security number unless you initiate the call.
- ☐ Donate only to charities you know or simply ask the person soliciting the donation for the exact name, address and phone number of the charity. Research the charity and then call the charity or nonprofit organization to confirm that the person is an employee or volunteer.
- ☐ Maintain records on the federal, state, and local assistance that you receive (e.g. SBA, FEMA/Ohio Individual Assistance, LTRC assistance, gift cards, etc.). Keep receipts for all expenses incurred during the recovery process.
- ☐ Get Prepared: Make a plan, build an emergency supply kit, develop a communication plan, and safeguard important documents by scanning/copying and sending them to an out of area contact for safekeeping.

Local Resources

Reference	Phone Number	Agency
Building/Permits/Inspection	(513) 732-7213	Clermont County Building Department
Crisis Counseling	(513) 528-7283 988	Clermont Mental Health and Recovery Crisis Hotline National Crisis Hotline
Emergency Assistance	(800) 733-2767	American Red Cross (1-800-RED-CROSS)
Gas & Electric Questions	(800) 544-6900	Duke Energy
General Questions	(513) 732-7661	Clermont County Emergency Management Agency
Public Health	(513) 732-7499	Clermont County Public Health
Senior Assistance	(513) 724-1255	Clermont Senior Services
Disaster Assistance	2-1-1	United Way of Greater Cincinnati
Veterans Affairs	(513) 732-7363	Clermont County Veterans Service Commission

State & Federal Resources

Reference	Phone Number	Agency
Consumer Services	(800) 282-0515 (614) 466-4986	Ohio Attorney General's Consumer Protection www.ohioattorneygeneral.gov/About-AG/Service-Divisions/Consumer-Protection
Environmental	(800) 282-9378 (614) 224-0946	EPA Spill Hotline https://epa.ohio.gov/help-center/spill-hotline
Fraud	(800) 621-3362	FEMA email: StopFEMAFraud@fema.dhs.gov www.fema.gov/about/offices/security/disaster-fraud
Insurance Info OH Department of Insurance www.insurance.ohio.gov	(877) 336-2627 (614) 644-2673 (800) 686-1527 (800) 686-1578	National Flood Insurance Program (NFIP) OH Dept. of Insurance/Consumer Services OH Dept. of Insurance Fraud OH Senior Health Insurance Info Program
Legal Services	(800) 282-6556 (513) 241-9400	Ohio State Bar Legal Aid Society of Greater Cincinnati
Social Security	(800) 772-1213 (800) 325-0778 TTY	Social Security Administration
Tax Assistance	(800) 829-1040 (844) 545-5640 (800) 282-1780	U.S. Internal Revenue IRS Taxpayer Assistance Center - Cincinnati Ohio Department of Taxation
Utilities	(800) 686-7826 (877) 742-5622 (800) 362-2764	Public Utilities Commission of Ohio Ohio Consumers Counsel Ohio Utilities Protection Service
Veterans Affairs	(800) 827-1000 (877) 222-8387 (877) 424-3838 (614) 644-0898	U.S. Veterans Affairs – Benefits Hotline U.S. Veterans Affairs – Health Benefits National Call Center for Homeless Vets Ohio Department of Veterans Services