

ESF-15 Community Relations (CR) Organizational Chart

Community Relations personnel work closely with disaster victims and community leaders to establish confidence in the emergency management system. They establish an early presence at the disaster site to assess and communicate critical needs. They are highly skilled in explaining the disaster relief process and programs, and set realistic expectations to limit misunderstandings about the disaster assistance process and to ensure them that disaster assistance is being delivered as soon as possible. Community relations also employ a culturally diverse staff to ensure they are able to communicate, in different languages, the disaster process and to promote efficient and equitable disaster assistance for all communities and applicants.

- Provides field outreach to disaster victims and community leaders about federal and state recovery programs
- Multilingual capabilities help reach out to communities that may not be in the traditional information chain
- Implement the Speakers Bureau to coordinate public presentations and briefings
- Put a face on federal and state assistance

Figure: Community Relations Organizational Chart

