

STANDARD OPERATING GUIDE

EMERGENCY MANAGEMENT AGENCY

Document Number: 08.01

16 July 2026



Document Handling Note: **UNRESTRICTED**

Authority: Supporting 06.05.05.1: PLAYBOOK – Individual Assistance (IA) Damage Assessment (DA)..

Prepared by: **Clinton County Emergency Management Agency**

1. Purpose

This Standing Operating Guide (SOG) establishes a common, scalable process for conducting Individual Assistance (IA) damage assessment in Clinton County. It is designed for EMA personnel, volunteers, jurisdictional staff, first responders, and other authorized partners who may be assigned to assess damage to occupied residences.

The guide supports local decision-making, countywide analysis, Ohio EMA coordination, disaster declaration considerations, and the development of an accurate record of residential impacts. It is organized around who performs the work, what is collected, where teams operate, when they deploy, and why consistency and accountability matter.

2. Scope and Limits

This SOG applies only to IA damage assessment of occupied residential dwellings, including single-family homes, apartments, and mobile or manufactured homes. It does not establish procedures for Public Assistance, business losses, agricultural losses, vehicles, detached garages, sheds, gazebos, decks, fences, landscaping, or other non-dwelling property.

- Nonresidential or public damage observed in the field should be reported through the appropriate separate process.
- Damage assessment is not a life-saving mission; however, life safety always takes priority when an urgent condition is encountered.
- The process may be scaled for a single street, one jurisdiction, multiple jurisdictions, or a countywide deployment

3. Guiding Principles

- Official deployment provides accountability, safety information, communications, and organizational responsibility.
- No self-deployment. Personnel deploy only under an official assignment from the jurisdiction, department, agency, or coordinator directing the mission.



- IA field operations are daylight only. Limited vehicle reconnaissance may occur at any time to identify general impacts, routes, and hazards.
- Futurity is the preferred field-entry method when practical; paper street sheets remain the backup.
- Citizen Self Reports guide priorities and show clusters, but Major and Destroyed classifications require field verification and photographs.
- The final county record is based on reviewed and reconciled information, not on unverified field or resident estimates

4. Activation and Coordination

Damage Assessment Teams may operate at different levels. A Mayor may activate a municipal team. A fire chief may direct department members to assess a local area. Other jurisdictions or agencies may assign personnel under their own authority. County-level or multi-jurisdictional IA damage assessment will generally be activated and coordinated by the Clinton County EMA Director.

A jurisdiction, department, or organization conducting IA damage assessment should notify Clinton County EMA at the earliest practical opportunity. This notice is for coordination and support, not permission. Early notification allows EMA to prepare for data receipt and analysis, mapping, D4H updates, public messaging, mass notification, Futurity support, additional staffing, and other requested assistance.

5. Damage Assessment Organization

5.1. Damage Assessment Coordinator

The Damage Assessment Coordinator is the EMA Director or a trained designee. The Coordinator may be supported by one or more designated reviewers, mapping personnel, communications personnel, or documentation staff.

- Develop and assign areas, sectors, streets, or impact corridors.
- Provide mission objectives, maps, safety briefing, communications plan, check-in expectations, and equipment.
- Issue or ensure availability of an ICS-214 Activity Log for each deployed team and provide basic instructions for its completion.
- Track assigned, completed, partially completed, skipped, and follow-up areas using practical manual methods first and D4H as appropriate.
- Monitor Citizen Self Reports and use them to identify clusters, likely impact corridors, and priority areas.
- Review or designate a reviewer to examine records for consistency, completeness, duplicates, photographs, and classification accuracy.
- Conduct team debriefing, approve reassignment or release, and ensure demobilization is completed.
- Review completed ICS-214 Activity Logs during debriefing and ensure they are submitted with the team's other incident documentation.

5.2. Team Composition

The recommended team size is two personnel and generally no more than three. Three-person teams are most useful during the first operational period for just-in-time training, confidence building, or vehicle-based assignments that benefit from divided duties.



Function	Typical Responsibilities
Team Lead	Receives the assignment, confirms roles, maintains contact, reports urgent findings, tracks team status, ensures significant team actions are recorded on the ICS-214 Activity Log, and ensures records and equipment are returned.
Driver	Operates and positions the vehicle, monitors traffic and route conditions, and supports team safety.
Recorder / Resident Contact	Conducts resident contact, completes Futurity or paper records, and records required information.
Photographer / Navigator / Safety	Takes and organizes photographs, supports navigation, watches for hazards, and assists with accountability.

Every team will have a designated Team Lead. The Team Lead does not have to be the driver and should generally be the most experienced or confident member.

5.3. Identification and Accountability

- Wear visible agency or jurisdiction identification and high-visibility apparel.
- Use vehicle placards, markings, or other identification when available.
- A pre-deployment photograph of the team and assigned vehicle is a best practice. It is mandatory during countywide or large-scale deployments involving multiple teams and roles.
- Team Leads will sign issued radios, deployment kits, vehicles, and other accountable equipment out and back in.

6. Pre-Deployment Process

Before departure, each team should receive enough information to understand the mission, remain accountable, and work safely. The briefing may be formal or brief depending on the scale of the event.

- Team number, Team Lead, members, and assigned vehicle.
- Assigned area, sector, street, route, or impact corridor.
- Known damage reports, priority locations, and locations already submitted through Citizen Self Report.
- Mission objective and expected return or review time.
- Safety Briefing, including current or forecast weather when applicable, known hazards, unstable conditions, utilities, floodwater, debris, traffic, animals, restricted areas, and required PPE.
- Primary and alternate communications methods, check-in interval, and relay procedures.
- Futurity status, device access, paper backup materials, and photo requirements.
- ICS-214 Activity Log and instructions for documenting significant team actions, communications, delays, hazards, assignment changes, and other operational information.
- Main meeting point, debrief expectations, and contact for questions or assignment changes.

6.1. Deployment Kits

Clinton County EMA maintains preassembled deployment kits. A typical kit includes a clipboard with storage, IA damage-rating drawings, administrative supplies, an Emergency Response Guidebook, IA street sheets, ICS-214 Activity Logs, and



EMA door hangers. Kits are stored in a larger container with high-visibility safety vests. Radios and related communications equipment are issued separately.

7. Safety and Field Authority

7.1. No Self-Deployments

Damage Assessment Teams shall deploy only under an official assignment. Self-deployed personnel may unknowingly enter hazardous areas, may have no accountability or support if injured, may duplicate organized work, and may be mistaken for trespassers or looters.

👉 Keep it official. Keep it safe. 👉

7.2. Daylight Operations

IA damage-assessment foot operations are daylight only. Vehicle-based reconnaissance may occur during daylight or darkness to identify general impact areas, confirm preliminary reports, check routes, and note hazards. Nighttime reconnaissance is not a detailed IA assessment and should not include routine door-to-door contact or walking properties.

7.3. Team Lead Authority

Assigned areas are considered generally appropriate for damage-assessment operations based on available reports, reconnaissance, mapping, and known conditions. The Incident Commander or another official is not expected to personally inspect every location. The Team Lead retains on-scene authority to divert, hold, temporarily skip, withdraw, request assistance, or terminate local operations because of hazards or changing conditions. Prior permission is not required to move the team to safety.

7.4. Structure Entry

IA damage assessment is normally conducted from the exterior, supported by resident interviews, photographs, and visible indicators. There should be little to no reason for a team member to enter a residence. A rare exception may involve interior flood-depth measurement when the structure is safe, permission is granted, the information cannot be obtained from the exterior, and the team member is acting within training and organizational authority.

7.5. Urgent and Life-Safety Findings

Urgent conditions should be reported to 911. If the PSAP is unavailable, the EOC or designated coordination point may relay the report. Team members will act only within their training, capability, competence, authority, and available equipment.

An injured, distressed, elderly, disabled, or otherwise at-risk person will not be left alone when it is safe for the team to remain. The team will stay until the person is transferred to a responder, caregiver, family member, or other responsible party. The Coordinator may reassign the remainder of the team's area to another team. Life safety takes priority over completing the route.

8. Communications and Check-In



Communications will be based on the resources available and the level of IA damage-assessment activity. Cell phones may be sufficient for limited or local operations. MARCS may be used during larger deployments or to reduce congestion on local cellular networks. When MARCS is selected, the EMA Director should contact the MARCS Help Desk to request assignment of an XECOMM channel.

Hourly check-ins are the initial planning standard. The Coordinator may adjust the interval by team based on hazards, weather, distance, communications reliability, team experience, and mission pace. Teams will immediately report urgent safety issues, life-safety findings, major access problems, or a need to modify the assignment.

8.1. Missed Check-In

- Attempt contact using the primary method and available alternates.
- When radio range or interference may be the issue, ask a closer team to relay the call.
- Contact first responders operating in the area to determine whether they have observed the team.
- Dispatch the closest available team, mobile unit, or public-safety resource to investigate when appropriate.
- Use the situation, hazards, location, and available information to determine urgency.

9. Field Assessment Process

9.1. Assignment Pattern

Teams will normally receive an assigned area rather than only a list of addresses. Teams should use an orderly, repeatable movement pattern so residences are not missed or assessed twice. Examples include completing one side of a street before returning on the opposite side, moving block by block, or following a mapped rural route.

Additional visibly damaged residences should be reported to the Coordinator. The Coordinator may expand or modify the assignment to include those locations. Teams should not independently broaden the mission except when addressing an immediate life-safety concern.

9.2. Field Tracking

Teams should mark completed, skipped, inaccessible, and follow-up locations on the field map or assignment sheet as they progress, even when the property record is entered directly into Futurity. These field materials support reconciliation, identify gaps, and become part of the incident record.

9.3. Team Activity Log – ICS-214

Each deployed Damage Assessment Team should maintain an ICS-214 Activity Log as the chronological record of the team's operational activities. The Team Lead is responsible for ensuring the log is maintained, but another team member may complete entries when assigned.

The ICS-214 should document significant actions and events, including:

- Time the team received its assignment and departed the meeting point.
- Arrival in and departure from the assigned area.
- Scheduled and unscheduled check-ins.
- Areas, streets, or routes started and completed.



- Hazards, access problems, weather changes, and safety decisions.
- Locations skipped, held, or referred for follow-up.
- Requests for assignment expansion or modification.
- Major or Destroyed findings reported to the Coordinator.
- Life-safety findings and notifications made to 911, dispatch, or the EOC.
- Assistance requested or received from law enforcement, fire, public works, UAS, or other resources.
- Equipment, communications, vehicle, or personnel problems.
- Reassignment, suspension, withdrawal, or termination of field operations.
- Time the team returned to the meeting point and began debriefing.

Entries should be brief, factual, and written as close to the time of the activity as practical. The ICS-214 does not replace Futurity records, street sheets, photographs, maps, or other property-level documentation. It documents the team's actions and provides operational context for those records.

9.4. Resident Contact

When a resident is present, the team should identify itself, explain that the visit is for damage assessment, and state that the assessment does not guarantee assistance or determine eligibility. Questions will generally follow the approved IA Damage Assessment Street Sheet and should include the number of household residents. Until the form is revised, that number may be recorded in the Comments section.

- Do not make "unmet needs" a routine IA question. Separate organizations, such as the American Red Cross or another approved partner, may canvass for unmet needs and provide immediate assistance.
- Do not debate insurance, eligibility, repair costs, declarations, or potential assistance.
- Team members should not promise assistance or imply that government support will be provided.

9.5. No Contact

- Conduct the assessment from a public or otherwise authorized location.
- Record and photograph only what can be safely observed.
- Mark occupancy, insurance, displacement, household size, and interior conditions as unknown when not confirmed.
- Leave the EMA door hanger when the entrance can be reached safely and lawfully.
- Do not enter enclosed yards, outbuildings, or residences merely to complete the assessment.
- Flag Major, Destroyed, conflicting, or incomplete cases for follow-up.

9.6. What Counts

The classification must be based on qualifying damage to the occupied dwelling. Damage to a gazebo, deck, detached garage, shed, landscaping, fence, vehicle, or other separate property does not determine the IA dwelling classification. Field assessors and residents may overrate damage when these items are included; the designated reviewer may correct the classification based on the available photographs and information.

10. Futurity and Citizen Self Report



Futurity is generally the preferred field-entry and property-record platform. Use of the mobile app in the field is strongly encouraged when teams are configured and able to use it. Starting with the app reduces later work involving handwritten re-entry, matching photographs to addresses, renaming default image files, and reconciling records after the survey.

- Futurity platform/login: <https://oh-clinton.orioncentral.com/account/login?ReturnUri=%2f>
- Citizen Self Report: <https://oh-clinton.orioncentral.com/SelfReporter>
- County damage-assessment information page: <https://www.cc-ema.org/post/damage-assessment>
- Futurity damage solution information: <https://futurityit.com/solutions/#damage>
- User manual: <https://www.manula.com/manuals/hhessler/orion-damage-assessment-solution-3-0/1/en/topic/getting-started>

Paper street sheets remain the backup when devices, connectivity, access, login, time, or field conditions make electronic entry impractical. Deployment should not be delayed solely to configure the app. Paper information and photographs must be entered or reconciled as soon as practical after return.

10.1. Citizen Self Reports

Citizen Self Reports are preliminary. They populate a digital map, identify damage clusters, show likely impact corridors, and help teams focus ground efforts. They do not establish a final Major or Destroyed classification.

Before deployment, the Coordinator should identify assigned locations that have already been self-reported. The field team's record and photographs are then used to validate, correct, or complete the online submission.

10.2. Public Messaging

Clinton County EMA will normally issue two separate EMA Text Alerts when residential damage reporting is needed:

1. An alert linking to the county information page: <https://www.cc-ema.org/post/damage-assessment>
2. A separate alert linking directly to Citizen Self Report: <https://oh-clinton.orioncentral.com/SelfReporter>

The information message should explain who should report, what property is included, that the report does not guarantee assistance, and that emergencies must still be reported to 911. Local jurisdictions may distribute the same links through their own systems using county-consistent wording and should notify EMA at the earliest practical opportunity.

11. Photography Standards

- Each location checked: at least one photograph.
- Major or Destroyed: at least four photographs, one showing each side of the residence when safely accessible.
- Additional photographs should document the specific indicators supporting the classification.
- Photographs will focus on damage to the household only and will not show deceased persons, visibly injured persons, residents in distress, or unrelated private circumstances.
- Each photograph must be reliably associated with the correct property record.

Use of Timestamp Camera Basic is highly recommended: <https://apps.apple.com/us/app/timestamp-camera-basic/id840110184>. The overlay can help associate the image with date, time, location, direction, and address information, depending on device settings.



11.1. Manual File Naming

When photographs are not automatically associated through Futurity or a timestamp/location app, rename files using the following reverse-address convention:

ZIP_Village-or-City_Street_StreetNumber_Side

Use the street name as written, replace spaces with underscores, and avoid a separate abbreviation list. Example:
45177_Wilmington_East_Main_123_A.jpg

Side	Orientation
A	Front of structure
B	Next side moving clockwise
C	Rear of structure
D	Remaining side

Side A is always the front. Move clockwise around the structure for Sides B, C, and D.

12. Review and Quality Control

The Damage Assessment Coordinator or designated reviewer will examine field entries and Citizen Self Reports before they are used in official county totals. During larger operations, assigning one person primarily or solely to review is preferred because it improves consistency.

- Confirm the address and correct property association.
- Check occupancy, household information, insurance status when known, and classification.
- Confirm required photographs are present and support the classification.
- Identify duplicate, incomplete, or conflicting records.
- Return records for correction or follow-up when needed.
- Correct clear classification errors based on the photographs and available information; seek clarification when evidence is incomplete or conflicting

12.1. Major and Destroyed Verification.

Any residence classified as Major or Destroyed must be visited and photographed by an authorized field team before inclusion in the county's reviewed totals. The four-side photo minimum applies. A Citizen Self Report alone is not sufficient.

In rare cases where a location cannot be safely accessed, reviewed UAS imagery may support a damage determination. The reason ground access was not possible and the basis for the classification should be documented.

13. UAS Support



Unmanned aircraft systems may support IA damage assessment as a supplemental reconnaissance, documentation, and briefing capability. Under most circumstances, UAS operations should be conducted by an authorized operator under the direction of the responsible agency, Incident Command, or Damage Assessment Coordinator.

- Identify damage clusters, likely impact corridors, blocked routes, and inaccessible areas.
- Obtain views that are not available from the road or ground.
- Support assignment planning and verification when safe ground access is not available.
- Provide visuals for the PIO, Damage Assessment Coordinator, EOC staff, future operational-period briefings, and visiting officials.
- Transfer relevant imagery into the incident record or provide it to EMA for analysis, mapping, documentation, and briefing support

UAS imagery does not routinely replace ground verification when safe access is available. Imagery used for IA classification must focus on the occupied dwelling and be reviewed in context with other available information.

14. End-of-Route Debrief

Teams should return to the main meeting point at staggered times when practical. Assignment sizes may be adjusted so less experienced teams receive smaller areas and proven teams receive larger or more complex areas. This allows the Coordinator to interview each team, review information, and provide instructions without all teams arriving at once.

- Completed, partially completed, skipped, and inaccessible areas.
- Major or Destroyed findings and records needing follow-up.
- Safety concerns, route conditions, and hazards encountered.
- Futurity entries, street sheets, maps, notes, and photographs.
- Completed ICS-214 Activity Log, including significant actions, hazards, assignment changes, delays, and communications.
- Manual entries, corrections, or photo organization still required.
- Equipment status and possible reassignment.

15. Demobilization

Returning to the meeting point does not automatically release a team. The Team Lead must complete the demobilization process and receive release from the Damage Assessment Coordinator.

- Complete the debrief and resolve missing or unclear documentation.
- Submit the completed ICS-214 Activity Log and make any corrections or additions identified during the debrief.
- Finish required Futurity entry or reconciliation, when directed.
- Return radios, chargers, deployment kits, identification, PPE, vehicles, and other issued equipment.
- Document injuries, exposures, vehicle damage, or equipment problems.
- Complete sign-in and sign-out records.
- Receive reassignment or next operational-period instructions, if applicable.
- Confirm release from the Coordinator before departure.



16. Records and Documentation

Futurity is the property-level damage record. D4H supports the broader operational picture, decisions, assignments, significant updates, and incident documentation. The ICS-214 Activity Log provides the chronological record of each team's field actions. Manual maps, route sheets, street sheets, ICS-214s, notes, and other field materials should be turned in at the end of the route, scanned, and maintained with the incident record for historical reference, operational review, or later call-back.

- The ICS-214 should identify the team, Team Lead, assigned operational period, assigned area, and personnel completing the activity log.
- Use practical manual tracking first when it is faster or more reliable; do not overdefine colors, symbols, or tools.
- A ballpoint pen, sticky notes, printed maps, wall board, or other simple method may be used if it maintains accountability and supports later reconciliation.
- Only reviewed and reconciled records should be used for official totals, threshold tracking, Ohio EMA coordination, or declaration support.

17. Quick Field Sequence

1. Sign in and receive the team assignment, safety briefing, communications plan, deployment kit, ICS-214 Activity Log, and accountable equipment.
2. Confirm Team Lead, team roles, assigned area, known self-reports, and check-in expectations.
3. Use an orderly route pattern and mark completed, skipped, and follow-up locations.
4. Conduct exterior residential assessment; use Futurity in the field when practical.
5. Take at least one photo per checked location and four-side photos for Major or Destroyed.
6. Report urgent conditions to 911; act only within training and never leave an at-risk person alone.
7. Check in as directed; report hazards, access issues, and possible assignment expansion, and document significant actions on the ICS-214.
8. Return at the assigned time, debrief, complete the ICS-214, correct records, turn in documents, and complete demobilization.

18. Team Lead Demobilization Checklist

- ☐ Assignment and route status reviewed with Coordinator
- ☐ Major/Destroyed records and four-side photos confirmed
- ☐ Skipped, inaccessible, and follow-up locations identified
- ☐ Futurity entries or paper records complete or assigned for correction
- ☐ Maps, street sheets, notes, and photographs turned in
- ☐ ICS-214 Activity Log completed, reviewed, and turned in



- ☐ Radios, deployment kits, PPE, vehicle, and other equipment returned
- ☐ Injuries, exposures, vehicle damage, and equipment problems documented
- ☐ Sign-in/sign-out completed
- ☐ Reassignment or release confirmed by Coordinator

19. Reference Links

- County Damage Assessment Information: <https://www.cc-ema.org/post/damage-assessment>
- Citizen Self Report: <https://oh-clinton.orioncentral.com/SelfReporter>
- Futurity Login: <https://oh-clinton.orioncentral.com/account/login?ReturnUri=%2f>
- Futurity Damage Solution: <https://futuraityit.com/solutions/#damage>
- Futurity / Orion User Manual: <https://www.manula.com/manuals/hhessler/orion-damage-assessment-solution-3-0/1/en/topic/getting-started>
- Timestamp Camera Basic: <https://apps.apple.com/us/app/timestamp-camera-basic/id840110184>



RECORD OF CHANGES

This section documents significant revisions, updates, and modifications made to this document to support version control, operational continuity, and historical reference. Minor formatting, spelling, or administrative corrections that do not affect operational content may not be individually tracked.

Changes are recorded in chronological order and should include the date of revision, affected section(s), a brief summary of the update, and the individual or agency responsible for the change.

This document should be reviewed periodically and updated as operational requirements, authorities, procedures, or organizational structures change.

Version	Date	Section(s) Updated	Summary of Changes	Updated By
0.1	20 Jul 2026	All Sections	Initial development of the Individual Assistance Damage Assessment SOG and supporting field procedures.	T. Breckel, EMA
0.2	22 Jul 2026	Authority, Activation, and Coordination	Clarified local and county-level activation authority, notification to EMA, official deployment requirements, and prohibition on self-deployment.	T. Breckel, EMA
0.3	24 Jul 2026	Team Organization, Safety, and Communications	Established team size, Team Lead responsibilities, daylight operations, safety briefings, check-ins, MARCS/XECOMM use, and life-safety procedures.	T. Breckel, EMA
0.4	27 Jul 2026	Field Operations and Documentation	Added area assignments, orderly survey patterns, resident contact procedures, no-contact actions, photo standards, file naming, and field tracking requirements.	T. Breckel, EMA
0.5	29 Jul 2026	Futurity, Quality Control, and UAS Support	Added Futurity field-entry guidance, Citizen Self Report validation, reviewer responsibilities, Major/Destroyed verification, and supplemental UAS procedures.	T. Breckel, EMA
1.0	30 Jul 2026	All Sections	Completed full SOG review; finalized deployment kits, public messaging, team debriefing, equipment accountability, records retention, reassignment, and demobilization procedures.	T. Breckel, EMA
1.1	30 July 2026	Sections 5, 6, 9, 14-18	Integrated ICS-214 Activity Log requirements for deployed teams, including issuance, field use, debriefing, demobilization, and records retention.	T. Breckel, EMA