

EMERGENCY SUPPORT FUNCTION (ESF) 6

MASS CARE, HOUSING AND HUMAN SERVICES

Primary Agency: Department of Family and Children Services

Support Agencies: Chatham Emergency Management Agency
American Red Cross
Amateur Radio Emergency Services
Chatham County Board of Education
Emergency Medical Service Providers
Chatham Health Department
Coastal Amateur Radio Society
County and Municipal Law Enforcement Agencies
Gateway Mental Health Agency
Salvation Army

Supporting information, documentation, activation instructions and checklists are contained in the Introduction to Emergency Support Functions Annex.

I. Introduction

- A. Purpose: This ESF implements Annex 6 to the Emergency Operations Plan. This ESF provides operational guidance to those who are assigned to work in this ESF. The mission of this ESF is to coordinate activities involved with the emergency provision of temporary non-medical shelters, housing, and human services to include emergency mass feeding and disaster welfare information of individuals and/or families impacted by Incidents of Critical Significance.
1. Coordinate the tasking of all sheltering activities during a disaster; activities in the sheltering of people with special needs include Management of Special Needs Population Shelters (SNPS).
 2. Coordinate the establishment and operation of mass feeding facilities in areas affected by disasters.
 3. Coordinate with relief efforts provided by volunteer organizations performing mass care functions.
 4. Coordinate the establishment of a system to provide shelter registration data to appropriate authorities.
 5. Coordinate the provision of emergency first aid in shelters and fixed feeding sites.
 6. Coordinate provision of medical support exceeding that required for standard first aid, for the prevention of communicable diseases, to include epidemiological and environmental health activities, as related to sheltering and feeding disaster victims.
 7. Coordinate with the Energy and Utilities ESF to ensure each shelter has power generation capabilities.

B. Scope:

1. This ESF is structured to promote the delivery of services and the implementation of programs to assist individuals, households and families impacted by potential or actual Incidents of Critical Significance. This includes economic assistance and other services for individuals impacted by the incident.
2. Activities within the scope of this function include:
 - a. Preparedness
 - (1) The primary agency will prepare for disasters by coordinating with support agencies for their participation in exercises.
 - (2) ESF #8 will provide ESF #6 with regularly updated lists of planned special needs shelters or other special needs units in existence in each county.
 - (3) ESF #6 will maintain a roster of primary contact ESF personnel.
 - (4) ESF #6 will coordinate with the American Red Cross (ARC), CEMA, and GEMA to ensure an up-to-date shelter list is available.
 - (5) ESF #6 will have, procure, and regularly update a list of all agencies (public and private) that have a mission and capability to provide mass feeding in times of disaster.
 - (6) ESF #6 agencies will participate in exercises and training to validate this annex and supporting SOPs.
 - (7) Ensure all ESF #6 personnel integrate NIMS principles in all planning. As a minimum, primary action officers for all ESF #6 agencies will complete ICS 200, 300, and 700 courses.

B. Response

- (1) Lead and support agencies will have and maintain appropriate listings of agency staff to notify for response activities.
- (2) ESF #6 will coordinate with ESF #5, #11, and #18 regarding mass feeding sites established by responding emergency management agencies.
- (3) Shelters will be opened and closed in accordance with public need as assessed by the appropriate volunteer organization, GEMA, and county emergency management agencies. Final decision rests with the ARC for ARC managed shelters.
- (4) ESF #6 will monitor occupancy levels and ongoing victims' needs, and will provide ESF #5 with an updated list of operational shelters.

- (5) ESF #6 will coordinate with CEMA, ARC, VOAD, and Public Health to update lists of available shelters including SNPS.
- (6) ESF #6 will coordinate with ESF #8 for the provision of medical services and mental health services in shelters with the appropriate agencies.
- (7) ESF #6 will coordinate with appropriate agencies to ensure that each shelter has a working communications system and has contact with the County EOC and the managing agency. This may include radio, telephone, computer, or cellular telephone communication devices.
- (8) ESF #6 will provide a list of mass care sites requiring restoration of services to EOC Operations.
- (9) ESF #6 will coordinate with ESF #13 regarding additional security resources, if needed, at mass care shelters.

C. Recovery

- (1) ESF #6 will coordinate with ESF #5, #11, and #8 to establish or support existing mass feeding sites operated by the American Red Cross, Salvation Army, and other volunteer agencies. The first priority of mass feeding activities will be disaster victims. Emergency workers will be encouraged to utilize established mass feeding sites in lieu of individual site distribution.
- (2) ESF #6 will coordinate mass feeding locations to ensure optimal access for public service based on emergency needs.
- (3) ESF #6 will coordinate with ESF 3 for garbage removal and ESF 8 for sanitation requirements and inspections at mass feeding sites in conjunction with county agencies.
- (4) ESF #6 will coordinate with responsible agencies for the provision of food and water to mass feeding sites, if needed. Liaison will be established with ESF #11 and #8 to ensure continued coordination for mass feeding.
- (5) Anticipate and plan for arrival of and coordination with GEMA ESF #6 personnel in the EOC and Joint Field Office (JFO).

D. Mitigation

- (1) ESF #6 agencies will work to educate citizens on disaster preparedness and disaster mitigation activities.
- (2) Support requests and directives resulting from the Governor and/or GEMA concerning mitigation and/or re-development activities.
- (3) Document matters that may be needed for inclusion in agency or state/federal briefings, situation reports, and action plans.

II. Concept of Operations

- A. Primary focus is on sheltering activities, mass feeding, and the coordination of volunteer agency activities involved in mass care as directed by the American Red Cross.
- B. Coordinate the activities of all public shelters that fall under the American Red Cross Shelter guidelines. This includes shelters formed before, during, and after the event. Those shelters not designated in the planning process as Red Cross shelters (spontaneous shelters) will receive Red Cross food resources and staffing only in post-impact period when notification and access to these shelters is possible
- C. Shelters will be opened and closed in accordance with public need as assessed by DFACS, the American Red Cross and CEMA.
- D. ESF #6 will continuously monitor occupancy levels and ongoing victims' needs, and will provide information regarding daily listing of "open" and "closed" shelters to the EOC.
- E. All shelters should be managed in accordance with applicable American Red Cross regulations and procedures.
- F. Shelter listings will include staffing and resource information. ESF #6 will coordinate the provision of added and relief staff, and the replenishment of shelter supplies.
- G. This ESF will assist in the coordination of mass feeding sites established by the American Red Cross and volunteer agencies. When possible, mass-feeding activities will include feeding of disaster victims and critical workforce personnel.
- H. This ESF will generate, procure, and regularly update a list of all public and private agencies that have a mission to provide mass feeding in times of disaster. The list will provide specific information, to include:
 - 1. Number of persons each agency can feed two meals a day,
 - 2. How long this level of feeding can be sustained.
 - 3. Number of staff or volunteers available for cooking and/or serving.
 - 4. Major equipment lists, e.g., field ranges, mobile feeding units, refrigeration, vehicles, etc.
- I. Coordinate sanitation provisions and inspections, and garbage removal from mass feeding sites.
- J. Coordinate the provision of food and water to mass feeding sites. This will include procuring food from the USDA, Donated Goods, and private vendors.

- K. Coordinate with ESF #11 regarding the storage of food in identified warehouse sites.
- L. Maintain a listing of all volunteer organizations active in mass care in the disaster area. The list will contain the following information:
 - 1. Type of services provided by each volunteer agency.
 - 2. Number of volunteers in the area.
 - 3. Resources each agency has available.
 - 4. Names and contact means of key persons in each organization.
 - 5. Logistical abilities of each organization, i.e. self-contained, need transportation, etc
- M. Coordinate for the provision of medical services up to advanced first aid and mental health services in shelters; and will ensure that trained and qualified personnel are present in shelters in sufficient numbers to care for people needing assistance.
- N. Coordinate to ensure each shelter has a working system of communications with the EOC.
- O. Coordinate the procurement and support of shelter generators and fuel.
- P. Response:
 - 1. Initial Actions:
 - a. This ESF will collect, sort and process information received from all sources and present condensed and updated information to the Operations Officer.
 - b. Provides technical assistance to regional or state ESF #6.
 - c. Coordinates ESF #6 resource requests with other departments and agencies.
 - d. Validates resource requests.

2. Continuing Actions:
 - a. Provides guidance for identifying potential housing resources.
 - b. Works with State and Federal authorities on the development of a recovery plan as appropriate.
 - c. Provides support for crisis counseling, disaster unemployment assistance and disaster legal services.
 - d. Assists with coordination and implementation of disaster assistance programs, as appropriate.

III. Responsibilities

A. ESF Primary and Support Agencies shall:

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.
2. Identify and provide staff representatives to support the ESF and other operational information related to these activities
3. Request volunteer agencies and private resources with assets to contribute those assets to the response effort.
4. Participate in drills and exercises to evaluate local capability.
5. Maintain records of expenditures and document resources utilized during recovery in accordance with ESF #7 policies and procedures and report these records to the Primary Agency.

B. Department of Family and Children Services shall:

1. Coordinate with each Support Agency through at least quarterly meetings to ensure planning functions are carried out to support this ESF.
2. Ensure the presence of resource materials in sufficient numbers in the ESF location. These materials would include:
3. Shelter listings for each agency with names and numbers of each shelter manager, as available.
4. Locations of all mass feeding sites and the names of site managers.
5. Provide a system for recording incoming requests for sheltering and mass feeding, response assignments and actions taken.
6. Establish a protocol for prioritizing response activities.
7. Coordinate activities with other ESFs.
8. Maintain records of expenditures and document resources utilized during response and recovery efforts.

- C. Chatham Department of Public Health shall:
1. Assist in locating health and welfare workers to augment personnel assigned to shelters.
 2. Support disaster mental health services;
 3. Provide technical assistance for shelter, feeding and warehouse operations related to food, vector control, water supply and waste disposal; and
 4. Assist with the provision of medical and first aid supplies for shelters and first aid stations.
- D. Chatham County Board of Education shall:
1. Support sheltering activities with personnel and facilities, specifically through contractual agreement between the Chatham County Board of Education (BOE) and the American Red Cross.
 2. Provide security at BOE facility shelters as required.
- E. American Red Cross shall: Open, administer and operate all shelters.
- F. Salvation Army shall: Assist with mass feeding activities.