

## **ESF #6 – Mass Care, Housing, and Human Services**

<b>ESF # Coordinator:</b>	The Adjutant General's Department, Kansas Division of Emergency Management
<b>Primary Agency:</b>	The Adjutant General's Department, Kansas Division of Emergency Management American Red Cross
<b>Support Agencies:</b>	The Adjutant General's Department, Kansas National Guard Kansas Department of Agriculture Kansas Department on Aging Kansas Board of Regents Kansas Department of Corrections Kansas Department of Education Kansas Human Rights Commission Kansas Department of Social and Rehabilitation Services Kansas Housing Resources Corporation Kansas Department of Health and Environment, Division of Environment The Salvation Army Kansas Voluntary Organizations Active in Disasters

### **Purpose**

Emergency Support Function (ESF) #6 – Mass Care, Housing, and Human Services supports state, local, and non-governmental organization efforts to address the non-medical mass care, housing, and human services needs of individuals and/or families impacted by disaster/emergencies.

### **Scope**

ESF #6 promotes the delivery of services and the implementation of programs to assist individuals, households and families impacted by potential or actual disaster/emergencies. This includes economic assistance and other services for individuals impacted by the incident.

ESF #6 includes three primary functions: Mass Care, Housing, and Human Services.

- Mass Care involves the coordination of non-medical mass care services to include sheltering of victims, organizing feeding operations, providing emergency first aid at designated sites, collecting and providing information on victims to family members, and coordinating bulk distribution of emergency relief items;
- Housing involves the provision of assistance for short- and long-term housing needs of victims; and
- Human Services includes providing victim-related recovery efforts such as counseling and identifying support for persons with special needs.

## **Policies**

People with special needs have requirements that will differ from those of other citizens. Local jurisdictions have the responsibility to identify and to provide adequate assistance to these individuals to meet their specific needs. State agencies will assist local jurisdictions as appropriate in meeting the needs of these individuals.

- ESF #6 support may vary depending on an assessment of incident impact(s), the magnitude and type of event, and the stage of the response and recovery efforts;
- Supporting mass care activities and providing services without regard to economic status based upon racial, religious, political, ethnic, or other affiliation;
- Assigning personnel to support ESF #6 functions in accordance with the rules and regulations of their respective parent agencies;
- Coordinating with ESF's #1 Transportation, #3 Public Works and Engineering, #5 Emergency Management, and #14 Long-Term Recovery regarding recovery and mitigation assistance, as appropriate; and
- Reducing duplication of effort and benefits, to the extent possible. This includes streamlining assistance as appropriate and identifying recovery and mitigation measures to support state and local planning efforts.

## **Concept of Operations**

### **General**

Initial response activities focus on meeting urgent mass care needs of survivors. Recovery efforts are initiated concurrently with response activities. Close coordination is required among those state agencies responsible for response operations and recovery activities, and other nongovernmental organizations providing assistance. ESF #6 functions are divided into three main areas. The principal activities for each functional area are described in the following sections.

## **Mass Care**

The ESF #6 mass care function includes overall coordination, shelter, feeding and other activities to support emergency needs of victims as described below:

- **Coordination:** This includes coordination of State and federal assistance in support of non-medical mass care services, and gathering information related to sheltering and feeding operations in the impacted area.
- **Shelter:** Emergency shelter includes the use of pre-identified shelter sites in existing structures, creation of temporary facilities or the temporary construction of shelters, and use of similar facilities outside the incident area, should evacuation be necessary.
- **Feeding:** Feeding is provided to victims through a combination of fixed sites, mobile feeding units, and bulk distribution of food. Feeding operations are based on sound nutritional standards to include meeting requirements of victims with special dietary needs to the extent possible.
- **Emergency First Aid:** Emergency first aid, consisting of basic first aid and referral to appropriate medical personnel and facilities, is provided at mass care facilities and at designated sites.
- **Disaster Wellbeing Inquiry:** Collects and provides information regarding individuals residing within the affected area to immediate family members outside the affected area. The system also aids in reunification of family members within the affected area.

## **Housing**

The ESF #6 housing function addresses needs of victims in the affected areas, and is accomplished through the implementation of programs and services designed to:

- Provide assistance for the short- and long-term housing needs of victims; and
- Identify the various factors that could impact the incident-related housing needs and help develop a plan of action to provide housing assistance in the most effective, expedited, and efficient manner available at the time.

## **Human Services**

The ESF #6 human services component implements programs and provides services to assist victims. This includes:

- Coordinating and assessing the situation and implementing an appropriate plan based on the resources available to assist all victims;
- Supporting various services impacting individuals and households, including a coordinated system to address victims incident related recovery efforts through crisis counseling and other supportive services;
- Coordinating and identifying individuals with special needs within the impacted area, to include the elderly, people with disabilities, and people communicating in languages other than English (including sign language);

- Supporting immediate, short-term assistance for individuals, households, and groups dealing with the anxieties, stress, and trauma associated with a disaster, act of terrorism, and/or incident of mass criminal violence; and
- Ensuring water, ice, and other emergency commodities and services requirements are delivered to appropriate entities.

### **Organization**

Kansas Division of Emergency Management (KDEM) provides the coordination and directs the support agencies to provide assistance to the Kansas Voluntary Organizations Active in Disasters (KSVOAD).

During an emergency or disaster, the primary and support agencies of ESF #6 will assign personnel to the State Emergency Operations Center (SEOC). ESF #6 will respond directly to the Human Services Branch Chief who reports to the Operations Section Chief.

### **Notifications**

- KDEM will notify the ESF #6 agencies when an area of Kansas is threatened or has been impacted by an emergency or disaster event;
- The designated agencies notified will report to the SECO if so advised or requested by the KDEM; and
- The agencies designated to report to the SECO will notify their agency personnel of the impending or actual event.

### **Actions**

Once activated in the SEOC, ESF #6 team members on duty will accomplish one or more preparedness, response, recovery, and mitigation actions. The following is a list of those actions:

- **Preparedness**
  - Determine the support capability of state agencies and volunteer relief organizations;
  - Prepare public information materials related to emergency shelter;
  - Assist risk and host jurisdictions in matters of control, safety, reception and care; and
  - Assist local officials and County Emergency Management Coordinators with instructions and guidelines on pre-crisis marking of shelters, training of shelter managers, and preparation of shelter management kits.
- **Response**
  - Keep the Human Services Branch Chief informed of significant mass care activities and issues;
  - Determine required staffing levels and schedule trained personnel accordingly;
  - Contact the Volunteer Organizations Active in Disasters (VOAD) to determine their current activities and future actions.

- Respond in a timely manner to requests for mass care assistance from the counties;
  - Maintain coordination with ESF #8 - Health and Medical, to ensure the needs of individuals in special needs shelters are adequately cared for;
  - In cooperation with the ARC, TSA liaisons, and emergency management personnel in the field, gather and consolidate all information on mass care activities in the affected areas. Provide this information to the Kansas Emergency Response Team (KERT) in an organized and timely manner;
  - Produce and update regularly a list of comfort stations and fixed feeding sites in the affected areas;
  - Produce and distribute a daily report on mass care meals served;
  - Coordinate with ESF #2 - Communications, to support public information activities;
  - As required, coordinate with ESF #12 - Energy, for priority service restoration to mass care sites and for the acquisition of supplemental power sources;
  - As required, coordinate with ESF #13 - Law Enforcement and Security, regarding additional security resources at mass care sites; and
  - Prepare and document the request to the Secretary of Agriculture, United States Department of Agriculture (USDA), for the implementation of the Federal Emergency Food Stamp Program.
- **Recovery**
    - Keep the Human Services Branch Chief informed of significant mass care activities and issues;
    - Respond in a timely manner to requests for mass care assistance from the counties;
    - Initiate or expand programs to meet disaster-related special care requirements of particular groups of persons, such as elderly, children, handicapped, non-English speaking, etc.;
    - Determine required staffing level and schedule personnel;
    - In cooperation with VOAD liaisons, and emergency management personnel in the field, gather and consolidate all information on mass care activities in the affected areas. Provide this information to the KERT in an organized and timely manner;
    - Produce and distribute a daily report on the number of mass care meals served;
    - Produce and update regularly a list of comfort stations and fixed feeding sites in the affected areas;
    - Implement the Crisis Counseling Program in the event of a Presidential declaration;
    - Provide staff at the Disaster Recovery Centers to accept applications for food stamps, aid to families with dependent children, energy assistance, and weatherization; and

- Provide staff at the Disaster Recovery Centers to promote the Crisis Counseling Program.
- **Prevention**
  - Plan and coordinate with KSVOAD for disaster relief services; and
  - Appropriate ESF #6 agencies will work to educate citizens on disaster preparedness activities.

### **Direction and Control**

- Activities will be coordinated through the SEOC that will serve as the source of all direction and control;
- The Adjutant General (TAG) or designee provides direction and control for ESF #6 to include mission assignments, mutual aid, KERT, contracts for goods and services, radiological emergencies, and recovery and mitigation activities;
- ESF #6 falls within the Human Services Branch Chief's arena;
- Agencies of ESF #6 may serve the KERT in Field Operations (i.e., the Kansas Assessment Team, Joint Field Office (JFO) operations, Disaster Recovery Center operations, intrastate and/or interstate mutual aid assistance, etc.);
- When a request for assistance is received by ESF #6 it is assigned to the agency or agencies that have the most appropriate resources and expertise to accomplish the task;
- KDEM will assist in the coordination of federal response efforts under the provisions of a Presidential Disaster Declaration;
- ESF # 6 will ensure quality assurance procedures are in place to prevent duplication of goods and services as they relate to mass care;
- Each agency assigned to ESF #6 will assist in staffing the SEOC as required. Agency personnel will liaison between the SEOC and their operational headquarters; and
- All shelter activities will be arranged through the Shelter Coordinator in County Emergency Operations Centers of the affected counties. Shelter Managers are responsible for the operation of the individual shelters.

## **Responsibilities**

KDEM is designated as the coordinator for ESF #6. As ESF coordinator, KDEM coordinates meetings, plans, exercises, training, and other activities with the private sector and the ESF #6 support agencies

### **Adjutant General's Department**

#### ***Kansas Division of Emergency Management***

- Provide coordination between local, state, and federal KSVOAD; and
- Coordinate with Federal Emergency Management Agency (FEMA) in the implementation of the Individual Assistance Programs.

### **American Red Cross**

- When requested, provide leadership in coordinating and integrating overall efforts associated with mass care; sheltering for general population groups, feeding, disaster assessments and human services. The American Red Cross does not have the capability to shelter individuals who have behavioral or medical needs that require treatment and/or supervision by license professionals. American Red Cross in cooperation with partner agencies will work to provide pet owners guidance about how or where to shelter pets. When feasible ARC will attempt to co-locate pet shelters near their congregate care shelters.

### **Adjutant General's Department *Kansas National Guard***

- Support mass feeding operations through the use of unit personnel field/armory/base kitchen equipment and water;
- Deploy Expeditionary Medical Support (EMEDS) Unit as appropriate; and
- Provide shelter in the form of tents and armories.

### **Kansas Department of Agriculture**

- Assure the safety of food products consumed by the public and take necessary remedial actions when threats to public health.

### **Kansas Department on Aging**

- Coordinate transportation, food, housing and access to health services for the elderly;
- Provide demographic profiles of constituent programs; and
- Provide strategies for addressing elderly feeding concerns.

### **Kansas Board of Regents**

- Provide information and coordination within the regents system for potential student volunteers, use of facilities, and other available resources.

### **Kansas Department of Corrections**

- Provide clothing, bedding, and food supplies; and
- Provide emergency shelter in appropriate facilities.

### **Kansas Department of Education**

- Assist other ESF #6 agencies in identifying educational facilities for shelter and emergency feeding.

### **Kansas Human Rights Commission**

- Process complaints of unlawful discriminatory practices in the area of emergency mass care, emergency shelter, and temporary housing.

### **Kansas Department of Social and Rehabilitation Services**

- Coordinate the distribution of food to victims of an emergency or disaster through volunteer agencies;
- Provide emergency food stamps as indicated, during a federal declaration;
- Provide for the purchase of clothing for families with children through the Aid to Dependent Children Emergency Family Assistance Program or the Family Subsidy Program;
- Administer the Crisis Counseling program during a presidential declared disaster; and
- Provide staff at Disaster Recovery Centers.

### **Kansas Housing Resources Corporation**

- Coordinate and provide lists of available beds in homeless shelters;
- Coordinate and provide lists of available affordable housing apartment units in the affected cities;
- Research federal guidelines for waivers of certain occupancy restrictions during the disaster period; and
- Assist in providing information and counseling concerning Kansas landlord and tenant laws.

### **Kansas Department of Health and Environment**

#### ***Division of Environment***

- Assure safety of water consumed by the public;
- Take necessary remedial actions when threats to public water systems are identified;
- Provide radiation monitoring, air quality monitoring and technical guidance as necessary; and
- Provide overview of potential other air, water, waste and radiation effects.

### **The Salvation Army**

- Respond to disasters in the state by conducting mass care; and
- Conduct crisis counseling to disaster victims and responders, when needed.

### **Kansas Voluntary Organization Active in Disasters**

- Assist in identifying voluntary agencies that will assist in mass care activities including mobile feeding, shelter staffing, food preparation, and bulk supply transportation.