
ESF #6-Mass Care, Housing and Human Services

Planning Team

ESF Coordinator:

SRS

Primary Agencies:

- KDEM
- ARC

Support Agencies:

- KSNG
- KDA
- KAHD
- Kansas Department on Aging
- Kansas Board of Regents
- KDOC
- Kansas Department of Education
- Kansas Human Rights Commission
- Kansas Housing Resources Corporation
- KDHE
- Kansas Department of Veterans Affairs
- Kansas Commission on Disability Concerns

NGOs:

- TSA
- KSVOAD
- SART
- Kansas Association of Local Health Departments
- United Way of Greater Kansas City
- United Way of the Plains

Federal Agencies:

Private Sector:

Purpose

ESF #6 supports state, local, and non-governmental organization efforts to address the non-medical 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 disaster/emergencies.

ESF #6 includes four primary functions: mass care, emergency assistance, housing, and human services.

1. **Mass care** involves the coordination of non-medical mass care services to include sheltering of disaster survivors and household pets, organizing feeding operations, providing emergency first aid at designated

- sites, collecting and providing information on disaster survivors to family members, and coordinating bulk distribution of emergency relief items;
2. **Emergency assistance** includes functions of evacuation support in conjunction with ESF #1 and ESF #9, reunification of families, functional needs supports, sheltering of disaster survivors and household pets, shelter management, and the coordination of donated goods and volunteer agencies;
 3. **Housing** involves the provision of assistance for short- and long-term housing needs of disaster survivors; and
 4. **Human services** includes providing disaster survivor-related recovery efforts such as emotional support and identifying supports for persons with special needs.

Policies

State agencies will assist local jurisdictions as appropriate in meeting the needs of these individuals.

1. 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;
2. The ARC does not have the capability to shelter individuals who have behavioral or medical needs that require treatment and/or supervision by license professionals, unless that resource comes with the disaster survivor or groups;
3. ARC in cooperation with partner agencies will work to provide pet owners guidance about how or where to shelter pets. When feasible, the ARC will collocate pet shelters near congregate care shelters;
4. 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;
5. Supporting mass care activities and provide applicable disaster services;
6. Assigning personnel to support ESF #6 functions in accordance with the rules and regulations of their respective parent agencies.

Concept of Operations

General

Initial response activities focus on meeting urgent mass care needs of disaster survivors. Recovery efforts are initiated concurrently with response activities. Close coordination is required among those state agencies and other non-governmental organizations responsible for response operations and recovery activities. 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 disaster survivors as described below:

- a. **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. Coordination with the state American with Disabilities Act (ADA) coordinator to ensure functional needs are met within the shelter, and shelters are or are in the process of being ADA compliant⁸;

⁸ See 2010 ADA Standards for Accessible Design, September 15, 2010, Chapter 7: Communication Elements and Features, online at <http://www.ada.gov/regs2010/2010ADASTandards/2010ADASTandards.htm>

- b. **Feeding:** Feeding is provided to disaster survivors while they are being sheltered or are sheltered in place 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 disaster survivors with special dietary needs to the extent possible;
- c. **Bulk Distribution of Emergency Supplies:** Assist in locating emergency supplies and/or the resources to distribute them; and
- d. **Disaster Well-Being 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.

Emergency Assistance

- a. **Evacuation Support:** ESF #9 is the primary agency used for search and rescue. In coordination with ESF #8, ESF #6 can assist in providing services to the evacuated population to provide services and resources such as the exchange of information, sheltering, feeding and first aid. ESF#6 will coordinate with ESF #8 and the state ADA coordinator to assist disaster survivors or rescuers who are evacuating persons who have functional and/or vulnerable needs;
- b. **Functional Needs Support:** In coordination with ESF #8, ESF #6 supports the needs of disaster survivors who need assistance to maintain independence during sheltering, feeding and bulk distribution of emergency supplies. Including sheltering of service animals as defined by FEMA;
- c. **Reunification of Families:** Provides systems to allow individuals that are separated to contact one another using assets such as the ARC Safe and Well System. Facilitate in the reunification of children with parents or guardians;
- d. **Household Pets:** In coordination with ESF #11, supports the needs of disaster survivors and their household pets (as defined by FEMA), during an evacuation, sheltering, feeding, or bulk distribution of emergency supplies;
- e. **Shelter Management:** The ARC and local assets coordinate sheltering and sheltering management;
- f. **Coordination of Donated Goods:** Coordination of volunteer agencies to manage donated goods and to message the needs of the disaster survivors or the disaster itself; and
- g. **Coordination of Volunteer Agency Assistance:** VOADs are the primary resource for coordination of volunteer agencies and follow VOAD protocol or coordination.

Housing

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

- a. Provide assistance for the short- and long-term housing needs of disaster survivors and household pets;
- b. 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; and
- c. Activate the state-led Disaster Taskforce.

Human Services

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

- a. Implementing an appropriate plan based on the resources available to assist all disaster survivors;
- b. Supporting various services impacting individuals and households, including a coordinated system to address disaster survivors incident related recovery efforts through crisis counseling and other supportive services;
- c. Coordinating and identifying individuals with special needs;
- d. 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;
- e. Monitor water, ice, and other emergency commodities and services requirements are delivered to appropriate entities; and
- f. Emergency first aid: Basic first aid and referral to appropriate medical personnel and facilities is provided at mass care facilities and at designated sites.

Organization

The SRS is responsible for coordinating the functions of ESF #6 and, in coordination from KDEM, for bringing in additional resources from other state agencies, as needed.

During an emergency or disaster, the KDEM and/or the SRS with support from the ARC, as primary agencies, will assign personnel to the SEOC. Support agencies are available as needed for the specific issues and are accessed through their respective ESF's in the SEOC.

The ESF #6 primary agency will report directly to the SEOC human services branch director, if activated, or the response section chief.

Notifications

- a. KDEM will notify the ESF #6 agencies when an area of the state is threatened or has been impacted by an emergency or disaster event;
- b. Conversely, it is the responsibility of the primary agency of ESF#6, or any other tasked agency, to notify KDEM when having knowledge of such threat;
- c. The primary agencies notified will report to the SEOC if so advised or requested by the KDEM;
- d. If additional support is necessary, the ESF #6 primary agency and/or KDEM will contact the supporting agencies and request applicable support activities;
- e. The coordinator will notify all ESF #6 primary and support agencies and will continue to update those agencies as the situation progresses; and
- f. The agencies designated to report to the SEOC will notify their agency personnel of the impending or actual event.

Direction and Control

- a. Activities will be coordinated through the SEOC, which will serve as the source of all direction and control;
- b. The TAG or designee provides direction and control for ESF 6 #to include mission assignments, mutual aid, SEOC Team, contracts for goods and services, and recovery and mitigation activities;
- c. Agencies of ESF #6 may serve the SEOC Team in Field Operations (i.e., the KAT, JFO operations, DRC operations, intrastate and/or interstate mutual aid assistance, etc.);

- d. 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;
- e. KDEM will assist in the coordination of federal response efforts under the provisions of a presidential disaster declaration;
- f. ESF #6 responds from the SEOC and the state Command Posts, as determined by the SEOC manager;
- g. ESF #6 will ensure quality assurance procedures are in place to prevent duplication of goods and services;
- h. 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
- i. All shelter activities will be arranged through the shelter coordinator in county EOC of the affected counties. Shelter managers are responsible for the operation of the individual shelters.

Actions

ESF #6 will be responsible for coordinating mass care, housing, and human services preparedness, response, recovery, and mitigation actions. These efforts include:

Mitigation

Support and plan for mitigation matters by providing representative to the KHMT.

Preparedness

- 1) Determine the support capability of state agencies and volunteer relief organizations;
- 2) Prepare public information materials related to emergency shelter;
- 3) Assist “at risk” and “host” jurisdictions in matters of control, safety, reception and care;
- 4) 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;
- 5) Encourage and support KSVOAD in the formation of Community Organizations Active in Disaster (COADs);
- 6) Plan and coordinate with KSVOAD for disaster relief services;
- 7) Appropriate ESF #6 partner agencies will work to educate citizens on disaster preparedness activities; and
- 8) Document matters that may be needed for inclusion in agency or state/federal briefings, situational reports and actions plans.

Response

- 1) Keep the human services branch director informed of significant mass care activities and issues;
- 2) Regularly produce an updated list of comfort stations;
- 3) Regularly produce an updated list of fixed feeding sites;
- 4) Regularly produce an updated list of shelters and capacity, utilizing the National Shelter System and any other system that is available;
- 5) ESF #6 will coordinate with ESF #2 on requests for restoration of communication services to shelters;
- 6) ESF #6 will coordinate with KAHD on issues relating to shelterees with companion and/or service animal needs;

- 7) Lead and support agencies will have and maintain appropriate listings of agency staff to notify for response activities including staff that can accommodate populations with functional needs;
- 8) ESF #6 will coordinate the provision of prepared meals regarding mass feeding sites with ESF #11 for the purposes of food inspection services;
- 9) Shelters will be opened and closed in accordance with the public need as assessed by the county emergency manager and in coordination with ARC. For ARC managed shelters the decisions rest with ARC;
- 10) 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 SEOC Team in an organized and timely manner;
- 11) Contact the KSVOAD members to determine capabilities to respond and assist;
- 12) Respond in a timely manner to requests for mass care assistance;
- 13) Maintain coordination with ESF #8 to ensure the needs of disaster survivors with functional medical needs are adequately cared for;
- 14) Assist county emergency manager in locating vulnerable populations in affected area;
- 15) Coordinate with ESFs #8 and #11 when establishing shelters;
- 16) As required, coordinate with ESF #12, for priority service restoration to mass care sites and for the acquisition of supplemental power sources;
- 17) As required, coordinate with ESF #13 regarding additional security resources at mass care sites; and
- 18) Prepare and document the request to the secretary of the USDA, for the implementation of the federal Disaster Supplement Nutrition Assistance Program (DSNAP).

Recovery

- 1) Keep the human services branch director informed of significant mass care activities and issues;
- 2) Respond in a timely manner to requests for mass care assistance;
- 3) Initiate or expand programs to meet disaster-related special care requirements for the vulnerable populations;
- 4) Determine required staffing level and schedule personnel;
- 5) 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 SEOC Team in an organized and timely manner;
- 6) Produce and distribute a daily report on the number of mass care meals served;
- 7) Produce and update regularly a list of comfort stations and fixed feeding sites in the affected areas;
- 8) Encourage and support the KSVOAD in the formation of Long Term Recovery Committees (LTRCs) via COADs;
- 9) Provide staff at the DRCs to accept applications for emergency food replacement, temporary assistance to families, energy assistance, and weatherization;
- 10) ESF#6 will coordinate with responsible agencies for the provision of food and water to mass feeding sites; and
- 11) ESF#6 will coordinate to assist families in reunification.

Responsibilities

Coordinating Agency

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

Primary Agencies

SRS

Mitigation

Provide representative to the KHMT.

Preparedness

- 1) Participate in state drills and exercises;
- 2) Evaluate and coordinate revisions to the mass care plan with planning team members;
- 3) Notify ESF #6 supporting agencies upon ESF#6 activation;
- 4) Provide ESF #6 representative to the Recovery Task Force.

Response

- 1) Provide staff to support shelter operations if requested;
- 2) Communicate with support agencies and organizations to compile and exchange information concerning the extent of the disaster and the status of the response, and report to SEOC;
- 3) Collect, compile, and maintain all essential information, generate reports and records as needed and as requested by SEOC;
- 4) Work in conjunction with county emergency managers and state ADA coordinator to assist in ADA compliance in shelters.

Recovery

- 1) Coordinates the distribution of food to disaster survivors victims of an emergency or disaster through volunteer agencies;
- 2) Provides emergency food replacement as indicated, during a federal declaration and with FEMA approved IA;
- 3) Continue to coordinate with support agencies and organizations administer recovery programs such as DSNAP;
- 4) In conjunction with ESF #14 will identify available accessible short-term housing. Assists in finding resources to provide application procedures that are accessible to all vulnerable populations;
- 5) Coordinate with SRS regional directors and SRS Central Office to provide for the purchase of clothing for families with children through the Temporary Assistance to Families Program or through Family Service funding allocation;
- 6) Provide coordination with SRS regional directors and SRS Central Office;
- 7) Activate the Kansas All Hazards Behavioral Health (KAHBH) program, upon request;
- 8) Contact the administrator of the crisis counseling program during a presidentially declared disaster;
- 9) Provide staff at DRCs;

- 10) Conduit to finding resources for the vulnerable needs population, i.e. medical equipment or supports.

KDEM

Preparedness

Provide coordination between local, state, and federal to KSVOAD;

Recovery

Coordinate with FEMA in the implementation of the IA Programs.

ARC

Preparedness

- 1) 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; and
- 2) Plan and coordinate with KSVOAD for disaster relief services.

Response

- 1) When requested, provide leadership in coordinating and integrating overall efforts associated with mass care including:
 - a) Sheltering for general population groups;
 - b) Feeding;
 - c) Disaster assessments; and
 - d) Human services;
- 2) Coordinates bulk food distribution in coordination with TSA; and
- 3) Provide liaison to state and/or local EOCs.

Recovery

Collects and provides information to family members, through Safe and Well website.

Support Agencies

KSNG

Response

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

KDA

Response

- 1) Provides food inspection for fixed and mobile feeding sites;
- 2) Assists in finding water resources for sheltered disaster survivors and sheltered household pets.

Recovery

- 1) Inspect the safety of food products consumed by the public and take necessary remedial actions when the threat is to public health;
- 2) Responsible for solid waste removal, including deceased animal waste.

[KAHD](#)

Preparedness

- 1) Coordinate with county and regional animal response teams to develop local pet evacuation plans;
- 2) Identify KAHD personnel to staff the Animal Emergency Field Response Team capability for disaster response;
- 3) Develop and maintain an on-going public awareness campaign to educate public on preparedness activities for pet safety and appropriate pet identification.

Response

- 1) Provide guidance and assistance for domestic pets;
- 2) Provide kennel/animal shelter inspections services;
- 3) Coordinate following services to the pet population:
 - a) Rescue;
 - b) Transport;
 - c) Shelter and food;
 - d) Identification;
 - e) Triage and treatment;
 - f) Evacuation;
 - g) Activate the Animal Emergency Field Response Team;
 - h) Execute memorandums of understanding to procure use of facilities, equipment, and supplies;
 - i) Coordinate with ARC shelters to inform displaced citizens the protocol for retrieval or delivery of pets;
 - j) Coordinate unsolicited volunteer response; and
 - k) Provide security for animal shelters.

[Kansas Animal Response Team](#)

Preparedness

Trains volunteer teams to develop animal sheltering, veterinary decontamination, triage, and incident command procedure.

Response

- 1) Organizes county and/or Regional animal response teams to respond to animal needs in disaster;
- 2) Perform animal search and recovery;
- 3) Assure veterinary medicine protocols are upheld;
- 4) Activate mutual aid agreements upon request.

[Kansas Department on Aging](#)

Preparedness

Provides demographic profiles of constituent programs

Response

- 1) Coordinates transportation, food, housing and access to health services for the elderly;
- 2) Contacts the Area Agency on Aging in the affected area and the Kansas Association of Area Agencies (there are 11 Area Agencies on Aging in Kansas) with information on the disaster;
- 3) Contacts the Nursing Home Providers Association with information on the disaster;
- 4) Provides strategies for addressing elderly feeding concerns;
- 5) Mobilizes specialized personnel;
- 6) Ensures facilities have emergency plans;
- 7) Provides information to county emergency manager to assist seniors/vulnerable populations; and
- 8) Assess seniors in meeting immediate needs.

Recovery

Initiate or expand programs to meet disaster-related special care requirements for the vulnerable populations

[Kansas Board of Regents](#)

Preparedness

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

[KDOC](#)

Response

Provide the following logistical support for mass care operations:

- 1) Provide clothing, bedding, and limited food supplies;
- 2) Trained labor for debris removal, cleaning domestic animal and livestock attendance/care;
- 3) Staging areas for domestic animal and livestock care;
- 4) Corrals/pens for livestock;
- 5) Trained security staff;
- 6) Staging areas for general population shelters;
- 7) Emergency shelters in closed facilities; and
- 8) Enact COOP for offender location and accountability.

[Kansas Department of Education](#)

Response

Identify educational facilities for possible shelter and emergency feeding sites.

[Kansas Human Rights Commission](#)

Recovery

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

[Kansas Housing Resources Corporation](#)

Response

- 1) Provide lists of available beds in homeless shelters; and
- 2) Provide lists of available affordable housing apartment units in the affected cities.

Recovery

- 1) Research federal guidelines for waivers of certain occupancy restrictions during the disaster period; and
- 2) Assist in providing information and counseling concerning state's landlord and tenant laws.

KDHE: Division of Health and Environment

Response

Provide assistance and coordination in conjunction with ESF #8 for the medical and mental health needs of those requiring shelter, referral to social services, and other mass care assistance under ESF #6.

TSA

Response

Coordinates KSVOAD efforts for mass care and feeding operations with other KSVOAD member organizations.

Recovery

- 1) Provides emotional support and referrals to crisis counseling for disaster victims and responders, when needed; and
- 2) Implements emergency disaster social services.

Kansas Voluntary Organization Active in Disasters (KSVOAD)

Preparedness

- a. Collect contact information on community organizations and agencies;
- b. Assist in identifying voluntary agencies to aid in mass care activities including mobile feeding, shelter staffing, food preparation, and bulk supply transportation.

Recovery

- a. Upon contact by KDEM or through contact with KDEM or KSVOAD chairperson to activate KSVOAD protocol;
- b. Within 48-hours of a disaster, facilitates a meeting to establish a task force in the affected area to support response efforts;
- c. Support the formation and sustainability of COADs/LTRCs within the state;
- d. Assist in compiling volunteer hours from member agencies which may be used to offset state/local cost-share under the FEMA PA Program.