



ANNEX H Human Services

ESF #6 (Mass Care), ESF #11 (Food Distribution) and #15 (Volunteers and Donations)

Introduction

Mass care and human services are necessary to provide for the most immediate needs of disaster victims: shelter and feeding; care of unaccompanied children, the aged, and others unable to care for themselves; disaster welfare inquiry; and provision of various types of human services assistance to victims. All of these services are provided through the coordinated efforts of governmental and volunteer agencies. The purpose of this annex is to outline guidelines for the planning and coordination of mass care and related emergency human services during a disaster situation.

The Tampa Bay region is notably one of the most vulnerable areas to a disaster in the United States to a disaster because of its geographic composition and proximity to the Gulf of Mexico and the Tampa Bay. It is also vulnerable because of its economic climate, high rate of unemployment, significant staff reduction across county departments, and over-tasked remaining personnel assuming the workload of those laid off.

The impact of a catastrophic event or incident will preclude the effective delivery of human services. The creation of MOA's should be a step that could be easily accomplished as a preemptive measure to a potential issue. The supplementary inclusion to these MOA's to include the ability to provide gas to essential human services provider staff, credentialed first responders and volunteers is based on historical issues and personal experience. As observed in 2004 and 2005, many volunteers could not report to assignments due to lack of gas availability. In order to conserve gas, consideration should be given to the VRC in-person registration requirements and the development of supplemental or secondary reception centers at the actual sites requiring volunteer support. The recruitment and training for the management of secondary or supplemental reception areas at deployment sites should be the responsibility of county emergency management staff and ESF 15 lead and support organizations.

With respect to volunteers, there is a need for the government to financially support the costs to credential volunteers. While there are online systems to conduct background checks, the checks do not meet all levels of background check requirements for organizations needing *full* background information on volunteers deployed to child care, in-home care, or residential requests since those background checks require a fee. Also, online accessibility may not exist for weeks following a catastrophic event. Staff to manage a background check at a VRC is also an issue. The Sheriff's Office in each county should provide a representative at a VRC and utilize their systems for credentialing and background checks.



There is no regional report on capacity for sheltering. And of the counties reporting capacity, it is not clear whether capacity figures include only primary shelters or whether they include alternate shelters. It is also unclear what possible facilities may have been overlooked for sheltering options for host communities and what those figures might reveal in terms of maximum regional capacity post-event or for host sheltering. In addition, there is a paucity of information on sheltering for first responders from outside the area deployed to support service restoration, disaster assessment, debris removal, and other infrastructure restoration and temporary or long-term repairs. It is equally unclear who is responsible for creating those plans and who has or should have knowledge of them. What is very clear is that sheltering for unaffiliated and affiliated volunteers is not included in most county plans, unless solicited by the county as in the case of Pasco and Sumter. Volunteer housing remains an unaddressed issue and for those counties, who have addressed the issue, self-sufficiency is the common message but not a realistic resolution as we know volunteers will arrive who cannot self-sustain.

The Presbytery of Tampa under the Presbyterian Disaster Assistance program can offer volunteer housing support, but counties have not taken advantage of this offer despite an agreement between that organization and FEMA. There is no written plan in place that has been shared for volunteer housing. No message regarding self-sufficiency is being driven home to volunteer organizations pre-event and the issue of deployment “when invited” is loosely interpreted and needs to be standardized at a national, state and local level. The lack of a standardized message and process for channeling volunteers who arrive from outside the area needs to be addressed as history has demonstrated they will come to help but be looking for housing, food and possibly reimbursement. The message should include information on where those volunteers should go (since each county knows where they will establish a VRC) to be registered and tracked so deployment can be controlled and coordinated and volunteer hours successfully captured and applied toward the county match. A personal recommendation is to establish a separate VRC for construction related volunteers so licensing issues can be monitored. Only Hillsborough and Sumter counties have existing plans for such site activations. An additional recommendation is the creation of a state mandate during disaster declarations prohibiting counties or municipalities from requiring fees to register/license a construction volunteer and to publish a list of states that are recognized as holding licensing requirements that meet Florida requirements that can be deemed acceptable for exercising licensing reciprocity following a disaster.

Volunteer housing is not the only housing issue. There is only one Host Community Sheltering Plan for evacuees. Sheltering conflicts due to school schedules have not been resolved and possible alternate sites have not been clearly identified except in Pasco County, although Sumter may be able to utilize the camp they have identified for volunteers. No one, single organization is leading the development of this effort (with the exception of the recently developed plan for Hillsborough). While “just-in-time” plans can be hastily compiled, it will require a substantial last minute effort on the part of an already overburdened county staff. Furthermore, the process will not be regionally uniform which may confuse those traveling into the region from an impacted area as well as response teams from national organizations that may be deployed to assist with applications. Many of the smaller counties do not have the staff to devote to the development of a plan and may not have the infrastructure or resources to support the plan once developed. Since the



directive to host evacuees comes from the Governor, the State of Florida should be developing a plan, or contract for the development of a plan, with regionalization in mind so that smaller counties are supported by larger counties with more resources to manage the financial and service burdens that tax a host community.

The counties in this region have a number of food banks and food service providers who have not been integrated into disaster feeding plans. *Feeding America* is one of the largest food suppliers in the nation and has a 50,000 square foot warehouse in Tampa, but no generator to sustain its operations in the event of a power loss. *Feeding America* has an abundance of excess space in that warehouse to pre-position supplies or receive supplies post-event. There is also a surplus of food that could be salvaged with a functioning generator to sustain a power supply, but there is no MOA with the county. Latter Day Saints has a large facility in Plant City, but again, no existing MOA with local government.

Local emergency management offices are overlooking many of these types of vital NGO resources that could be harnessed on a pre- and post-event basis. While many counties have agreements with food vendors, few have indicated they have included these NGO's in their disaster planning operations or agreements. With few exceptions, this applies to all counties planning their response to a disaster, with little or no knowledge of business or PNP resources as indicated in the ESF 18 report. A local and regional directory of those resources and a plan to tap them should be written in advance of an event. In addition, locations of PODs near county lines should be more strongly considered for integration into county plans as a demonstration of regional support for multi-jurisdictional access and information on Publix stores with generators should be integrated into PIO messages for the general public and included in the annual Hurricane Guides.

The demand for delivery of meals to homebound residents is multiplied ten-fold post-event. People may lose their means of travel whether such transportation is personal or public. Roadways in neighborhoods may not be passable because of debris, or cannot access food that may be delivered to a condominium residence or a community distribution point if they reside on an upper level floor of a mid- to high-rise structure when the power is out. Due to physical limitations, residents may not be able to navigate stairwells due to physical limitations or injury. Also the lack of PIO advisories regarding where food is being delivered precludes accessibility to those provisions due to lack of public awareness. Thus, the development of a regional "food coalition" should be created to develop a plan for resource and delivery support. Stakeholders should include, home service delivery programs, American Red Cross, Salvation Army, Southern Baptist Convention, and local and regional food pantries/banks and faith-based organizations with food service capacity as well as local PIO's and emergency management staff. While many reporting organizations have included some of these organizations in their plans, a clear plan for meeting all needs and salvaging all available food for support disaster support and utilization does not exist. One *Meals-on-Wheels* program indicated they had no existing disaster plan in place to support the clients they serve on a normal daily basis.

Since there are only two plans in the nine counties for NGO communication to support NGO service restoration and provide advisories to the EOC on NGO status in their respective communities, human service organizations are still operating in silos with



government organizations, particularly EOC's, remaining unaware of the actions of these vital and integral support responders. There is a general lack of awareness of continuity plans and expectations between business, NGO and government. For the most part, plans exist within each respective sector, but they are vertical plans, not horizontal. Furthermore, these plans have not been clearly shared with the other sectors, and the lack of a holistic approach to response will result in the same disjointed result. A strong connection between ESF 18 representatives and NGO organizations such as "ltro's" or COAD/VOAD organizations is imperative.

Since few reporting counties have integrated that strategy into their plans, there is a huge disconnect between those affected sectors. An example of such a disconnect is the BCLC encouraging businesses to use their donations portal and FEMA encouraging donors and ESF 15 partners to utilize the *Aidmatrix* donations portal. At some point, everyone with resources and resource needs should be using the same portal. Another example of a disconnect is found in the vast numbers of ARES/RACES operators available in the nine reporting counties and those who have agreements to support NGO's and businesses. Based on survey response, it is clear that this resource is being underutilized by NGO's and business partners, and communications among and between respective sectors is still reliant on cellular and land-line telecommunications.

While long-term recovery organization (LTRO) development effort in some counties is still fairly robust, in other counties, there is little or no planning for the development of an "LTRO". Of the five counties that reported having long-term recovery organizations, one has been dormant for years and no longer has the original stakeholders engaged. Another "LTRO" is in its infancy and has no process developed. Yet another "LTRO", while having a process developed, has never been impacted and exercised the process. Only Polk and Sumter have a seasoned long-term recovery mechanism in place. Should the Tampa Bay region be hit with a catastrophic level event, the demand for case management assistance will overwhelm direct service providers. With no veterans or practiced process in place, even recruited volunteers from outside the area will be rendered rather helpless to address unmet and longer-term needs for an initial interim period. The development of a long-term recovery organization and the securing of a 501 status is time consuming and expensive. Many of the smaller, less-populated counties will struggle with the development and sustainment of an "LTRO".

In addition, the historical issue of a standardized database or system for capturing client data and tracking them through the recovery process has still not been adequately resolved. While options for creating bridges to export information from HUD systems such as Unity, TBIN, HMIS and CAN into a central data repository exist (such as SAMS), the construction of such a system or bridge comes with a development fee as well a licensing fee for users once developed. Long-term recovery organizations do not have the funds to cover those fees, nor do most NGO's have funds to support annual licensing. The state of Florida should support the development and expense of such a system/bridge and the annual license fees as well as fees to support the development of an "ltro". This would guarantee service providers across the state have a long-term recovery process in place and a means to access information regarding benefits provided to clients thereby saving thousands of dollars by avoiding duplication of benefits provision.



Basic Human Services Functions and Responsibilities

ESF #6 is to coordinate activities involved with the emergency provisions of temporary shelters, emergency mass feeding, and the bulk distribution of coordinated relief supplies for disaster victims. It does not command resources, but rather works in close coordination with governmental and non-governmental organizations that provide mass care to disaster victims and workers. ESF #15 focuses on providing a central point for the coordination of information and activities of voluntary agencies responding in times of disaster and the effective utilization of donated goods.

The coordination of state agencies and organizations involved in assisting the region relative to human services delivery on a post-incident basis includes the performance of tasks related to preparedness, response, recovery and mitigation where local resources are not sufficient and local government entities request state assistance. Included among the related tasks are the following:

- Provide information and training on implementing support to the region and local communities' efforts to establish and sustain the delivery of human services on a post-disaster basis.
- Provide assessments to SERT where the delivery of such services has been interrupted or compromised.
- Provide recovery assistance to organizations of all sizes in the human services sector through the networks of state, regional and local partners.
- Interface and coordinate with the SERT Plans section to ensure that information is provided on the assessment of overall level of service delivery interruption before, during and after the disaster.
- Coordinate and facilitate communication between the affected infrastructure human services delivery components and the SERT Logistics Section.
- Coordinate with the SERT External Affairs to support public education efforts, press releases, media interviews, and distribution of printed materials that describes the available resources and business assistance initiatives which are being activated in each impacted community.
- Coordinate and facilitate the delivery of a comprehensive human services interruption and impact statement as appropriate based on the disaster event type.
- Serve as a member of the State of Florida's Intergovernmental Team to deliver accurate information regarding the impact of the disaster on the local communities in terms of their abilities to effectively deliver human services to affected populations.
- Coordinate with local governments to assess and determine general and specific human services needs.
- Coordinate and facilitate pre- and post-event workshops for educating and training in disaster preparation and continuity restoration of human services.
- Assist in Rapid Impact Assessment with personnel to deploy with established teams to those areas where the delivery of human services have been most significantly compromised.



- Coordinate prioritization and initiate recovery efforts to restore and mitigate the impact the loss of such services.
- Inventory, update, and maintain a database of offers of services, goods, and monetary donations.
- Liaison with other ESFs regarding available donated resources.
- Maintain a daily log of activities and situation reports, to be submitted to ESF #5.
- Assist in the coordination of field activities related to donated goods.
- Ensure appropriate information intended for public distribution is made to ESF #14.

Key Assumptions

1. ESF3 debris clearing operation sites: 30-40% damage to operations, 20% of the workforce is unaccounted.
2. Electric and gas utilities: 30- 75% damage to operations, 15% of the workforce is unaccounted.
3. Water and wastewater facility operations: 50-60% damage, 10% of the workforce is unaccounted.
4. Telecom cell phone towers barely operational, phone service will be limited and remnants of the cell phone system are overloaded.
5. Transportation: 40-75% damage to operation centers, 10% of the workforce is unaccounted.
6. Only 10 percent of 1,026 schools in the region are functional.
7. Approximately 58 percent of the 3.3 million people in the region are impacted (1,726,000 individuals displaced with no shelter, 222,000 in short-term temporary shelter, 331,003 salvageable homes).
8. It is unclear from Phoenix consequences what percentage of the 68,103 damaged commercial facilities are human/social service providers. Agree on assumption.
9. Approximately 1/3 of human/social services staff are unaccounted.
10. Volunteers and resources or physical donations for Pinellas will enter from the northern regional counties.
11. Volunteer housing will be a significant issue. Volunteers from outside the impacted area will need to be self-sustaining.

Organization

The County Social Services Division is designated the primary coordinator in the EOC for ESF #6. However, the provision of the entire scope of human services is a multifaceted function and involves numerous public and private agencies. The Red Cross, in its traditional role under its national charter, is the primary agency for conducting mass care operations throughout the county during disasters. In the EOC, the Social Services Division and Red Cross representatives will coordinate the provision of services between the Red Cross, county



agencies, state and federal agencies, municipalities and private non-profit agencies to avoid duplication of services.

Basically, mass care and human services will be provided through the coordinated efforts of the American Red Cross, county offices of Human Services, Aging Services Department, Health & Social Services Department, local municipalities, Salvation Army, United Way and other volunteer agencies. Other agencies involved in this function include County Fire Rescue Department, municipal fire/fire rescue departments, Facilities Management (Fairgrounds Logistics Operations), Health Department, School Board, Animal Services and United Way / Volunteer Center.

The Assistant County Administrator for Human Services has overall responsibility for county government human services activities through county human services departments. The Director, Aging Services will serve as the coordinator in the EOC for the various departments under the Office of Human Services.

Municipalities will provide mass care and human services support within their jurisdictions as resources allow. This may include coordinating with human service agencies to establish feeding sites and distribution sites for food and water.

Numerous church - affiliated organizations and independent volunteer groups participate in mass care and human services activities during disaster situations. There are also several private non-profit charitable organizations which work with county departments on a day-to-day basis which would be available to provide human services in the event of a disaster. ESF #6 representatives will coordinate with these organizations to insure effective delivery of services to disaster victims.

CONCEPT OF OPERATIONS

Mass Care Operations (General)

1. The Red Cross is responsible to ensure the necessities of food, shelter, etc. are provided to disaster victims. Close coordination will be maintained between the Red Cross and the Office of Human Services.
2. The Red Cross can draw on national resources to provide the essential materials for mass care operations. The Red Cross operates shelters while the county will provide shelter locations and other support required by the Red Cross.
3. Included in mass care operations will be food and shelter for emergency and recovery workers.
4. In a major local disaster, it is anticipated that large quantities of food, clothing and other relief supplies will be donated to the community from nationwide sources. In this event, incoming supplies will be directed to the Florida Fairgrounds. Volunteers and Donations personnel will manage the distribution of these relief supplies.



Needs Assessment

1. In the aftermath of a disaster, a needs assessment will be conducted to determine the mass care needs in the county. The Red Cross is primarily responsible for coordinating the mass care needs assessment and will be assisted by the Office of Human Services.
2. Results of the mass care needs assessment will be provided to the EOC where the ESF#6 function will coordinate appropriate mass care response operations through the Red Cross, Salvation Army, county human service agencies and the various other public and private human services organizations. Based on the needs assessment, priorities must be established to ensure that food and potable water are provided to the most critical areas of need first.
3. In any major disaster, the state will send in an Impact Assessment Team to conduct a needs assessment. In this event, the mass care needs assessment may be conducted jointly by the state and county. Results of this assessment will be provided to both county and state EOCs. The county will respond to needs as resources allow and will request assistance from the state, based on the joint needs assessment, for needs that are beyond local resources.

Shelters

1. Public shelters will be opened at the direction of the County Administrator or representative (usually the Director of Emergency Management) in coordination with the Red Cross and School Board. With the exception of special needs shelters, all public shelters will be staffed and operated by the Red Cross. Public shelters will be opened in accordance with Red Cross procedures. Public shelters will close when no longer needed at the discretion of the Director of Emergency Management, in coordination with the Red Cross and School Board.
2. For the most part, shelters for countywide emergencies will be located at public schools. Selected churches with agreements with the Red Cross may also be used. Shelters will be reviewed periodically by a shelter verification committee, consisting of the Red Cross, Emergency Management and the School Board, which will ensure the best available structures are identified as public shelters. The committee will also verify shelter capacities based on Red Cross surveys and available engineering data. Shelter capacities will be in accordance with Red Cross policies.
3. The County Hurricane Guide provides locations of public shelters. The Red Cross, in coordination with other ESF#6 agencies will arrange for shelters to be operated for the longer term after a disaster for those individuals made homeless by the disaster. For this purpose, the Red Cross has agreements with several churches in the county for them to serve as shelters after schools have been closed down as public shelters.
4. The Red Cross has established procedures for operating public shelters. Volunteers assigned to work in the shelters are provided shelter management training by the Red Cross where they are given instruction on how to handle the many aspects of shelter operations. The shelter manager at public schools is usually the school principal. The Red Cross assigns necessary personnel to each shelter to handle shelter functions including overall shelter management, registration, medical care, logistical requirements, etc. The Red Cross maintains a shelter assignment list of agencies and volunteers which is updated annually prior to hurricane season. The Red Cross actively recruits and trains



volunteers on a continuing basis to ensure there is sufficient staffing for each shelter on a 24 hour basis.

5. The Red Cross is responsible for logistical support of the public shelters (see the Red Cross Shelter Operations Guide). The School Board ensures adequate food is available at their facilities for approximately three days. School food service personnel will prepare the food. Red Cross, in coordination with the School Board, will provide for additional food if initial stocks are depleted. Most public school shelters have at least minimal emergency power generation (enough to operate lights and air handlers).
6. In the event requirements exist to shelter local residents outside of the county, the EOC will request direction from the State EOC.

Special Needs Shelters

1. Individuals requiring special medical care will be directed to a county special needs shelter. People in this category are encouraged to preregister with the Health Department for assignment to one of these shelters and to be scheduled for transportation if needed.
2. Special needs shelters will be opened at the request of the County Administrator or representative (usually the Director of Emergency Management) in coordination with the School Board and other facilities that have the capacity to provide shelter on a short-term basis. Kidney dialysis patients and those with special medical needs will be sheltered at a designated shelter facility. Under lesser disaster scenarios (e.g. mobile home evacuation), only one special needs shelter will be opened.
3. The Health Department operates special needs shelters with health care professionals. Additional medical staff will be provided by volunteers from home health care agencies and other private or public agencies. Facilities and logistical support will be provided by the staff of the facility.
 - The County provides large generators for special needs shelters to power special medical equipment, air conditioners, cafeterias, etc. There are also medical supplies available for each special needs shelter location.

Host Sheltering

1. Under certain scenarios, where disasters threaten other parts of the state, counties may be requested to shelter evacuees from those areas. Refer to Annex K regarding the structure and process of host communities.
2. The key factor in a sheltering operation of out-of-county evacuees is to get shelter information to the evacuees. To accomplish this, Information Centers may be established along, or near to, highways at the approach ends of the County. Florida Department of Transportation (FDOT) lighted message boards will be placed at key places providing pertinent shelter information. FDOT personnel, augmented as necessary by American Red Cross or County personnel, may be made available to provide lodging and shelter information to those evacuees seeking it.
3. Another method of providing shelter information is through commercial radio stations. Appropriate information will be provided to local media outlets by the EOC Public Information Officer. Shelter information will also be provided to the State EOC for dissemination to media outlets throughout the State. As a part of this effort, WUSF, the local Public Broadcast Station,



- has an agreement with the State to carry hurricane evacuation information. FDOT message signs may be used to direct travelers to applicable radio stations that are carrying evacuation information.
4. Shelters will be opened as needed and close as possible to major incoming routes to the County. Shelter openings may be staggered to accommodate the required numbers of people seeking shelter.
 5. Communications will be an important element of these sheltering operations. The main means of communication will be by cellular telephone, landline telephone and two way radios. Status of local hotels/motels will be provided to the EOC by the different county Convention & Visitors Association. The Red Cross will be in constant contact with the School Board or other sheltering facilities to coordinate opening and staffing of shelters.

Feeding

1. The Red Cross, as part of its federally mandated mass care mission, will coordinate and provide mass feeding during disaster operations. The Salvation Army will also play a large role in mass feeding operations as well as other humanitarian organizations. The Red Cross representative in the EOC will be responsible for coordinating mass feeding operations.
2. In addition to prepared meals provided by organizations as noted above, food commodities will become available through donated goods arriving at the Fairgrounds.

Medical Care of the Injured/First Aid

1. All emergency responders must give priority to assisting injured disaster victims in the immediate response phase after a disaster strikes. The primary mission of search and rescue teams, which include emergency medical services personnel, will be to locate, treat and transport injured victims to facilities where medical attention can be given.
2. People needing medical attention should be directed toward readily available medical facilities including hospitals, ambulatory surgical centers and walk-in emergency care units. All medical facilities must be prepared to not only receive those injured who are dispatched to them through the county Mass Casualty System, but also those casualties who will arrive on their own. Medical facilities must keep the EOC informed of their status with regard to disaster victims and bed availability during the emergency situation.
3. County and municipal fire and fire/rescue stations will also provide first aid treatment as resources allow.
4. The Red Cross will coordinate first aid capabilities at mass care facilities where they have a presence. All public shelters will have a Red Cross first aid capability.
5. In the event of a major or catastrophic disaster, outside medical resources from state and federal resources will be requested from the State EOC.
6. For more information on medical care, see Annex I, Health and Medical.



Comfort Stations

1. In the early stages of disaster response and recovery activities (possibly within 36 - 48 hours after disaster impact), comfort stations may be set up by the state and operated by the Salvation Army for disaster victims and emergency responders. Comfort stations are set up in centralized locations and provide basic life sustaining services to disaster victims who do not need shelter and for emergency responders who are working in disaster areas. Comfort stations will provide one or more of the following basic minimal life sustaining services:
 - a. Food and water: Prepared meals and portable water for drinking and hygiene. COMMODITY FOOD will not be distributed to victims at comfort stations. Water and ice, however, may be distributed.
 - b. Disaster relief supplies including comfort kits and cleanup kits, etc.
 - c. Health and first aid treatment which may include applicable vaccinations.
 - d. Information on recovery services and programs available through public and private agencies.
 - e. Temporary refuge. Comfort stations are not designed for overnight stays. However, they may serve as respite areas with minimal amounts of cots, tents, etc. and serve as a means of supporting other services available at the site.
 - f. Crisis counseling for victims via field outreach programs of appropriate agencies.
2. The number of comfort stations and the types of services provided will be based on the given disaster and its magnitude. Overall management of comfort stations will be provided by the State Emergency Response Team (SERT) operations officer, in coordination with State ESF #6. In coordination with the County EOC and based on such sources as the State Impact Assessment Team, the SERT operations officer will establish the number and scope of comfort stations. The SERT operations officer will also assign a managing agency.
3. ESF #6 in the State EOC will provide overall coordination for establishing comfort stations and overseeing operations until the stations are closed. The Salvation Army, in support of ESF #6, will serve as the primary agency to operate the comfort stations and will provide an on site manager for each station. If Salvation Army resources are exhausted, the State ESF #6 desk will coordinate and assign other support agencies to fulfill this task.
4. Comfort stations are designed to support mass care needs that cannot be served by the existing structure. Comfort stations will remain open only as long as is necessary based on the community's needs and the capability of the community's human services organizations to provide disaster services to victims. Comfort stations will be closed upon mutual agreement between state representatives and the County EOC.
5. The county ESF #6 function will closely monitor comfort station operations. Ideally, a specific individual under ESF #6 (Salvation Army) will monitor



- comfort station operations on a full time basis. All decisions regarding comfort stations must be jointly entered into by state and county officials.
6. Services similar to those provided at comfort stations may be provided by Red Cross Emergency Aid Stations as Red Cross resources allow.

Human Services Operations

1. The county is the first responder for human services in the aftermath of a disaster. Ongoing county human services activities will be coordinated in the EOC by Office of Human Services representatives.
2. The county may be required to expend funds to provide basic needs for disaster victims who, for some reason, cannot obtain appropriate assistance from other sources when needed (e.g. Red Cross, state agencies, federal agencies or humanitarian organizations) and are therefore in "dire need". After a local emergency has been declared, the Assistant County Administrator for Human Services, or designee, is authorized to expend county funds to assist disaster victims in "dire need". Validity of claims for this type of assistance must be verified by County Assistance Center social service workers.
3. In a major disaster, many other sources of emergency assistance from state and federal resources are made available. In localized emergency situations, not considered of enough magnitude for state and federal declarations of emergency, the county will be the only government source of assistance available to those in need. In all emergency situations, the Red Cross and other humanitarian organizations will provide assistance as resources allow. Whenever sufficient resources are not available within the county, requests for assistance will be provided to the State EOC. The following paragraphs discuss each level of assistance:

- a. County Assistance Centers

As soon as possible after a hurricane, the county will open County Assistance Centers to provide help to those in need. Personnel from the Office of Human Services will staff the County Assistance Centers. If operational, the five day-to-day County Neighborhood Service Centers will serve as County Assistance Centers. The Neighborhood Service Centers, operated by the Health and Social Services Department on a daily basis, provide a variety of direct services to low-income, elderly and disabled citizens. Services of these centers would be expanded to extend assistance to citizens adversely affected by a disaster.

- b. Red Cross Service Centers

Red Cross Service Centers become operational as early as the fourth day after a disaster strikes and provide direct assistance to victims for basic emergency needs. Once their centers are established, Red Cross becomes the primary



provider of disaster-related services. Red Cross Service Centers will be set up at various locations throughout the county, depending on the areas of need. Among the responsibilities of the Red Cross will be that of attempting to reunite families that have been separated.

c. State Recovery Centers

If the damage is sufficient to call for the Governor to issue a Declaration of a State of Emergency, the Division of Emergency Management (DEM) may establish one or more Disaster Recovery Centers in Hillsborough County. Among the disaster relief programs which may be made available by the state are food stamps, rental and energy assistance, job services, unemployment insurance and emergency food provisions. These programs may actually be administered by the state, county, volunteer organizations or a combination thereof. Disaster victims must meet prevailing eligibility guidelines for state administered programs.

Recovery Centers will be set up in strategic locations depending on the damaged areas. In the event of a Presidential Disaster Declaration, Federal Recovery Center(s) will be merged with the State Recovery Centers.

d. Federal Recovery Centers

Following a Presidential Disaster Declaration, the Federal Emergency Management Agency (FEMA) will establish a Disaster Field Office (DFO). The DFO serves as the coordination center for all federal and state assistance programs.

FEMA also sets up Disaster Recovery Centers for disaster victims to provide information about the types of federal grant and assistance programs for which they are eligible. These centers, staffed by federal and state representatives, do not provide direct services.

They provide information in such areas as temporary housing, disaster related loans, emergency home repairs and unemployment insurance. Normally, Recovery Centers should be operational within seven days after a Presidential Declaration, although in a major disaster, they could be established sooner. For actual registration for assistance programs, FEMA will set up a 1-800 telephone number or e-mail address whereby applicants can apply by these means. See the Recovery section of this plan for further information on Recovery Centers.



- e. Many citizens with special needs may need enhanced services during disaster response and recovery operations. Included in these groups are the physically and mentally handicapped, elderly, frail elderly, homeless, non-English speaking, etc. County human services agencies will be required to address the needs of these groups.
- f. Following disasters of lesser scope, disaster recovery assistance will still be required, but to a lesser degree. In this event, human services assistance will be coordinated through the Assistant County Administrator for Human Services in conjunction with the Red Cross through existing staff and services, volunteer organizations, church groups and other private-non-profit organizations.
- g. The various welfare services providers are responsible for providing services at different time periods. Disaster Service and Timetable Matrices for each type of declared disaster are included as Appendices 1 and 2 to this Annex. (i.e. Presidential Declared Disaster and Governor Declared Disaster).

Agencies providing mass care and human services will keep detailed records of fund expenditures and personnel time sheet documentation in order to have adequate records to apply for federal disaster assistance. Governmental agencies must ensure that disaster-related assistance is kept separate from normal ongoing welfare programs.

The Public Information Officer on the EOC Operations Group staff will be responsible for providing all mass care and human services-related information to the media for release to the public (e.g. types of assistance available, locations of sites providing assistance, etc). Office of Human Services representatives will ensure all appropriate information is relayed in a timely fashion to the Public Information Officer. Information should be coordinated among all mass care/human services providers (e.g. state, county, Red Cross, Salvation Army, etc.) to ensure conflicting information is not provided to the public. In a major disaster, a Joint Information Center (JIC) will be established whereby federal, state, county and non-profit information is coordinated.

Each ESF #6 organization maintains their own resources lists. Emergency Management maintains a data base of potential resources that can be available for disaster operations as well as telephone lists of organizations' central points of contact.

Citizen Corps volunteers in the Community Emergency Response Team (CERT) may be called upon to assist ESF #6 during disaster situation.



Direction and Control

- The activities initially will be coordinated through the State Emergency Operations Center (SEOC) in consultation with the Department of Community Affairs and the affected offices in those counties that are responsible for providing such services under non-emergency conditions.
- ESF participating agencies and organizations, state, district and county coordinators will be the contact at the local level for coordination.

Basic Planning Assumptions – Human Services¹

1. The nature and scope of a catastrophic incident will immediately overwhelm State and Local response capabilities, this requires that counties understand and be able to clearly articulate their resource needs.
2. The assets outlined in response strategies may not be available at the time of a catastrophic event due to needs at their home institution, family requirements, etc.
3. A catastrophic incident will present a dynamic response and recovery environment requiring that response plans and strategies be flexible enough to effectively address emerging or transforming needs and requirements.
4. County and State must commence immediately in order to save lives, prevent human suffering, and mitigate severe damage. The majority of deployment-dependent Federal response resources are not likely to provide significant lifesaving or life-sustaining capabilities until 18-36 hours post event.
5. The response capabilities and resources of the local jurisdiction (to include mutual aid from surrounding jurisdictions and response support from the State) may be insufficient and quickly overwhelmed.
6. Local emergency services personnel and human services personnel who normally respond to incidents may be among those affected and unable to perform their duties.
7. A catastrophic incident may result in large numbers of casualties and/or displaced person, possibly in the tens to hundreds of thousands.
8. The incident may result in significant to massive disruption of the area's critical infrastructure, such as human services, energy, transportation, telecommunication, public health, and medical systems.
9. A detailed and credible common operating picture reflecting critical, urgent needs, and requirements may not be achievable for 24 to 48 hours after the incident.
10. The response capabilities and resources of the local jurisdiction (to include mutual aid from surrounding jurisdictions and response support from the State) may be insufficient and quickly overwhelmed.

¹ Catastrophic Incident Supplement to the National Response Plan (2005)



11. The assets outlined in response strategies may not be available at the time of a catastrophic event due to needs at their home institution, family requirements, etc.

Other Issue Points

It is imperative to be able to conduct a quick rapid assessment of impact areas post incident; understanding that a thorough assessment can not be conducted immediately post incident, as life safety issues are primary. However, structural integrity, flooding, etc. are critical aspects to life safety and must also be taken into account.

- Has owning agency worked to develop teams to deploy immediately post-event to conduct rapid assessments?
- Are current plans for the deployment of assessment teams coordinated with partner agencies (e.g. law enforcement, fire rescue, etc)?
- Do existing plans distinguish between small incidents and the requirements of a large-scale and/or catastrophic incident?
- Has owning agency worked with sister agencies to determine prioritizes for assessments and immediate restoration efforts?
- What are the mechanisms to determine interrupted or compromised human service delivery functions, and communicate this with response partners and general public post-event?
- Has owning agencies pre-identified potential asset needs? What is the process to request resources?

Operations: Roles and Responsibilities

Human Services ESF #6 (Mass Care)

Level	Primary Agency	Support Agencies
National ²	Department of Homeland Security/Emergency Preparedness and Response/Federal Emergency Management Agency American Red Cross	Department of Agriculture Department of Defense Department of Health and Human Services Department of Homeland Security Department of Housing and Urban Development Department of the Interior Department of Justice Department of Labor Department of Transportation Department of the Treasury Department of Veterans Affairs General Services Administration Office of Personnel Management Small Business Administration

² At the Federal level, disaster housing is part of ESF #6 Mass Care



Level	Primary Agency	Support Agencies
		Social Security Administration U.S. Postal Service Corporation for National and Community Service National Voluntary Organizations Active in Disaster VOAD
State	Department of Business and Professional Regulation (Response) and Department of Children and Families (Recovery)	American Red Cross, Department of Agriculture and Consumer Services, Department of Education, Department of Elder Affairs, Agency for Workforce Innovation, Agency for Persons with Disabilities, Department of Military Affairs, Florida Voluntary Organizations Active in Disaster, Volunteer Florida, National Association for the Advancement of Colored People, the Salvation Army.
Regional		Tampa Bay Chapter of ARC United Way of Tampa Bay
Citrus	Citrus County Emergency Management Section	American Red Cross Salvation Army Citrus County Health Department Nature Coast Emergency Medical Services Citrus County Sheriff's Office ARES/RACES Citrus County Community Support Services Division
Hardee	Hope of Hardee American Red Cross	Hardee County School District Hardee County Department of Health Disaster Response of United Methodists The Salvation Army Hardee County Chamber of Commerce Church of Latter Day Saints Presbyterians of SW Florida Florida Baptist Convention Other Churches Hardee County American Red Cross Department of Corrections
Hernando	Hernando County School Board	Citrus/Hernando American Red Cross Hernando County Health Department Hernando County Sheriff=s Office The Salvation Army Radio Amateurs in Civil Emergency Services



Level	Primary Agency	Support Agencies
		Animal Control HERC Hernando Emergency Recovery Council County Housing Authority
Hillsborough	County Social Services Division Red Cross County agencies State and federal agencies Municipalities and private non-profit agencies	Hillsborough County Office of Human Services Aging Services Department Health & Social Services Department Cities of Tampa; Plant City and Temple Terrace Salvation Army United Way County Fire Rescue Department Municipal hire/fire rescue departments Parks, Recreation, and Conservation Health Department School Board Animal Services
Manatee	Manatee County Chapter American Red Cross Salvation Army	Manatee County School Board Manatee County Health Department Manatee County Rural Health Services, Inc Florida Department of Children and Families (DCF) Manatee County Volunteers Active in Disasters (MCVAD) Manatee County Emergency Medical Services
Pasco	Tampa Bay Chapter American Red Cross Pasco County Community Services Department/Human Services Division Elderly Nutrition Division Veterans Services Division	District School Board of Pasco County Pasco County Sheriff's Office Radio Amateur Civil Emergency Service Private Churches Municipal Police Departments Health Department Salvation Army Utilities PHPCOAD Community Emergency Response Teams (CERT) Area Agency on Aging Catholic Charities Community Aging & Retirement Services (CARES) Pasco County Cooperative Extension Deaf Services Bureau Department of Children and Families Mid Florida Community Services Migrant Self-Help Program



Level	Primary Agency	Support Agencies
		Pasco County Housing Authority Pasco County Public Transportation Salvation Army Food Bank The Harbor Behavioral Health Care (BayCare) Lighthouse for the Blind Pasco County Health Department United Way
Pinellas	Pinellas County School Board	American Red Cross County Human Services
Polk	Emergency Management Division	American Red Cross (Polk County Chapter) Human Services Department (Transit Services Division) Support Services Group (Communications Division) (Risk Management Division) Polk County Health Department Polk County Sheriff's Office Polk County School Board Leisure Services Division

Primary Agency: County Health and Social Services

Support Agencies: American Red Cross, County Volunteer Services, Salvation Army, United Way and other COAD members, City of Tampa, School Board, Aging Services Department, County Fire Rescue Dept., Municipal Fire/Fire Rescue Departments, Facilities Management (Fairgrounds Logistics Operations), Health Department, Animal Services, United Way/Volunteer Center, USF

The Assistant County Administrator for Human Services has overall responsibility for county government human services activities. The Director, Aging Services will serve as the coordinator in the EOC for the various departments under the Office of Human Services.

Municipalities will provide mass care and human services support within their jurisdictions as resources allow. This may include coordinating with human service agencies to establish feeding sites and distribution sites for food and water.

Roles and Responsibilities

- Coordinates Mass Care/Emergency Assistance operations (e.g., sheltering, feeding, emergency first aid, distribution of emergency supplies, and reception)
- Develops design for and scope of reception sites (e.g., information, canteening, hygiene/comfort provisions provided)
- Supports evacuees with special or functional needs, including assisting with accessible accommodation



- Coordinates transitional sheltering, interim, and long-term housing support
- Coordinates and maintains tracking database and status of incoming evacuees
- Coordinates reunification of evacuees
- Coordinates casework, case management, and other social/community evacuee assistance
- Coordinates social and community programs, such as Disaster Unemployment Assistance, with State Agencies and NGOs
- Coordinates with [State Dept. of Education](#) on evacuee children school enrollment
- Coordinates unaffiliated volunteers and unsolicited donations management
- Requests and coordinates Federal support, such as commodities, medical stations, and staffing at Reception Processing Sites, shelters, and/or kitchens
- Coordinates with ESF #5 for FEMA Individual Assistance registration support

Existing MOUs/MOAs

County with School Board Administration and the American Red Cross, LTROs (where applicable)

Self-Evacuees

Support Agencies: [American Red Cross](#), [County Volunteer Services](#), [Salvation Army](#), [United Way](#) and other COAD members, [City of Tampa](#), [School Board](#), [Aging Services Department](#), [County Fire Rescue Dept.](#), [municipal fire/fire rescue departments](#), [Facilities Management \(Fairgrounds Logistics Operations\)](#), [Health Department](#), [Animal Services](#) and [United Way/Volunteer Center](#), [Tampa/Hillsborough County Convention and Visitors Association](#), [Communications](#)

Operations

When applicable, all Mass Care processes will follow those established in the EOP. Mass evacuee support may require additional processes.

The short-term needs for self-evacuees generally include accurate and up-to-date information; shelter; and those immediate needs found within shelters, such as feeding and health services. If self-evacuees are unable to return to their homes, they may have intermediate and long-term needs similar to transportation-assisted evacuees.

Short-Term Tasks

Tasks	Supplying Agency/ Function
Request use of State welcome/tourist centers and other locations from appropriate State agency or private owner for self-evacuee reception sites; create or implement an MOU/MOA as needed.	Hillsborough County Department of Tourism Tampa/Hillsborough County Convention and Visitors Association
Staff sites, stock/restock supplies, gather information, and prepare welcome centers for opening	ESF #2, ESF #5, ESF #7, ESF #16 , ESF #14



Tasks	Supplying Agency/ Function
Receive and coordinate sheltering status by type (e.g., General Population, Functional Needs Support (FNS), medical facilities (e.g., shelters, hospitals, nursing homes), and Household Pet Shelters).	Support organizations and agencies

Tracking of Evacuees

Support Agencies: Purchasing Dept., Information & Tech Services/ Telecommunications, Law Enforcement, Emergency Management, Communications, American Red Cross, United Way/Volunteer Center of Tampa Bay, Facilities Management, Salvation Army

Operations

When applicable, all tracking processes follow the established State EOP; however, tracking may not be part of a State’s standard EOP processes requiring additional processes.

Additional Assumptions:

- Tracking systems may vary, and compatibility issues may exist between systems
- Some States will not have a tracking system
- Planning and/or development of a tracking system may be reinforced through coordination with potential Impact-Area/States and the FEMA regional office for system-to-system compatibility and/or system suggestions
- Tracking issues for evacuee support require specialized processes due to privacy issues and the need to ensure the public safety

Short-Term Tasks

Tasks	Supplying Agency/ Function
Distribute tracking hardware to appropriate agencies, staff, and locations	ESF #7
Coordinate with ESF #16 for support with security-related issues (e.g., sex offenders, outstanding warrants)	ESF #16
Implement tracking plan at Reception Processing Sites or other sites receiving transportation-assisted evacuees	ESF #5, ESF #7, ESF #15



Reception

Support Agencies: Health and Social Services, Emergency Management, United Way/Volunteer Center, American Red Cross, Salvation Army, Communications, Law Enforcement, Fire Rescue

Operations

When applicable, receiving and registering evacuees will follow processes established in the EOP. The reception process for a population from out-of-State may require additional processes.

Additional Assumptions:

Evacuees may arrive with little or no money, few or no personal items, and limited or no identification.

Short-Term Tasks

Tasks	Supplying Agency/ Function
Locate staff and facilities, stock/restock supplies for opening of reception sites	ESF #2, ESF #5, ESF #7, ESF #16 , ESF #14
Determine specific accommodation to meet needs of evacuees, including people with disabilities and special needs, including people with limited or non-English speaking abilities	ESF #14, support organizations
Coordinate transportation to sheltering facilities	ESF #1
If necessary, request decontamination support	ESF #8, Fire Rescue (ESF #4), HazMat Team (ESF #11)
Provide media and public information to evacuees	ESF #14
Verify transportation registration process is implemented at reception sites	ESF #5, FEMA
Request FEMA mass care/emergency assistance resources and RPS support, as needed	ESF #5, FEMA



Special and Functional Needs

Support Agencies: Health and Social Services, Dept. of Health, School Board, Animal Services, United Way/ Volunteer Center of Tampa Bay, Transit providers, BLS Ambulance, Aging Services

Operations

When applicable, all Special/Functional Needs processes will follow those established in the EOP. Mass evacuee support may require additional processes.

Additional Assumptions

- A percentage of the evacuee population will require care beyond that which is available at a General Population Shelter, but they will not meet the criteria for admittance to a hospital or other medical institutional facility.
- Some of the Special Needs/Functional Needs evacuee population may have a service animal.
 - Service animals are not considered household pets and must remain with their owners.
 - These animals may need care and feeding support.
- Some evacuees may need replacement or loaned durable medical equipment.
- Some evacuees may need additional assistance due to limited English language ability and/or a special or functional need.
- Some advocacy and/or NGOs for people with disabilities and special needs may provide public education, training, and/or credentialing for volunteers who may be recruited to provide care for this population.

Short-Term, Intermediate, and Long-Term Tasks

Tasks	Supplying Agency/ Function
Provide care to individuals unable to care for themselves until reunification or other options become available	Support organizations
Support service animal care and feeding	ESF #17, ESF #7
Arrange resource/supplies for special dietary needs, as needed	ESF #7, ESF #8
Provide para-transit transportation resources, as needed	ESF #1, ESF #7, support organizations
Provide information in alternative formats on special needs support available and on impact area conditions and status to those in shelters, medical facilities, and in the community	ESF #5, ESF #7, support organizations
Track evacuees with medical, special and/or functional needs who transfer from General Population Shelters to a medical institution	ESF #8
Track special needs evacuees who are transferred from a medical institution to a General Population Shelter, transitional sheltering, or interim housing to ensure they are in the system to receive assistance	ESF #8



Reunification of Evacuees

Support Agencies: American Red Cross, Salvation Army, Law Enforcement, Communications, United Way/ Volunteer Center, Health and Human Services

Operations

When applicable, all reunification processes follow the established State EOP; however, reunification may not be part of a State’s standard EOP processes requiring additional processes.

Additional Assumptions:

- Minors and evacuees requiring a caregiver may be separated from their parent, legal guardian, or caregiver and may need care, supervision, and reunification priority
- The National Center for Missing and Exploited Children (NCMEC) has a reunification tool called the National Emergency Child Locator Center (NECLC), which can be activated through FEMA’s ESF #6 or through the State government agency responsible for the care and safety of unaccompanied minors
- Reunification issues for evacuee support require specialized processes due to privacy issues and the need to ensure evacuee safety,

Short-Term, Intermediate, and Long-Term Tasks

Tasks	Supplying Agency/ Function
Provide supervision to unaccompanied minors and individuals unable to care for themselves until reunification or other options are available	Support organizations
Implement reunification plan and activate resources; distribute information on reunification process and resources to shelters and other facilities housing evacuees	Support organizations
Disseminate information to the public about reunification resources and make tools available	ESF #14



Sheltering and Housing

Support Agencies: Emergency Management, School Board, Health and Human Services, United Way/ Volunteer Center of Tampa Bay, American Red Cross, Dept of Health, Animal Services, Communications, National Guard, Law Enforcement, Transit and Para-transit providers

Operations

When applicable, all sheltering and housing processes follow those established in the CEMP. Mass evacuee support may require additional processes.

Additional Assumptions

Sheltering and housing needs may be required over an extended period of time.

Short-Term and Intermediate Tasks

Tasks	Supplying Agency/ Function
<ul style="list-style-type: none"> ▪ Consult shelter checklists found in the appendices for Applicable agencies/ organizations ▪ Coordinate transportation to move evacuees from reception sites to shelter facilities, if necessary 	ESF #1
Identify and support evacuees with special needs (see Special Needs Flow Diagram, for details)	ESF #8, ESF #17, ESF #13
Provide public information, including situational updates in the Impact-Area/State and timeline for returning to their homes, if available	ESF #14
Coordinate and integrate FEMA mass care/emergency assistance resources into State and/or local operations as determined by need and review by local and State government and FEMA: <ul style="list-style-type: none"> <input type="checkbox"/> Feeding operations at shelters, kitchen sites, other feeding sites <input type="checkbox"/> Shelter facility identification, restoration, and support <input type="checkbox"/> Shelter operations management, maintenance, decommissioning <input type="checkbox"/> Turnkey shelter operations management 24-hours per day from acquisition to decommissioning <input type="checkbox"/> Other planning, staffing, and technical support for mass care 	ESF #5, FEMA
Provide telephones and computers with Internet access for evacuee use, if possible	ESF #2



Intermediate and Long-Term Tasks

Tasks	Supplying Agency/ Function
Participate on the State-led Housing Solutions Task Force (SHSTF) and, if desired, a Mission Planning Team (MPT)	ESF #5, applicable State and local agencies involved in housing, support organizations, FEMA
Provide resources to disaster housing programs	FEMA, U.S. Department of Housing and Urban Development (HUD), DCA, Health & Human Services 211

Feeding

Support Agencies: [American Red Cross](#), [Salvation Army](#), [Baptist Ministries](#) and other COAD Members, [United Way/ Volunteer Center of Tampa Bay](#), [Communications](#), [Private Sector](#)

Operations

When applicable, all feeding processes follow those established in the EOP. Mass evacuee support may require additional processes.

Additional Assumptions

Feeding operations may be necessary for self-evacuees whose personal resources are exhausted but who reside in the community rather than the shelter/housing system.

Short-Term and Intermediate Tasks

Tasks	Supplying Agency/ Function
<ul style="list-style-type: none"> ▪ Contact feeding providers (e.g., NGOs, feeding vendor) to initiate feeding at shelters ▪ Deploy canteening and/or feeding resources to Reception Processing Sites ▪ Coordinate with feeding providers (e.g., NGOs, vendors) for kitchen sites and support resources if necessary ▪ Coordinate for health inspections of feeding sites and operations 	ESF #5, NGOs, vendors, ESF #8, FEMA
Identify and support evacuees with special dietary needs, considering both health and cultural issues	ESF #8, NGOs, FEMA
If feeding self-evacuees in the community, provide public information on locations, hours, identification requirements, and processes	ESF #14



Tasks	Supplying Agency/ Function
Coordinate for use of USDA food from Food and Nutrition Services program which stocks food for schools; feeding NGOs may have MOU/MOA with local USDA resource for use	Local USDA, NGOs
Coordinate and integrate Federal resources into State and Local operations	FEMA, FDEM Emergency Management

Intermediate and Long-Term Tasks

Tasks	Supplying Agency/ Function
Provide continuing feeding operations as needed	ESF #5, NGOs, vendors, FEMA

Social and Community Programs

Support Agencies: [Health and Human Services](#), [COAD](#), [United Way/Volunteer Center](#), [Dept. of Health, 211](#), [Crisis Counseling](#), [Legal Aid](#)

Operations

- When applicable, all case management processes follow the established EOP. Mass evacuee support may require additional processes and resources.
- Case management and legal services may be utilized. These programs are implemented as soon as possible in the short-term timeframe and may extend into in the intermediate and long-term timeframes.

Additional Assumptions

- Legal concerns will often not arise until the intermediate or long-term timeframe.
- Legal services providers in the Host Community may offer support without payment but may need to consider legal jurisdiction prior to providing support.
- Legal services may be concerning insurance claims, landlord/tenant issues, consumer protection issues, and document replacement.
- Non-profit organizations generally provide emergency casework.
- Medical and/or hospital evacuees who are discharged in the Host Community may require assistance accessing services.



Intermediate and Long-Term Tasks

Tasks	Supplying Agency/ Function
Request casework support	Social Services Agency, NGOs, community organizations, private sector
Provide evacuee-related recovery services, such as the following: <ul style="list-style-type: none"> ▪ Reunification ▪ Crisis counseling, referral to long-term behavioral and mental health resources ▪ Referral to Hillsborough County social services system ▪ State and/or Federal benefits processing assistance, as applicable ▪ Community information, such as laundry facilities, pharmacies, employment, schools, transportation, social services, faith-based organizations, banking, financial assistance, and support groups ▪ Housing resource options 	Social Services Agency, NGOs, community organizations, private sector
Request activation of The Crisis Counseling Assistance and Training Program (a U.S. Health and Human Services program implemented by FEMA under ESF #6) through the Impact-Area/State’s JFO	ESF #6, ESF #8, ESF #5, FEMA
Arrange access to information for evacuees seeking assistance: <ul style="list-style-type: none"> ▪ Local area support services ▪ Online and phone registration for assistance services 	Support organizations, FEMA
Implement a public service campaign advising of type of services, locations, hours of operations, and any other applicable information	ESF #14
Direct evacuees to Hillsborough County social/human services agencies for replacement of identification and transfer of pre-existing benefits and services (e.g., Social Security, food stamps, driver’s licenses)	Hillsborough County social/human services agencies
Hillsborough County social/human services agencies <ul style="list-style-type: none"> ▪ Contact local law firms and legal services organizations to seek support in donated time and services to legal clinics ▪ If there is a Federal disaster declaration for the Impact-Area/State, request FEMA to activate the Disaster Legal Services program 	Private sector, FEMA



ESF #11 (Food Distribution)

Level	Primary Organization	Contact Information
National	Department of Agriculture Department of the Interior	Department of Agriculture Department of Commerce Department of Defense Department of Energy Department of Health and Human Services Department of Homeland Security Department of the Interior Department of Justice Department of State Department of Labor Department of Transportation Environmental Protection Agency General Services Administration U.S. Postal Service American Red Cross
State	Florida Department of Agriculture and Consumer Services	American Red Cross, The Salvation Army, School Board Districts (School Food Service Offices), Department of Health (Women, Infant, and Children’s Bureau), Department of Children and Families, Department of Elder Affairs
Regional		
Citrus	American Red Cross	
Hardee	Emergency Management	Rich Shephard: 863 781-2937
Hernando	HHS	Veda Ramirez: 352-540-4338 VRamirez@co.hernando.fl.us
Hillsborough	HHS	Bart Banks: 813-307-3665 banksb@hillsboroughcounty.org
Manatee	County Ag	Brenda Rogers: 941-722-4524
Pasco		
Pinellas	School Board/Red Cross	
Polk	Parks and Recreation /Leisure Services Polk County Govt.	Bob Weidrich: 863-534-4340 bobweidrich@polk-county.net
Sumter	Extension Services	Susan Kelly: 352-793-2728

The primary responsibilities of ESF 11 are to identify, secure and arrange for the transportation and distribution of food and water to disaster victims. This may include the activation and oversight of PODs or the delivery of items to homebound shut-ins.



At the state, regional, and local level:

While there is a clear role for ESF 11 at the state level, at the county level, the role becomes intertwined with ESF 6. In Sumter County, the ESF 6 and 11 lead are one in the same. The leads for each county vary from Extension Services to Health & Human Services to County Emergency Management to American Red Cross. While most reporting counties have a “Meals on Wheels” program or similar program that is integrated into the ESF 11 response plan for homebound deliveries, two do not and do not know how requests for homebound food deliveries will be handled. And while those reporting they have a “Meals on Wheels” or similar program, three reported no formal delivery plan was recognized by Emergency Management.

While there is a process in every county to establish POD’s and every county reported having pre-identified sites for activating the process, each reporting county identified different organizations charged with managing the sites. Two of the reporting agencies replying to the ESF 6 survey indicated they did not have a list or map of Publix stores with generators.

Issues:

- Food service to homebound and or elderly who cannot access food distribution sites for a myriad of reasons is a historical issue; While “Meals on Wheels” in most counties have a plan to continue food services, one does not, two counties have no programs to support the need, and identified lead or support organizations in all but one county are not homebound food service providers – they serve in other roles on a daily basis.
- HIPPA and Sunshine compliance precludes the ability of agencies to share client information currently receiving those home delivery services.
- The majority of these programs are supported by volunteers who deliver the meals; In a disaster, there is no certainty of volunteer support to maintain program services.
There is no standardization of process in place for activating and managing a POD and clarity on the establishment of a regional LSA to support ESF 11 needs is not clear.
- Vendor agreements to support ESF 11 needs were much less clear than those supporting ESF 6 – who had the agreement and who was managing the agreement if there was one.

Recommendations:

- That the ESF 11 state lead create an accreditation process for all ESF 11 county lead and support organizations so process can become standardized and best practices and templates shared to ensure a plan for continuity of service provision can be established with a regional, if not state-wide, awareness.



- That a Task Force be created to address homebound needs and a standardized process be established to support counties with no resources to support those needs.
- That a mechanism to share homebound status of those relying on homebound services be established that meets HIPPA and Sunshine compliance; That service agencies take an initiative in creating such a plan and include emergency management and ESF 11 lead and support teams in the process.
- That lead organizations convene a community stakeholder meeting to include faith-based organizations to create an “adopt a family” initiative for those who are homebound.
- That a list of number of personnel required to support a POD according to each county plan, be given in advance to all ESF 15 leads for recruitment and training purposes.
- That a list of all Publix stores with generators be shared with the public so they know where to go for food.
- That the list of those locations, as well as templates for best practices, etc outlined in bullet one of these recommendations be maintained in a “tool box” by the Tampa Bay Regional Planning Council and updated annually.

ESF #15 (Volunteers and Donations)

Level	Primary Agency	Support Agencies
National	HS/FEMA, HUD, SBA	DOE, DOI, HHS, DOL, ARC, CNCS, DRA, NVOAD
State	Governor’s Commission on Volunteerism and Community Service (Volunteer Florida)	Active Community Team Services, Adventist Community Services, AidMatrix Foundation, Inc., American Red Cross, Associated Industries of Florida, BlueCross BlueShield of Florida, Catholic Charities of Florida, Inc., Christian Contractors Association, Inc., Christian Disaster Response, Church of Jesus Christ of Latter-Day Saints, Church of Scientology Disaster Relief Team, Church World Service, Compassion Alliance, Convoy of Hope, Coordinated Assistance Network, Corporation for National and Community Service, Eagles Wings Foundation, Inc., Episcopal Diocese of Central Gulf Coast, Episcopal Diocese of Florida, Florida Alliance of Information and Referral Services, Florida Association of Food Banks, Florida Association of Volunteer Centers, Florida Baptist Disaster Relief, Florida Conference of the United Methodist Church, Florida Crisis Response Team, Florida Fraternal Order of Police, Florida Department of Elder Affairs, Florida Goodwill Association, Florida Immediate Response Stress Team, Florida Interfaith



Level	Primary Agency	Support Agencies
		Networking in Disaster, Florida Jaycees, Florida Presbyterian Disaster Assistance Network, Florida Voluntary Organizations Active in Disasters, Knights Hospitallers (OSJ), Lions of Florida, National Disaster Relief, Inc., Night Runners Mobile Crisis Service and Disaster Relief, Operation Blessing International, Samaritan's Purse, The Florida State Conference National Association for the Advancement of Colored People, The Salvation Army, Thrivent Financial for Lutherans, United Way of Florida, Volunteer Florida Foundation, Inc.
Regional		United Way of Tampa Bay Regional COAD
Citrus	Nature Coast Volunteer Center	Citrus County Emergency Management Section American Red Cross United Way Salvation Army
Hardee	Hardee County CERT	Hardee County Office of Emergency Management Hardee County Public Works American Red Cross Hardee County Chamber of Commerce United Way members of the Hardee County Ministerial Association Hope of Hardee
Hernando	Hernando County Health and Human Services Department	United Way of Hernando County The Salvation Army Mid-Florida Community Services Retired Senior Volunteer Program Civil Air Patrol, Hernando County Composite Squadron The American Red Cross Hernando County Community Emergency Response Team (CERT) Program Helping Hands
Hillsborough	United Way of Tampa	American Red Cross Human Resources Department Parks, Recreation & Conservation Department Procurement Services Salvation Army
Manatee	Manatee County Emergency Management Division	Manatee County Chapter American Red Cross Catholic Charities



Level	Primary Agency	Support Agencies
		Christian Contractor Association Church World Services Civil Air Patrol Florida Interfaith Networking in Disaster Presbyterian Disaster Assistance Manatee County Human Services Division Manatee Religious Services Salvation Army Southern Baptist Association of Manatee County United Way Volunteer Services of Manatee County, Inc
Pasco (ESF 14)	Pasco County Parks and Recreation	Salvation Army United Way American Red Cross Pasco County Community Services Department Pinellas, Hillsborough, Pasco Community Organizations Active in Disasters (COAD) Pasco County CERT Teams
Pinellas	Volunteer Service Program	
Polk	Support Services Group (Personnel Division)	Neighborhood Services Department (Leisure Services Division) Polk County Sheriff's Office United Way Of Central Florida Salvation Army American Red Cross

Primary Agency: Facilities Management, United Way/Volunteer Center of Tampa Bay

Support Agencies: American Red Cross, Human Resources, Parks, Recreation and Conservation, Purchasing, Salvation Army Communications, Law Enforcement, COAD

Operations

When applicable, all Volunteer and Donations Management processes follow the established in the EOP, but may require additional processes.

Additional Assumptions

- Unaffiliated volunteers will present themselves and may or may not have disaster training, experience, or skills useful in disaster operations.
- Unsolicited donations will arrive and impact an operation.



- Prospective volunteers may not be needed immediately, may have skills useable in recovery rather than response, or may not be appropriate candidates for volunteering (e.g., sex offenders or those with certain criminal backgrounds).
- Donations or specific volunteer services may not be needed immediately or may not be of a useable type in disaster support.
- Donors and volunteers may not understand why their donation or service is not being used or used immediately and could become disenchanted if reasons are not provided.
- A call center, volunteer reception center, and/or processing system may be needed to coordinate and direct donation and volunteer offers and resources.

Short-Term, Intermediate, and Long-Term Tasks

Tasks	Supplying Agency/ Function
Activate donations and volunteer management process (receipt, distribution, storage, disposition, processing call center, electronic management tools, inventory system, accounting)	Support organizations, ESF #7, ESF #8, ESF #16 , ESF #14
Locate, activate, and coordinate warehouse space, transportation resources, and logistical support for solicited and unsolicited donations	ESF #7
<ul style="list-style-type: none"> ▪ Develop donations and volunteer media campaign ▪ Provide public with awareness of donations and volunteer needs ▪ Include identified needs for specific items (e.g., water, hygiene kits) and personnel with specialized skills (e.g., health professionals, technical experts) ▪ Include information on mechanisms and processes for donating and volunteering (e.g., FEMA’s National Donations Management Network; for more information see the Evacuee Support Planning Guide) ▪ Maintain ongoing public information regarding where and how donations and services are being and have been used 	ESF #14, NGOs
Implement and/or develop new private-sector and business partnerships	ESF 18 All ESFs and support organizations
Coordinate transportation support to move volunteers from volunteer staging/coordination sites to work sites, if applicable	ESF #1
Coordinate with other agencies/organizations to avoid overlap of use of human or material resources (volunteers, supplies, equipment, vendors)	All ESFs and support organizations