

2015
EMERGENCY OPERATIONS PLAN
(EOP)

SEDGWICK COUNTY



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

Coordinating Agency:

- Sedgwick County Emergency Management

Primary Agency:

- Kansas Assessment Team
- Human Needs Assessment Team
- Community Relations Team
- Sedgwick County Community Developmental Disability
- Sedgwick County Department on Aging
- Sedgwick County Animal Response Team (SCART)
- Sedgwick County Emergency Management
- Sedgwick County Health Department
- Sedgwick County Housing Authority
- Wichita-Sedgwick County Metropolitan Area Building and Construction Department
- City of Wichita Fire Department
- City of Wichita Environmental Health Department
- Central Plains Area Agency on Aging
- American Red Cross
- The Salvation Army
- Southern Baptist Disaster Relief of Kansas/Nebraska
- Voluntary Organizations Active in Disaster (VOAD)
- United Way of the Plains

Support Agencies:

Federal Agencies

- Federal Emergency Management Agency (FEMA)

State Agencies

- Kansas Division of Emergency Management
- Kansas Department for Aging and Disability Services (KDADS)
- Kansas Department for Children and Families Services
- State Animal Response Team (SART)

County Agencies

- Sedgwick County Animal Control
- Sedgwick County Fire District #1
- Sedgwick County EMS
- Sedgwick County Health Department Medical Reserve Corps

City Departments

- City of Clearwater EMS
- City of Mulvane EMS
- City of Sedgwick Emergency Svcs
- City of Wichita Transit
- City of Wichita Environmental Services
- City of Wichita Animal Services

Public

- Central Plains Area Agency on Aging
- Arrowhead West Inc
- Rainbows United
- Starkey Inc
- Timber Lines Transportation
- Kansas Humane Society
- Veterinary Medical Association
- Via Christi Rehabilitation Hospital
- Wesley Rehabilitation Hospital

I. Purpose and Scope

A. Purpose

1. The purpose of ESF 6 is to coordinate the emergency provision of temporary shelters, emergency mass feeding, and the bulk distribution of coordinated relief supplies for victims of a disaster and disaster workers.

B. Scope

1. ESF 6 promotes the delivery of services and the implementation of programs to assist individuals, households and families impacted by disaster/emergencies.
2. ESF 6 includes four primary functions: mass care, emergency assistance, housing, and human services.
 - a. 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;
 - b. Emergency assistance includes functions of evacuation support in conjunction with ESF 1 and ESF 9, reunification of families, vulnerable needs support, sheltering of disaster survivors and household pets, and overall shelter management.
 - c. Housing involves the provision of assistance for short- and long-term housing needs of disaster survivors; and
 - d. Human Services includes providing disaster survivor-related recovery efforts such as emotional support and identifying supports for persons with vulnerable needs.

II. Concept of Operations

A. General

1. ESF 6 is organized consistent with the Sedgwick County Emergency Operations Center (EOC), the requirements of the National Response Framework, the National Incident Management System, and the Incident Command System. This structure and system supports incident assessment, planning, procurement, deployment, and coordination and support operations to Sedgwick County through the Sedgwick County Emergency Response Team, Area Operations and Regional Incident Management Teams (IMTs) to provide a timely and appropriate response to an emergency or situation.
2. Procedures, protocols and plans for disaster response activities are developed to govern staff operations at the Sedgwick County EOC and in the field. These are in the form of Emergency Operations Plan (i.e., Base Plan) and corresponding Appendices, Incident Annexes, Support Annexes and Standard Operating Guidelines, which describe ESF 6 capabilities. Periodic training and exercises are also conducted to enhance effectiveness.

3. In a large event requiring local or State mutual aid assistance, ESF 6 will work with its support agency counterparts to seek, procure, plan, coordinate and direct the use of required assets.
4. ESF 6 will coordinate with ESF 8 to address the requirements of persons with vulnerable needs, including their sheltering requirements.

B. General Overview

Mass Care, housing and human services operations will be coordinated from the Sedgwick County EOC. The American Red Cross (ARC) may also activate an Emergency Coordination Center (ECC) at another location. Close coordination will be maintained between the two sites. When requested, the ARC will send a liaison to the County EOC to ensure close coordination and joint decision-making. If needed, other support agencies will also be asked to report to the EOC to assist with ESF #6 activities.

The ARC will work closely with local and county government agencies in the EOC to manage mass care, housing and human services operations and provide overall coordination of the activities associated with ESF #6. Ongoing human services assistance may be coordinated from a location determined suitable by the ARC and the other volunteer agencies involved in administering long-term housing and human services programs. Close coordination will be maintained among the many volunteer agencies providing human services assistance to avoid duplication of some services and a lack of others.

There are no reception or care centers (heating/cooling) in Sedgwick County. Also, while there are no appointed interpreters maintained by government agencies and VOAD members, individuals in those agencies with bilingual abilities may be asked to help assist in limited manner. Short or long term needs for interpreters will be contracted by the specific requesting agency and funded by their respective finance or purchasing department.

C. Organization and Response

Damage assessment information will dictate the type and scope of mass care operations required. The EOC Team and the ARC Liaison will gather information regarding people displaced by the event to assist in determining the number of shelters to open and where they should be located. In addition to the type and scope of the disaster, other factors in determining the number of shelters and their locations will be accessibility, transportation, security, staff and supplies. The ARC Liaison in the EOC will work closely with the EOC Team to determine shelter needs and identify capabilities based on the specifics of the emergency situation.

If the situation dictates, potential shelters will be given priority in damage assessments to expedite the provision of mass care services. The ARC Liaison will coordinate with the County EOC to ensure mass care facilities have priority for safety inspections. Mass care operations will continue until those displaced by the incident obtain other temporary housing or return to their homes. In most cases, mass care services are provided for less than one week.

Although in most cases, The Salvation Army (TSA) will not activate shelters in the County, they may be called upon in catastrophic emergencies to open and operate shelters. TSA will activate and operate Cooling Centers for use during Heat Emergencies. TSA and other volunteer groups may provide food, water, cots and other essential emergency items. These groups will work closely with the County EOC to identify individuals and families in need of assistance, as well as appropriate methods of distribution.

The ARC will provide daily, overall direction of mass care operations, including the assignment of personnel and ensuring that requests for assistance are met, documented and prioritized. Additionally the ARC will ensure registration, tracking, feeding, restocking and other related shelter activities are accomplished. Operation of the shelters will be in accordance with ARC standard operating procedures. Direct shelter control and management is the responsibility of the Shelter Managers. Each Shelter Manager will be responsible for managing their individual shelter while coordinating activities with the ARC Liaison in the EOC.

Shelters will be selected on the basis of suitability of the facility and its location within the county. Factors such as a sufficient area for sleeping, restrooms, showers, kitchen facilities, parking and accessibility for persons with disabilities will be considered. The decision as to which shelter(s) will be activated in a particular situation will be coordinated with the ARC, Sedgwick County Emergency Management, and the cities and the organizations providing the facilities. In the event of a disaster with the potential for contaminated victims who may be seeking shelter, a hazardous materials team, Health Department or Emergency Medical Technician (EMT), or other appropriately trained county or city representative will be sent to the shelter to screen evacuees. Those found to be contaminated will be isolated in a separate holding area until properly decontaminated or transported elsewhere for decontamination and/or treatment.

Security will be provided by either the Sheriff's Department (unincorporated areas), city police (incorporated areas), or the shelter facility's own security personnel. The structural integrity of emergency shelters and other emergency facilities will be determined by each city having jurisdiction and by Sedgwick County Code Enforcement. The ARC Liaison and the EOC Team will coordinate with available volunteer agencies to ensure feeding operations can be accomplished in shelters. Feeding will be based on sound nutritional standards and will include provisions to meet the requirements of disaster victims with special diets.

Shelter management teams will be responsible for the cleanliness of kitchens, restrooms and sleeping areas, and the disposal of trash. Reception operations will be carried out in accordance with ARC standards. The shelter management team will be responsible for registering and tracking shelter residents, and ensuring appropriate privacy with respect to their use of the shelter. If appropriate, the EOC will request outside resources to support mass care operations, including those of other jurisdictions, the State and Federal government and/or the private sector.

In coordination with the EOC, the ARC will determine if and when it is appropriate to consolidate shelters, as well as when shelters should close. Shelters will be deactivated in accordance with ARC operating procedures. Although special facilities (i.e., nursing homes, residential care facilities, hospices, etc.) should be able to care for their own populations, if dictated by the situation, the ARC will coordinate with the EOC to provide assistance in opening and maintaining shelters for those with special needs.

A Video Relay Service (VRS) is an option for deaf and hard-of-hearing individuals to use in an emergency in addition to a Text Telephone (TTY) available. During a power outage or an Internet connection failure the video phone may become unavailable; however, a backup battery powered TTY can be used for communications. Once shelters are activated, the ARC Liaison and the ESF #15 Public Information and External Communications Coordinator will ensure that information regarding shelter availability, locations, items to bring, etc., is released. The dissemination of public information will be carried out in accordance with ESF #15 – Public Information and External Communications.

1. Housing and Human Services

Emergency clothing, as well as hygiene, comfort, and emergency clean-up items, will be provided as dictated by the incident. Support in this area will be provided by TSA, ARC, other area volunteer agencies and if necessary, from the private sector. Initial humanitarian assistance (food, clothing, first aid, crisis counseling, emergency clean-up assistance, etc.) will be provided by the ARC, Salvation Army and other volunteer groups. If necessary, support in this area will be requested from the private sector.

The Volunteer and Donations Management function will be closely coordinated with mass care operations to facilitate the use of donated goods and volunteer labor to support ESF #6 activities. For more information, see ESF #7 – Resource Management.

The ARC will operate a Disaster Welfare Information (DWI) system to report on victims statuses and assist with family reunification. Information regarding individuals residing in the affected area will be collected and provided to authorities and immediate family members. If appropriate, the ARC will work closely with agencies providing mental health services when relaying information to family members. Both stationary and mobile feeding operations will be considered based on the needs of the situation. In addition to the numerous volunteer agencies with emergency feeding capabilities (e.g., TSA Canteens and Southern Baptists Mobile Kitchens), the ARC and/or the EOC may contract with local private food providers to supplement feeding operations for those affected by the disaster.

Every effort will be made to provide crisis-counseling services to people affected by the disaster. Trained mental health counselors are available through Sedgwick County COMCARE. The Sedgwick County Housing Authority will work with the ARC to identify housing resources for individuals and families permanently displaced by the event. When suitable, the Housing Authority will provide assistance in identifying available Section 8 housing resources.

If necessary, sites will be established within the affected area for bulk distribution of emergency relief items to meet the urgent needs of disaster victims. The ARC, TSA and other volunteer organizations will coordinate the bulk distribution of emergency relief supplies with support from Sedgwick County on logistical requirements. (See Annex 14 – Long Term Community Recovery and Mitigation)

The Sedgwick County EOC will work with the ARC to identify housing resources for individuals and families permanently displaced by the event. When suitable, the Housing Authority will provide assistance in identifying available Section 8 housing resources. When the situation dictates, the County will request State and Federal assistance to provide housing and human services programs to individuals and families affected by the disaster. These programs are described in detail in ESF #14 –Long-Term Community Recovery and Mitigation.

If the situation warrants activation of the National Response Framework, the local ARC chapter will work closely with its State and Federal counterparts to ensure appropriate resource coordination and support. The ARC has shelter agreements in-place with public and private facilities listed in the National Shelter System including suitable government facilities. If county or municipal owned facilities are opened as shelters, they will be managed and operated by the ARC. ARC shelters may not be able to accommodate special populations, especially in the beginning of a disaster. With this in mind, those responsible for special populations should be prepared to activate their own emergency shelter plans. The ARC will manage all vulnerable population shelters in accordance with Chapter 7, Addendum 2: The ADA and Emergency shelters: Access for All in Emergencies and Disasters, and, Chapter 7, Addendum 3: ADA Checklist for Emergency Shelters.

Sheltering Capabilities and Operations

The ARC will maintain a comprehensive, up-to-date, countywide list of shelters and capabilities. The ARC will keep records on the number of shelters, shelter residents, meals served, supplies used, supplies ordered, etc., and ensure this information is available in a timely manner to the EOC. To the extent possible, the ARC will use the capabilities of the Crisis Information Management System (CIMS) to document ESF #6 activities. Forms and documentation for mass care operations (i.e., registration, inventory, inspection, tracking, etc. forms) have been developed and are maintained by the ARC. The administrative regulations and guidance used by the ARC to conduct mass care activities are contained teaching materials and student workbooks. Every effort will be made to manage mass care operations using the procedures described in this guidance.

The ARC will work with the Emergency Management Department to ensure this information is available in the EOC. Cots, blankets, clothing and other comfort items will be furnished by the ARC, TSA and other volunteer agencies with logistical assistance from Sedgwick County and Municipal agencies. To date, the following information is provided on shelters in Sedgwick County and are subject to change:

- There are 129 ARC surveyed shelters that includes 41 faith-based facilities, 83 public schools, and 5 other facilities for a total estimated shelter population of 17,985. Locations include: Wichita (95), Derby (12), Haysville (10), Mulvane (4), Cheney (3), Valley Center (2), Bel Aire (2), and Clearwater (1). Only one shelter has a co-located pet shelter. A listing is attached to this annex and is subject to change.

Offenders reporting to the shelter are to notify any official at the shelter of their need to report. The official will notify the appropriate LE organization. Depending

on the disaster, they could be allowed to leave the shelter to report, or the appropriate LE can go to the shelter or contact them by phone.

Notifications to the shelters on updates to the disaster condition will be made periodically by the Red Cross representative in the EOC to shelter managers.

Faith-based and other volunteer groups may wish to implement emergency assistance programs to meet disaster related humanitarian needs. To help ensure timely and equitable services are provided following a major event, TSA and the ARC will work closely with volunteer organizations active in the County to coordinate the provision of human services programs.

The Mass Care, Housing and Human Services Coordinator and the other agencies supporting ESF #6 activities are critical members of the EOC Team and will work within the EOC structure described in ESF #5 –Emergency Management.

Only service animals will be allowed in ARC affiliated shelters. Every attempt will be made to provide information on animal shelter and care resources available to individuals and families with pets in need of temporary housing resources. For large scale events, Sedgwick County will rely on local and state chapters of the Veterinary Medical Association and the Kansas Humane Society to help coordinate pet shelter activities, and on the Sedgwick County Extension Office and other farm-related agencies or organizations for issues regarding livestock. The Sedgwick County Animal Response team (SCART) will also provide assistance in setting up pet shelter, and if possible, co-located with public shelters. Using the Humane Society of the United States (HSUS) estimation table, there is an estimated 268,000 pets located in Sedgwick County. For further information on SCART disaster protocols, please reference the SCART Disaster Plan in this annex.

D. Direction and Control

1. The ESF 6 Coordinating Agency is Sedgwick County Emergency Management which is appointed by the Sedgwick County Emergency Management, in coordination with local planning partners. The staff serving as ESF 6 Coordinator is appointed by and located in the Sedgwick County Emergency Management. When ESF 6 support is necessary, the ESF 6 Coordinator coordinates all aspects of ESF 6.
2. The ESF 6 may operate at two levels: 1) Sedgwick County EOC; and 2) Field operations
3. During emergency activations, all management decisions regarding sheltering, housing and human services for Sedgwick County are made at the Sedgwick County EOC by the ESF 6 coordinator. Under the Incident Command System structure, the Planning, Logistics, Finance/Administration, and Operations Sections at the Sedgwick County EOC to assist the commander in carrying out the overall mission.
4. In accordance with a mission assignment from ESF 6, and further mission tasking by a local primary agency, each support organization assisting ESF 4 assignment will retain administrative control over its own resources and personnel but will be under

the operational control of ESF 6. Mission operational control may be delegated to the field by the Sedgwick County EOC.

E. Organization

1. County

- a. During an activation of the Sedgwick County EOC, support agency staff is integrated with the Sedgwick County Emergency Management staff to provide support that will allow for an appropriate, coordinated and timely response.
- b. During an emergency or disaster event, the Sedgwick County EOC Operations Section Chief will coordinate resource support with the Human Services Branch Chief.
- c. During the response phase, ESF 6 will evaluate and analyze information regarding mass care, mass feeding and bulk distribution of relief supplies. Also, ESF 6 will develop and update assessments of the mass care services status in the impact area and undertake contingency planning to meet anticipate demands and needs.
- d. The Sedgwick County Emergency Management develops and maintains ESF 6 and accompanying Appendices, Annexes and Standard Operating Guidelines that govern response actions related to emergencies. However support agencies may develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall EOP.

2. State of Kansas

- a. During an activation of the State of Kansas EOC, the Kansas Department of Children and Families (SRS) is the designated lead agency for State mass care services and will provide a liaison to facilitate requests for mass care service resources to local EOCs.
- b. During an emergency or disaster event, the primary and support agencies of ESF 6 at the State of Kansas EOC will report to the Human Services Branch Chief who reports to the Response Section Chief under the overall direction of the SEOC Manager.
- c. During the response phase, ESF 6 will evaluate and analyze information regarding mass care service needs requests. Also, ESF 6 will develop and update assessments of the mass care services situation and status in the impact area and undertake contingency planning to meet anticipated demands and needs.
- d. The Kansas Department of Children and Families (SRS) develops and maintains ESF 6 and accompanying Appendices, Annexes and Standard Operating Guidelines that govern response actions related to emergencies. However support agencies may develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall Emergency Operations Plan. All such documents will be in compliance with the National Response Framework, the National Incident Management System, the Incident Command System and the Sedgwick County Emergency Operations Plan.

F. Alerts and Notifications

1. The Sedgwick County Emergency Management and/or Sedgwick County Emergency Management will notify the County Warning Point (Sedgwick County Emergency Communications) when information comes to their attention indicating that an emergency or disaster situation is developing.
2. The County Warning Point (Sedgwick County Emergency Communications), will notify the “on call” Emergency Duty Officer and/or ESF Coordinator for ESF 6 when Sedgwick County has been threatened or impacted by an emergency or disaster event as provided in the County Warning Point procedure.
3. ESF 6 will be activated or placed on standby upon notification by the Sedgwick County EOC. The representatives or designees of the coordinating agency will manage the emergency activities of ESF 6. If additional support is required, the ESF 6 coordinating and primary agencies may jointly manage ESF 6 activities.
4. Upon instructions to activate or placement of ESF 6 on standby, Sedgwick County Emergency Management will implement procedures to notify all ESF 6 planning team members and, if necessary, mobilize all personnel, facilities, and physical resources likely to be needed, based on the emergency circumstance.

G. Actions

The following list identifies the responsibilities designated to each agency/organization for this ESF. The Coordinating and Primary Agency and their responsibilities are listed first. The Supporting Agencies follow in alphabetical order.

Overall Actions Assigned to All Members	
<i>Mitigation Actions for ESF 6 - Mass Care, Housing and Human Services</i>	
1	Participate in the hazard identification process and identify and correct vulnerabilities
2	Participate in mitigation planning team meetings and work with local emergency management to promote community preparedness.
3	Provide ESF-6 representative for update of mitigation plan.

Overall Actions Assigned to All Members <i>Preparedness (Pre-Event) Actions for ESF 6 - Mass Care, Housing and Human Services</i>	
1	Maintain a central personnel roster, contact, and resource lists to support ESF-6 tasks.
2	Identify who is responsible for initial notification of ESF-6 personnel.
3	Identify responsibilities for liaison roles with state and adjacent county officials.
4	Develop standard operating guides and checklists to support ESF-6 activities.
5	Train personnel on EOC operation, the Incident Command System (ICS) and the National Incident Management System (NIMS).
6	Collect, process, and disseminate information to and from the EOC.
7	Develop and maintain ESF-6 Annex.
8	Participate in training, drills, and exercises
9	Develop mutual aid and other support agreements with surrounding jurisdictions and the private sector.
10	Implement a public education campaign regarding the importance of having a family disaster plan and 72-hour preparedness kit.
11	Identify, inspect and establish locations for the use of suitable shelter facilities.
12	Establish pre-designated shelters that are in compliance with FEMA and ADA requirements. In the absence of available ADA compliant shelters, establish procedures to offer reasonable accommodations to vulnerable needs citizens.
13	Establish the criteria for how shelters will be selected and operated (kitchen, restrooms, showers, size, parking, etc.).
14	Identify how county will sustain shelter operations for less than 72 hours and greater than 72 hours.
15	Identify resources to be used for sanitation of shelters.
16	Coordinate with ESF-13 to identify the process of handling parolees, registered sex offenders, and other individuals with legal reporting requirements.

Overall Actions Assigned to All Members <i>Response (During Event) Actions for ESF 6 - Mass Care, Housing and Human Services</i>	
1	Designate personnel to coordinate ESF-6 activities in EOC.
2	Manage the collection, processing, and dissemination of information between ESF-6 and EOC or incident command.
3	Provide field support for emergency responders at the scene.
4	Establish and staff reception centers while waiting for shelters to open.
5	Participate in EOC briefings, incident action plans, situation reports and meetings to support ESF6.
6	Identify and provide staff to support shelter operations. This includes activation, staffing and management of shelter operations.
7	Identify and establish protocol to provided reasonable accommodations for vulnerable needs populations in the absence of ADA compliant shelter.

Overall Actions Assigned to All Members <i>Response (During Event) Actions for ESF 6 - Mass Care, Housing and Human Services</i>	
8	Identify procedures for handling and providing for unaccompanied minors in shelters.
9	Coordinate with ESF-13 to provide security at shelters.
10	Coordinate with ESF-15, EOC, and Incident Command to provide information regarding the disaster to evacuees and the public.
11	Coordinate with ESF 14 to identify short term and long term housing resources.
12	Coordinate with the EOC, ESF partners, and private sector to provide meals and necessary supplies to shelter residents and staff.

Overall Actions Assigned to All Members <i>Recovery (Post Event) Actions for ESF 6 - Mass Care, Housing and Human Services</i>	
1	Continue to perform tasks necessary to expedite restoration and recovery operations.
2	Return borrowed resources and those obtained through agreement, lease, or rental when those resources are no longer required.
3	Evaluate response and recommend changes to ESF-6 Annex to correct shortfalls and improve future response activities.
4	Provide documentation for possible financial reimbursement process for recovery activities.
5	Participate in after action meetings and prepare after action reports as requested.
6	Provide public information regarding safe re-entry to damaged areas.
7	Identify long-term housing resources.
8	Form a long-term recovery assistance team to help identify current assistance to individuals and families, and identify any unmet needs.

III. Responsibilities

The following list identifies the responsibilities designated to each agency/organization for this ESF. The Coordinating and Primary Agency and their responsibilities are listed first. The Supporting Agencies follow in alphabetical order. No Responsibilities have been assigned at this time.

IV. Financial Management

- A. ESF 6 is responsible for coordinating with Sedgwick County Purchasing Department to manage ESF 6 expenses relevant to an event.
- B. During a response, each agency/department funds disaster operations from their current operating budget and are responsible for recording and tracking agency expenditures. If a federally declared disaster exists, each agency is responsible for seeking reimbursement in accordance to the formula has established by the Federal Emergency Management Agency via the FEMA/State Agreement.

- C. Expenditures by support entities will be documented by those entities and submitted directly to the Sedgwick County Purchasing Department or a designated Finance Service officer as soon as possible.

V. References and Authorities

REFERENCES

AUTHORITIES