

# 6

## **Cascadia Subduction Zone Catastrophic Annex**

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

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### ESF 6. Mass Care, Emergency Services, Housing & Human Services

ESF 6 Tasked Agencies	
<b>Primary Agency</b>	Department of Human Services (DHS)/Oregon Health Authority
<b>Supporting Agencies</b>	Department of Administrative Services Oregon Department of Agriculture Oregon Emergency Management (OEM) Oregon Housing and Community Services Department (OHCS) Oregon Military Department (OMD)
<b>Adjunct Agencies</b>	Oregon Voluntary Organizations Active in Disaster (ORVOAD) American Red Cross (ARC) Oregon Food Bank Southern Baptist Convention Oregon Department of Corrections (DOC)

## 1 Purpose

ESF 6 monitors and coordinates State support for the efforts of local and tribal governments, and nongovernmental organizations to address the housing, feeding, and human services needs of people impacted by a Cascadia Subduction Zone earthquake and resulting tsunami.

Related activities that support the implementation of ESF 6 may be found in ESFs 1, 2, 3, 7, 8, 11, and 15.

## 2 Scope

- Mass care includes sheltering, feeding operations, emergency first aid, bulk distribution of emergency items, and collecting and providing information on those affected by the disaster to family members;
- Emergency assistance strives to see that immediate needs beyond the scope of mass care are addressed. This includes efforts to reunite families; provision of aid and services to vulnerable populations; efforts to accommodate household pets and service animals; and coordination of voluntary agency assistance. It also includes the management and distribution of donated goods;
- Housing involves providing short-term, interim, and long-term homes for those affected by the disaster. It may include rental assistance, repairs, loans, manufactured housing, semi-permanent and permanent construction, referrals, identification and provision of accessible housing, and access to other sources of housing assistance;
- Human services includes the implementation of disaster assistance programs to help those affected by the disaster recover their non-housing losses, including programs to replace destroyed personal property, obtain disaster loans, food stamps, disaster unemployment assistance, disaster legal services, veterans' assistance, support and services for vulnerable populations, and processing of other State and federal benefit claims;
- ESF 6 includes the FEMA Individuals and Households Program (IHP), including Other Needs Assistance (ONA). IHP and ONA cover several of the categories of assistance noted above.

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## 3 Roles and Responsibilities

### 3.1 Primary Agency

#### 3.1.1 Department of Human Services

The Oregon Department of Human Services is the overall lead for ESF 6, including vulnerable populations. Under a Presidential Individual Assistance declaration, it may provide a State Individual Assistance Officer (State IAO). In addition to facilitating the activity of ESF 6 partners, DHS/OHA will activate certain activities related to children's services, senior services, and disability services programs.

#### Priorities

- It is expected that employees will take care of themselves and their families first and then report for work;
- Upon establishment of safe and usable facilities, DHS will conduct mission critical services:
  - Child Protection Services – Screening, assessment and placement.
  - Foster/Substitute Care – Child Welfare and Developmentally Disabled: Certification, interstate compacts, contracting for emergency placement.
  - Children Intensive In-Home Services – Provide service coordination, provider payments, in-home services, and transportation.
  - Family Based Services – In home services and transportation.
  - Adult Protective Services – screening, assessment, and placement.
  - Long Term Care Services (Community Based Care Services, In-Home Services, Nursing Facilities).

#### Assets

- The DHS office in Salem serves as the headquarters for the agency. DHS has field services located throughout Oregon in each of the 36 counties;
- No hard assets other than personnel. Oregon Department of Human Services employs ¼ of the State's personnel. If personnel are not needed by their specific department, they can be loaned to assist any other State agency if manpower is needed;
- Have Satellite phones at main office (Salem) and at regional offices;
- Maintains current mission critical Business Continuity Plans for all of the State programs that are managed and provided through the Oregon Department of Human Services and the Department of Public Health;
- Have health & safety officers who determine the safety and security of the >200 offices in the State's 36 counties that houses DHS employees and clients;
- Has Community Action Teams and Community Solutions Teams that work with VOADs to help people needing ESF-6 assistance;
- Administration for DHS and OHA is one in the same. Response programs for both falls under the same administration and in some cases work in a symbiotic

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relationship with each other to provide disaster programs for public health, housing and recovery essential programs;

#### **Capabilities**

- DHS leads the State Disaster Housing Task Force;
- Participates heavily with the Governor's Office on Recovery, the State of Oregon, and the Federal Government during recovery planning and implementation;

Manages and leads the **Disaster Housing Task Force** which covers:

- Surveys disaster area and can identify affordable housing and assistance to those who need homes;
- Identifies and maps affordable housing throughout the State;
- Can seek waivers on income limits and rent limits to provide housing for survivors of disasters not receiving assistance prior to event;
- Provides foreclosure counseling to regional housing centers around Oregon;
- Manages a home purchase program which provides bond financing to help lower income people purchase homes and down payments systems;
- Allocate and manage grants, loans and assistance for consumers on some tax issues.

Manages and leads the **Housing and Community Development – Community Services Division**.

- Provides funding for development and operation of housing and shelters;
- Various (limited) food bank and food money programs;
- Manages the Disaster Supplemental Nutrition and Assistance Program (DSNAP);
- Emergency housing program for those facing eviction or homeless due to disastrous event;
- Works in partnership with the American Red Cross, OR-VOAD, and Oregon Food Bank in providing shelters and food where needed;
- Can provide educational programs and outreach on nutrition education, homeowner classes to buyers, and how to weatherize homes;
- Assistance to those facing utility shut-off.

#### **DHS Divisions**

##### **Maternal and Child Health (MCH)**

###### **Preparedness**

- Develops a plan for emergency preparedness among maternal and child populations;
- Develops or coordinates training for local nurses who work with maternal and child populations, including breastfeeding and lactation management during emergencies;
- Identifies specific needs of pregnant women, infants and children and educates families.

###### **Response**

- Coordinates the Family Health MCH preparedness plan with the base plan;

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- Identifies specific risks or issues for pregnant women, infants, and young children, and recommends appropriate interventions;
- Develops a plan to identify, locate, and assure adequate communication with these populations during an emergency;
- Coordinates breastfeeding support. When necessary, OFH will assist in securing large quantities of infant formula;
- Assists local health departments in monitoring response to specific interventions;
- Works with appropriate medical and public health professionals to determine when it is safe for pregnant or nursing mothers, infants and children to reoccupy residences and businesses;
- Provides clean up and recovery consultation to local public health staff as needed;
- Works with appropriate medical and public health professionals to provide an assessment of long-term effects from acute exposures and revises training and communications as indicated;
- Works with appropriate medical and public health professionals to assess ongoing effects on infants and children, recommends interventions, monitors response to interventions, and makes referrals to appropriate health and social services, for those with long-term effects of exposure;
- Helps local public health staff identify sensitive populations and assure accurate and effective communication of risk to pregnant women, infants or children and recovery services, e.g. shelters and food supplies.

#### **Office of Multicultural Health**

##### **Preparedness**

- Develops relationships with multicultural community members and groups to aid in communication of emergency information when necessary.

##### **Response**

- Acts as subject matter expert on the development of linguistically and culturally appropriate messages for the public;
- Helps monitor community response to ensure risk-related messages are understood.

##### **Recovery**

- Participates in establishing and assuring safe return of people to homes and businesses.

#### **Seniors and Persons with Disabilities Division**

- The Seniors and People with Disabilities (SPD) Division is responsible for planning and responding to emergencies that involve the health and safety of seniors and people with physical and developmental disabilities.

#### **Addiction and Mental Health Division**

Addictions & Mental Health Division of DHS coordinates these efforts. However they do NOT provide counselors or counseling services. They coordinate these support efforts, much like Public Health works with hospitals.

##### **Preparedness**

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- Maintains a Behavioral Health Emergency Response Coordinating Team (BHERT) which provides oversight for the behavioral health all-hazards planning and response;
- Develops Statewide plans, which address internal lines of authority, action for both preparedness and response, and communication with partner agencies;
- Oversees development of the clinical intervention standards;
- Ensures plans for the State hospitals are in place for the evacuation of patients and for receiving inpatients from hospitals in affected areas if needed;
- Identifies, coordinates, and if necessary, develops emergency response training for behavioral health staff and volunteers;
- Provides planning guidance for Community Mental Health Programs (CMHPs);
- Ensures that disaster preparedness educational material is available for those with psychiatric disabilities, including how to access behavioral health-related resources following an incident.

#### **Response**

- Develops and implements guidelines for core clinical care activities as well as a system of delivery;
- Determines the intervention standards or expected protocol;
- Coordinates logistics of behavioral health activities;
- Performs outreach activity, including provision of relevant and accurate information to the Public Information Officer (PIO), case-finding activities, and promotion of individual and community resilience.

#### **Recovery**

- Develops and implements a plan for addressing ongoing and/or long-term behavioral health needs.

#### **Children, Adults, and Families Division**

- The Children, Adults and Families (CAF) Division is responsible for planning and responding to emergencies that involve the health and safety of children and for the administration of benefit claims during disaster situations.

#### **Catastrophic Event Operational Challenges**

- By nature of a catastrophic event, essential personnel will be delayed in response due to commitments to personal and family safety and security. Responses will be delayed as personnel check in as 'available' for mission deployment;
- State Human Services Programs need power to function. All information and data bases are maintained electronically to provide available needs programs during an event;
- Damaged communications will impact response;
- Road and utility infrastructure damage will delay response;
- At the State and local regional levels, DHS will need safe, secure, accessible and powered facilities to be able to function and maintain residents' accessibility to the available State programs.

### ESF 6. Mass Care, Emergency Services, Housing & Human Services

#### Support Needed Immediately Following A Catastrophic Event

- Safe and secure facilities for employees to work, both at the State office (in Salem) and in regional offices throughout the State.
- Dependent on normal communications (phone and internet), and power to be functional, will need communications and generator for facilities throughout Oregon;
- Fuel for generators and transportation support to get assistance to impacted areas;
- Will likely need additional trained personnel and funding to take on additional ESF-6 support missions;
- Will need basics of water, food, and shelter to maintain response and to fulfill mission tasks.

### 3.2 Support Agencies

#### 3.2.1 Oregon Housing and Community Services Department

Provides financial and program support to create and preserve opportunities for quality, affordable housing for Oregonians of lower and moderate income. OHCS administers federal and State antipoverty, homeless and energy assistance, and community service programs. OHCS leads the State Disaster Housing Task Force.

#### Priorities

- Account for OHCS personnel;
- Ensure agency essential and critical business functions are operational;
- As requested by ESF 6, convene Disaster Housing Task Force and work with ESF-6 partners to get information on extent and location of damage and the numbers of people affected;
- Coordinate and assist local jurisdictions with identification of affordable housing near those areas to relocate survivors.

#### Assets

- OHCS has one office in Salem, as well as five regional advisors serving: The Willamette Valley Region, Eastern Oregon Region, Central Oregon Region, Southwest Oregon Region and the Portland Metro/Northwest Oregon Region.
  - The Regional Advisors to the Department (RADs) provide outreach to Oregon communities in identifying and addressing critical community development activities. RADs help communities to build capacity, finance affordable housing developments, and advocate and provide information to local communities and governments, in the siting of affordable and special needs housing projects.
- There are three divisions in OHCS:
  - Policy, Strategy & Community Engagement
  - Business Operations
  - Program Delivery

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#### **Capabilities**

- Provide financial and program support for quality, affordable housing and supportive services for moderate, low, and very-low income Oregonians;
- Can assist in locating vacancies in affordable housing developments which can be made available to low income households following a disaster where housing is an issue. Based upon availability of resources, OHCS can provide financing programs and certain grant funds relevant to housing during a long-term recovery process;
- OHCS works in cooperation with DLCD, who can direct the waiver of certain land use rules and regulations (e.g., allow development outside of an urban growth boundary).

#### **Likely Mission Tasks**

- If requested, provide a liaison to the State ECC for ESF-6;
- OHCS requests waivers from HUD and the IRS program regulations relating to income and rent limitations to better meet the housing needs of survivors;
- Assist in relocation of evacuees by identifying affordable housing developments in proximity of the affected area ;
- Can provide contact information of affordable housing and community service partners;
- Assist with locating affordable housing targeted for special needs populations;
- Depending on availability of resources, can provide funding through local community action agencies or other partners for programs that provide:
  - Emergency shelter,
  - Transitional housing and supportive services to persons who are homeless or at risk of homelessness.
- Additional programs can include rental assistance, refundable security deposits, energy and weatherization assistance;
- Oregon Commission for Voluntary Action & Service (OCVAS) promotes and supports AmeriCorps, volunteerism and civic engagement to strengthen Oregon communities.

#### **Catastrophic Event Operational Challenges**

- By nature of a catastrophic event, essential personnel will be delayed in response due to commitments to personal and family safety and security. Responses will be delayed as personnel check in as 'available' for mission deployment;
- OHCS may need waivers on Federal requirements and assistance for paying rental assistance contracts and paying construction contracts;
- Concern over agency finances with loss of homes and increased loans being made to rehabilitate homes;

#### **Support Needed Immediately After a Catastrophic Event**

- OHCS is completely dependent on communications (phone and internet) and power to be functional;
- No backup communications or power at facility;

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- May need additional trained personnel and funding to take on additional housing needs.

#### **3.2.2 Oregon Emergency Management**

**See ESF-5 for more OEM CSZ information**

##### **Capabilities**

- Oregon Emergency Management (OEM) provides a liaison to assist in coordination of ESF-6 in the State ECC, and at a JFO, if applicable. If not provided by Oregon DHS, OEM may be asked to provide a State Individual Assistance Officer (State IAO);
- OEM has the State lead for donations management, including administering the Aidmatrix software utilized by Oregon as part of the National Donations Management Network.

#### **3.2.3 Oregon Military Department**

**See ESF-7 for more OMD CSZ information**

##### **Capabilities**

- OMD Military Support to Civilian Authorities may be asked to assist in temporary housing and feeding activities;
- OMD has tents for mass housing, but those would likely be used for own response use;
- Can provide limited transportation assistance to survivors including medical transportation or non-standard platform medevac;
- Armories could provide transient housing for displaced populations;
- OMD Chaplains could provide mental health counseling for survivors and responders;
- Contracting support to provide feeding assistance;
- Could provide shelter security.

##### **Catastrophic Event Operational Challenges**

- By nature of a catastrophic event, essential personnel will be delayed in response due to commitments to personal and family safety and security. Responses will be delayed as personnel check in as 'available' for mission deployment.
  - Estimated that 24 hours after event only 30% of personnel available for duty.
  - Estimated that 72 hours after event 50% of personnel would be available for duty.
- Accessibility to fuel resources;
- Limited petroleum storage;
- Limited ambulatory capacity;
- Damaged communications will impact response;
- Road and utility infrastructure damage will delay response.

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#### **Support Needed Immediately After A Catastrophic Event**

- Mass sheltering facilities and support to establish mass care (Title 10 USAF resource, regionally based California, Montana, Washington);
- Diesel and gasoline fuels, to include transit and storage of fuels;
- Personnel and equipment to support ESF-6 operations;
- Additional vehicles and operators;
- Heavy lift rotary aircraft;
- Fixed wing aircraft.

#### **3.2.4 Department of Administrative Services**

##### **See ESF-7 for additional DAS CSZ information**

DAS assists with the management of donated goods, especially with regard to any warehouses which are needed to temporarily store donated goods before they are delivered to end users.

#### **3.2.5 Oregon Department of Agriculture**

##### **ODA Divisions with ESF-6 responsibilities**

The **Animal Health and Identification Division** provides veterinarian services to control and eradicate animal diseases, especially those transmissible to humans, livestock and birds. The Animal Health and Identification Division provides guidance and assistance to local jurisdictions for response to disasters that involve domestic animals.

##### **Priorities**

- Human health is primary priority , animal health is secondary priority;
- Damage assessment and staffing of the agency AOC;
- Establish essential communications;
- Coordination with other ESF-6 agencies on location of animal shelters;
- Response to distressed animals and/or diseases affecting domestic animals;
- Coordinate with federal partners regarding food safety and animal health issues for survivors.

##### **Assets**

- Agency has own AOC for emergency operations and will send a liaison to the State ECC;
- State staff of three veterinarians;
- Field Staff – approximately 240 (some of this number is seasonal) – brand inspectors who document testing that is done on livestock so that they can be shipped in and out of State to sustain quality control and commerce capability;
- Team of 125 – 150 private veterinarians that have been credentialed and trained in ICS response that can be called upon to assist. These team members are under contract with the Department of Agriculture;
  - Staff has ability to work remotely throughout the State if need be.
- Have MOU's with veterinarians Statewide to increase assistance capability;

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- Four animal response trailers located throughout the State used to provide a variety of domestic and livestock animal assistance;
- Two livestock trailers that haul mobile corrals;
- Coordination with Oregon State University to provide responders for disease control (students);
- Have livestock sheltering areas east of the Cascades. Have data to be able to establish alternate private land livestock sheltering capabilities.

#### **Capabilities**

- Can assist in determining the location of supplies of food for human survivors; assists with information on food and food safety issues;
- ODA Animal Health and Identification Division(ODA/AHID) will serve as the lead support agency working with local jurisdictions in issues involving evacuation, shelter and care of companion animals, service animals and livestock;
- Assists in coordination of integrated response to provide for the safety and well-being of household pets and livestock;
- May help coordinate resources for animal shelters;
- Provide State, local and private agencies with response and support capabilities for the evacuation, shelter and care of domestic animals;
- Coordinate and support VMAT teams that respond nationally;
- Work closely with USDA APHIS (Animal and Plant Health Inspection Service) to coordinate veterinary service as it relates to plant and animal disease outbreaks;
- Can assist in determining safe disposal sites for dead animals.

#### **Catastrophic Event Operational Challenges**

- By nature of a catastrophic event, essential personnel will be delayed in response due to commitments to personal and family safety and security. Responses will be delayed as personnel check in as 'available' for mission deployment Two thirds of ODA staff is located west of the Cascades. This scenario may impact their ability to respond;
- It is very unlikely that response to this kind of incident can be done with the current amount of equipment and personnel. ODA can sustain basic operations for only three to four days with current staffing;
- Communications capabilities (HAM, Satellite phones, interoperable radios) will be needed by ODA and its field staff;
- Human shelter policies could impact locations and operations of animal shelters.

#### **Support Needed Immediately After A Catastrophic Event**

- Veterinarian response teams from out of State ;
- ODA Field teams will require fuel and road access to areas as needed;
- Department of Agriculture building in Salem will need generator power. Building is wired for generator use, however there is no generator;
- Potable water to support responders and animal sheltering;
- Limited radio communication;

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- No HAM radio communication;
- Fuel needed for animal carcass disposal, and disposal of contaminated feed.

The **Food Safety Division's** team of field inspectors and staff license and inspect all facets of the food processing and distribution system, except restaurants, to ensure that food is safe for distribution and consumption. This includes shellfish harvesting, dairy, retail grocers, bakeries, non-alcoholic beverages, custom meat, eggs, warehouses and food manufacturing. ODA coordinates with the State Health Officer on milk and other food products in commerce in response to nuclear incidents and works closely with the Oregon OHA in response to all food emergencies.

#### **Priorities**

- Human health is primary priority , animal health is secondary priority;
- Water testing of private wells being used as a water source for industrial food processing.

#### **Assets**

- Have resources to assist county and State Health Departments with food safety issues;
- Have Statewide contact list for food producers and licenses.

#### **Capabilities**

- Provide expertise in determining the safety of sundry food supplies from grocery stores that are not perishable or contaminated to augment sheltering food needs;
- License and contact information for food processors, warehouses, grocery stores, delis, bottled water, milk producers, and dairies;
- Contract with FDA for inspections of food safety;
- Investigate food safety issues – and recalls;
- Responsible for activating FERN (Food Emergency Response Network) and CCAP (Chemistry Cooperative Agreement Program) laboratories.

#### **Catastrophic Event Operational Challenges**

- By nature of a catastrophic event, essential personnel will be delayed in response due to commitments to personal and family safety and security. Responses will be delayed as personnel check in as 'available' for mission deployment. Two thirds of ODA staff is located west of the Cascades. This scenario may impact their ability to respond;
- It is very unlikely that response to this kind of incident can be done with the current amount of equipment and inspecting personnel;
- Human shelter policies could impact locations and operations of animal shelters;
- Will not have the capability of testing and verifying the safe handling of foods for human or animal consumption being brought into the impacted area from outside of the State. This quality assurance will have to be done prior to being used in Oregon.

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#### **Support Needed Immediately After A Catastrophic Event**

- Additional inspection personnel from outside of the impacted areas;
- Likely that laboratories and sampling equipment will be damaged, replacement capacity to inspect safety of food supply will be needed;
- Communications capabilities (HAM, Satellite phones, interoperable radios) will be needed by ODA and its field staff;
- Fuel for responders and generators.

**Laboratory** facilities provides analysis for food and dairy samples, animal diseases, animal feeds, shellfish, fertilizer, water, plant pest and disease, pesticides, and market assurance analysis.

#### **Assets**

- Two food testing laboratories in Oregon:
  - Lab in Salem for inspection and testing prior to shipping in and out of State;
  - Lab for inspection and testing prior to shipping overseas is in Naito Parkway, Portland.

#### **Capabilities**

- Can assist the Department of Health with testing drinking water resources, as needed.

#### **Support Needed Immediately After A Catastrophic Event**

- Additional personnel from outside of the impacted areas;
- Likely that laboratories and sampling equipment will be damaged, replacement capacity to inspect safety of food supply will be needed;
- Communications capabilities (HAM, Satellite phones, interoperable radios) will be needed by ODA and its field staff;
- Fuel for responders and generators.

The **Natural Resources Division's** mission is to conserve, protect, and develop natural resources on public and private lands. Primary program areas include: water quality, confined animal feeding operations, smoke management, land use, and Soil and Water Conservation Districts.

#### **Capabilities**

- Conduct water sampling in holding ponds, perk ponds, bottled water, and from private well sources;
- Sampling of Confined Animal Feeding Operations (CAFO) for water quality of State waterways;
- Can assist county Health Departments with water testing.

#### **Support Needed Immediately After A Catastrophic Event**

- Additional personnel from outside of the impacted areas;
- Likely that laboratories and sampling equipment will be damaged, replacement capacity to inspect safety of food supply will be needed;

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- Communications capabilities (HAM, Satellite phones, interoperable radios) will be needed by ODA and its field staff;
- Fuel for responders and generators.

### 3.3 Adjunct Agencies

#### 3.3.1 Oregon Voluntary Organizations Active in Disaster

- ORVOAD consists of voluntary organizations with disaster relief roles, which work in partnership with State, local, and tribal governments;
- ORVOAD Functions may include animal control, building repair, child care, clean up, clothing, communication, counseling, damage assessment, disaster welfare inquiry, financial assistance, food, human relations, mass care, sheltering, transportation, volunteer staffing, and warehousing and bulk distribution;
- ORVOAD is a member of the larger family of State VOADS, under a national umbrella known as NVOAD (National Voluntary Organizations Active in Disaster). The American Red Cross and Oregon Food Bank, detailed as follows, are member agencies of ORVOAD;
- ORVOAD serves as a liaison to the State ECC to coordinate member operations with other ESF-6 agencies.

#### 3.3.2 American Red Cross

##### Priorities

- Life and safety of staff and public;
- Mass care of survivors;
- Provide and support sheltering, feeding, distribution of emergency supplies, supporting the bio-medical needs of impacted communities;
- Support responder and survivor information needs – where survivors can find assistance;
- Work with the Governor’s office for transition to long term recovery.

##### Assets

Within the State of Oregon, the American Red Cross has five chapters that provide

Program and Services:

- **Oregon Trail Chapter:** *Serving Baker, Clackamas, Clatsop, Columbia, Hood River, Gilliam, Morrow, Multnomah, Sherman, Tillamook, Umatilla, Union, Wallowa, Wasco, Washington and Yamhill Counties.* Oregon Trail Chapter serves as the lead chapter for the State of Oregon.
- **Oregon Mountain River Chapter:** *Serving Crook, Deschutes, Grant, Harney, Jefferson and Wheeler counties and Warm Springs Reservation.*



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- **Oregon Pacific Chapter:** *Serving Benton, Coos, Douglas, Lane and Linn Counties.*
- **Southern Oregon Chapter:** *Serving Curry, Jackson, Josephine, Klamath and Lake Counties.*
- **Willamette Chapter:** *Serving Lincoln, Marion and Polk Counties.*
- 12 supply caches, mostly trailers, across the coastal communities, staged out of the inundation zone in earthquake resilient buildings;
- National ARC caches are available to mobilize as needed;
- 100 person shelter set up, 100 cots, 200 blankets, administrative supplies to support shelter set up and occupation, basic first aid health items, and personal hygiene items per cache;
- MRE's in pre staged areas, however are in buildings of questionable integrity for large magnitude earthquake;
- ARC is capable of providing tent sheltering if no buildings meet their safety, security, and accessible criteria;
- 40 caches (trailers) each capable of providing shelter for 100 people, in the State of Oregon, up and down the I-5 Corridor. The bulk of supplies are in utility trailers 18 – 20 feet long. Can be moved by semi-trucks. These trailers contain non-perishable items;
- Reno, NV and the Umatilla Chemical Depot are large fixed site storage areas for disaster field supplies which includes mass care supplies. Inventory fluxes during the year with multiple disaster declarations and the need to ship out the supplies. These two storage areas have current contracts with common carriers already in place;
- Some MOU's exist with school districts.;Six Emergency Response Vehicles (ERV's) in the State;
- Five 4wd SUV's;
- One EKRK – Emergency Kitchen Response Vehicle (Portland);
- Capable of heating and serving 250 meals 3 x per day.
- Amateur Radio (Ham) equipment in Chapter offices and some of the sheltering trailers;
- ARC – has MOU's with Amateur Radio Emergency Services (ARES) to provide communications;
- ARC – emergency response vehicle has radio capabilities, however it is line of sight – no repeater capability. ARC has its own dedicated National Red Cross radio frequency (4742). Radio Base Station is in the ARC office in Salem;
- Two Satellite radios in the State – One in Salem office and one in Lincoln County;
- ARC Office in Salem has a PACKET radio;
- ARC offers PIO's to interface and work with JIC for public messaging regarding sheltering and assistance;
- Two Joint Information Centers in Salem – one at Chemeketa Community College and one with CCTV;

### **ESF 6. Mass Care, Emergency Services, Housing & Human Services**

- MOU with FEMA agreement for resource tracking and planning;
- ARC Blood Center (Portland) processes and distributes 90% of the blood supply in Oregon. Have a national testing lab by Portland Airport.

#### **Capabilities**

- The ARC can expand its operations as a disaster requires;
- ARC is involved in distribution of emergency relief items, and case management, at its service delivery sites;
- Red Cross Health Services volunteers coordinate their efforts with those of the local health authorities and the medical and nursing communities. When staffing a shelter, dependent on staffing resources, a Red Cross Health Services nurse will be assigned. Health Services responsibilities carried out in any Red Cross facility are supervised by a Red Cross nurse, in consultation with a physician. Nurses, paraprofessional health care personnel and other personnel with acceptable first aid training or experience will be used, commensurate with their abilities, to provide the necessary health services coverage to clients in the shelters;
- The ARC has developed relationships with local emergency program managers and coordinates its response with local governments, as well as providing a liaison to the State ECC;
- Maintains agreements with local, State, and national organizations that support State ESF 6 activities;
- ARC response staff can interface with State and volunteer teams to coordinate sheltering and feeding;
- Maintains partnerships with private organizations and corporations who have a disaster distribution system:
  - Wal-Mart
  - Fred Meyer
  - Home Depot
  - Lowes
  - Sysco
  - U.S. Foods
  - Budweiser Beer (canned water)
  - Miller Beer (canned water)
  - Walgreens / Safeway / Circle-K / Burger King
- Capable of providing handicapped accessible vehicles for evacuations;
- Life Safety and Asset Protection Function and Staff Wellness Activity for responders – law enforcement professionals and medical professionals combined look after the health and well-being of ARC volunteer staff;
- Mental health staff is available to ARC volunteer staff to assist with mental and emotional issues during this type of event;

### **ESF 6. Mass Care, Emergency Services, Housing & Human Services**

- Have agreements, MOU's and contracts with school districts, and faith based organizations that can provide mass feeding;
  - Southern Baptist Men's Convention provides disaster services mobile field kitchens for mass feeding.
  - Salvation Army assistance agreements.
  - Senior centers.
- Have agreements with faith based organizations and have identified facilities large enough to be used as shelters;
- In most instances – an automatic push of equipment and personnel begin to respond (push) to an accessible staging area;
- Can do medical screening for intake into general population shelters. The medical screening identifies people who may need functional needs support services for special needs and medical service;
  - Citizens who are medically fragile or need acute care will be referred to the Health Department for sheltering needs.
- Provides the 'Safe and Well' system for anyone who wishes to place their name in the database for friends and relatives who would be inquiring about their safety. This is a voluntary program available to disaster survivors;
- The 'Safe and Well' program and Red Cross feeding operations can be extended for those who wish to shelter in place or in neighborhood camps;
- Red Cross has a program to process and train spontaneous volunteers.

### **Catastrophic Event Operational Challenges**

- Sheltering capabilities in the high impact coastal areas may be precarious and not feasible. Alternate sites will need to be assessed. Security requirements will be on an as needed basis and incident driven. In this case alternate sites need to be assessed and deemed safe and usable as possible shelters;
- Survivability of coastal supply caches is questionable;
- Survivability of coastal and usability of all pre-designated and approved shelters is questionable;
- Additional sheltering caches are needed throughout Oregon;
- Open air sheltering in the planned scenario (winter) will be a problem;
- Volunteer workers will be impacted by this event and the number of available workers will decrease exponentially;
- Need agreements with ODOT / OMD for transportation of life sustaining supplies;
- Evacuation shelter square footage requirement of 20 sq. ft. per person has been changed by the Oregon State Fire Marshal, who has implemented a new code mandate for the square footage per person minimum for sheltering to 35 sq. ft. per person. ARC will be requesting a variance or set-aside for this rule to maximize the facility space available in this event scenario;
- Health codes prohibit pets from entering a shelter. ARC works to co-locate pet care facilities next to shelters. ARC partners with other organizations to provide logistically close care and feeding for pets.

### ESF 6. Mass Care, Emergency Services, Housing & Human Services

#### Support Needed Immediately After A Catastrophic Event

- Fuel;
- Generators;
- Food distribution to shelter sites;
- Water distribution to shelter sites;
- Shelter and operational resupply via air or sea to areas unreachable by damaged roadways;
- Rapid assessments of pre-designated sheltering sites in the impacted areas for safety;
- Accessible roadways into the impacted areas;
- Supplies to support special needs and medical needs at shelters (medications);
- Additional trained personnel;
- Pre-determined staging areas for this event to enable an immediate 'push' of personnel and supplies.

#### **3.3.3 Oregon Food Bank**

- Oregon Food Bank is the hub of a Statewide network of twenty regional food banks across Oregon and Clark County, Washington, distributing food through 935 nonprofit agencies. During a disaster they distribute food through this network to affected areas.

#### **3.3.4 Southern Baptist Convention**

- The Southern Baptist Convention is not a member of ORVOAD, but may play a key role in conjunction with ARC and Oregon Food Bank in feeding people affected by large disaster events. Like many voluntary agencies, this organization can tap into resources available to it nationally.

#### **3.3.5 Oregon Department of Corrections**

##### Priorities

- First priority for all Oregon DOC facilities is to make themselves and their facilities whole and functional first. No assistance will be available to the response effort until this is complete (keep public safe by ensuring inmates stay inside);
  - Facilities are contained and able to get up to operational status without outside assistance.
  - May take one day to one week (longer in some situations) to get functional before they can help State and accept mission assignments.
- Must clear facility access paths and roads on site before they can even get to ingress/egress roads;
- Can take State mission assignments after prisons are secure and functional.

##### Capabilities

- Provide Central Distribution Center (CDC) as possible repository for national stockpile operations;

## Cascadia Subduction Zone Catastrophic Response Plan

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### ESF 6. Mass Care, Emergency Services, Housing & Human Services

- Each DOC facility has medical personnel to help injured at the facilities;
- Basic medical needs of inmates & staff are met on site at each facility.
- Clean-up crews (debris removal);
- Can provide temporary housing (Fire camp tents or at unused /underused DOC facilities);
  - 10% of beds in prison facilities can be used for temp housing.
- Provide equipment and operators;
  - Evacuations (moving people).
  - Trucks, bulldozers, other heavy equipment.
- Can possibly augment response with DOC fuel supplies.

#### Assets

- DOC manages 15 correctional facilities in Oregon and two distribution facilities (Salem & Ontario);
- Facilities have heavy equipment (trucks, bulldozers, etc.) in Salem (near Lancaster & State Streets) & Ontario (Snake River Distribution Area) storage locations:
  - Semi-trucks (sleepers).
  - Also have refrigeration & dry good trucks.
  - Vehicles have manual fuel pumps on board.
  - Some earthmoving equipment (bulldozers, dump trucks).
  - Staff at every facility have CDLs.
  - Trained forklift operators (staff and inmates).
  - Buses.
- Approximately 143,000 gallons of diesel stored at central processing location;
- Fuel on site at all DOC facilities (need State Voyager card to fuel);
- Plumbing, carpentry and electricity (inmates);
  - Though felons cannot hold professional licenses, they can perform these duties with supervision.
  - Assist journeyman and licensed professionals – inmates trained to this level.
- ODF wildfire assistance camp;
  - Crews no longer in use since 2011.
  - Equipment and “mobile camp” still exists and could be utilized.
- Two structural engineers on contract (one in south part of Oregon, one in northern);
- Certified tactical team / WMD (one in Oregon);
  - Specialty team (18 operators per team).
  - More in line with law enforcement trained officers.
- Staging Areas could be located outside on DOC properties;
- Mass Care – Intake;

### **ESF 6. Mass Care, Emergency Services, Housing & Human Services**

- DOC personnel well trained for intake.
  - Intake personnel process 300+ inmates per week
  - Experts in Oregon for this task
  - DOC intake personnel are unarmed
- Mobile Kitchen (Food prep for crews / personnel / housing);
  - USAR team support (at base camps).
  - Fire team support (at base camps).
- Critical Stress Incident Management (CSIM) – crisis counseling team;
  - Line of duty death.
  - Peer counseling.
  - Family death.
  - CSIM counselors (ESS group) have lawyer/client privileges.
  - Could be used in State ECC and other facilities for responder staff members.
- Gang Task Force (could be tasked by State and used for security);
  - Not as prepared for riot-type situations as cops are.
  - Can be deputized to function as law enforcement.
  - Provide security for firefighters and EMS.
- ODC is self-sustaining for approx. 14 days (similar for all facilities);
  - Stores of salt, gravel, etc., to maintain their properties kept on site at prisons (but ingress/egress away from DOC facilities would need ESF #1 assistance).
  - Prisons keep food supplies for four days.
- DOC personnel are trained to be deployed to other DOC facilities;
- Has retiree cadre that could be called upon to assist with DOC operations;
- Have backup and interoperable communications on site at DOC facilities;
  - Locations east of Cascades facilities may be able to immediately assist State with communication capabilities.
- DOC Facilities have generators and back-up fuel;
- All correctional facilities in Oregon have current and constantly updated emergency management plans;
  - Staff well trained to activate plans and respond.
  - Very comprehensive plans for all scenarios.
  - Plans exercised (and plans activated for many other scenarios routinely).

#### **Catastrophic Event Operational Challenges**

- DOC will maybe have 10% of personnel to assist with Statewide response;
- DOC can go 2-3 days (realistically, at best) without staff relief for their own facilities;

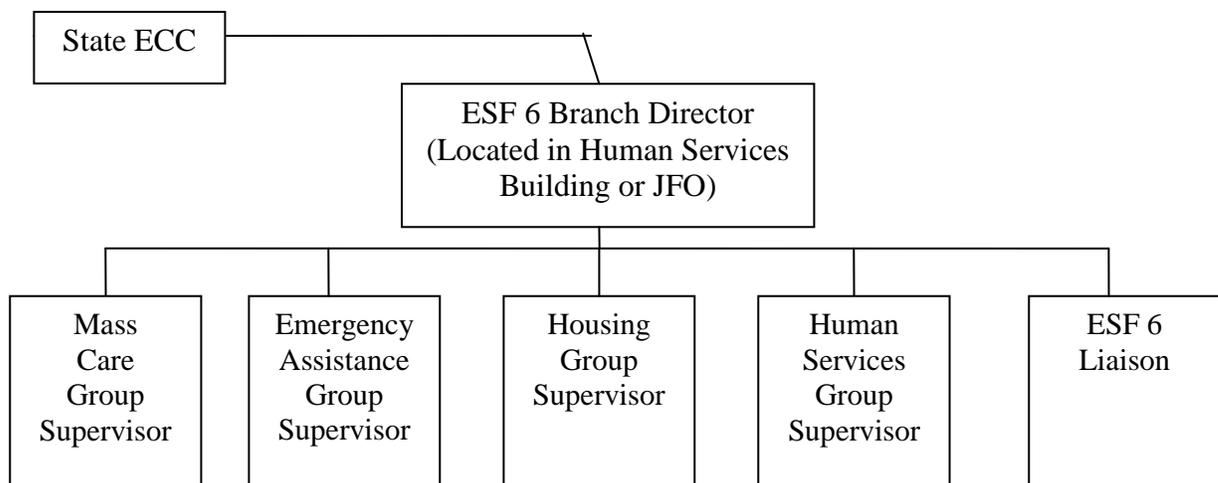
**ESF 6. Mass Care, Emergency Services, Housing & Human Services**

- Possibility some of DOC staff will walk off job in this event to care for families
- DOC will be short staffed immediately after any event like this and may initially need assistance with their own tasks.
- Access to facilities West of Cascades.

**Support Needed Immediately After a Catastrophic Event**

- By nature of a catastrophic event, essential personnel will be delayed in response due to commitments to personal and family safety and security. Responses will be delayed as personnel check in as ‘available’ for mission deployment;
- Accessibility to fuel resources;
- Additional trained personnel to assist with DOC operations;
- Transportation assistance to reach DOC facilities;
- Aerial (fixed wing and rotor) support for evacuation, resupply and insertion of teams.

**4 ESF-6 Operations**



ESF 6 is managed via the organization chart above:

The ESF 6 Liaison is physically located with the ESF 6 Branch Director, and helps to facilitate communication with other liaisons in the State ECC, with the Human Services Liaison in the Public Health Division AOC in Portland, the Disaster Case Management (DCM) Liaison in the Joint Field Office (JFO), and with local community contacts, as required.

**4.1 Objective**

To organize within State government the capability to meet basic human needs (shelter, food, clothing, inquiry, and emergency social services) in an earthquake disaster and to outline responsibility and policy established for Mass Care operations before, during, and after a disaster.

**ESF 6. Mass Care, Emergency Services, Housing & Human Services**

**4.1.1 Challenges**

The movement and delivery of resources and capabilities to meet the needs of disaster survivors;

Availability of emergency shelters and other temporary housing options (including accessible housing) for the affected population;

Providing for the safety and security of shelter and feeding sites with limited personnel;

Accounting for and accommodating special needs populations;

Coordination and validation of mass care needs with limited communication and access to impacted areas.

**4.1.2 Planning Assumptions**

- Because of damage to the transportation infrastructure, out-of-region mutual aid, State and federal resources, and resources from other States cannot begin to arrive for up to 72 hours or longer;
- Response activities begin without the benefit of detailed and complete situational or critical needs assessments;
- A large number of people will choose not to use shelters and will stay near their properties and become the shelter-in-place population;
- Aftershocks and other secondary effects of the earthquake event will cause additional damage and increase shelter populations over time;
- Local sheltering will be limited due to damage to facilities and lack of available personnel;
- Initial feeding and sheltering locations may not be sustainable for more than three days;
- Transitional Sheltering Assistance may be required in or near impacted communities (if shelters are expected to remain open longer than 14 days and service 15% of the impacted citizens, 10% pet ownership, and 20% individuals with access and function needs issues);
- Evacuation from impacted communities may be required. Host communities or host state protocols may need to be initiated.

**4.1.3 ESF-6 Shortfalls and Requirements**

SHORTFALLS	REQUIREMENTS
Shelter Management and Staff	<ul style="list-style-type: none"> <li>▪ ESF-13 coordination for security of shelters and survivors.</li> <li>▪ Pet Sheltering support (evac, sheltering, feeding, and first aid).</li> <li>▪ Shelter assessment teams to ensure safety, hygiene and security.</li> <li>▪ Evaluation of ad hoc shelters.</li> <li>▪ Bulk distribution of survivor needs.</li> <li>▪ Credentialing and management of</li> </ul>

**ESF 6. Mass Care, Emergency Services, Housing & Human Services**

	<ul style="list-style-type: none"> <li>volunteers.</li> <li>▪ Support for vulnerable populations in shelter system.</li> </ul>
Food, water and other critical life sustaining commodities including licensed medical staff, medications, medical equipment and supplies.	<ul style="list-style-type: none"> <li>▪ Coordination with ???? for logistical support to shelters.</li> <li>▪ ESF-6 coordination with local governments, VOAD and NGOs providing support to sheltering.</li> <li>▪ On-site feeding operations.</li> <li>▪ Mobile Kitchen coordination.</li> <li>▪ ADA support for accessibility.</li> <li>▪ First aid support.</li> <li>▪ Coordination with ESF- 8 on medical issues and supply of medical necessities for shelters and the public at large.</li> </ul>
Evacuation/Reunification Support	<ul style="list-style-type: none"> <li>▪ Evacuation/Reunification TF</li> <li>▪ Embarkation Support</li> <li>▪ Debarkation Support</li> <li>▪ Pet evacuation support</li> </ul>

**4.1.4 Concept of Operations**

ESF-6 functions include but are not limited to:

- ESF-6 representatives will coordinate with State, federal, and nongovernmental organizations (NGOs) that have a role in mass care and sheltering operations;
- Shelter operations will be managed by a combination of government representatives, ARC, NGOs, and community groups (churches, etc.);
- Analyze situational information to determine the number of people requiring shelter and meals in impacted areas;
- Local emergency managers will coordinate to identify available facilities that could potentially be used for sheltering and provide the list to ESF-6 representatives in the county to be relayed to the State ECC;
- Local emergency managers will work with others in the community, in nearby areas, and with the State to identify:
  - Additional surviving and sustainable facilities for potential shelters.
  - Locations for open spaces to put up soft-sided facilities.
  - Locations for temporary housing sites.
- Coordinate aerial reconnaissance will begin for observation of damaged areas, including viewing the condition of pre-sited open areas, pre-identified facilities, and any other standing facilities that could serve as shelters;
- Coordination with ESF-15 and other means to broadcast shelter and feeding information to survivors;

### **ESF 6. Mass Care, Emergency Services, Housing & Human Services**

- Identify shortages and coordinate with Federal ESF-6 to determine what resources are available to support the State following the event;
- ESF-6 will coordinate with ESF-3 to inspect facilities for potential use for sheltering. Also coordinate the inspection of facilities to conduct structural safety inspections;
- Identify resources that can be transported by air and sea. Coordinate with ESF-1 to identify transportation requirements to support ESF-6;
- Coordination of the tasking of all sheltering activities, including the sheltering of people with special needs and the elderly;
- Coordination of immediate relief food supplies and as conditions allow transition, establish and operation of mass feeding facilities in impacted areas;
- Coordination with relief efforts provided by volunteer organizations performing mass care functions;
- Coordination with shelters on the establishment of a system providing shelter registration data to appropriate authorities;
- Coordination of the provision of emergency first aid in shelters and fixed feeding sites;
- Coordinate with ESF-8 provision of medical support exceeding that required for standard first aid, for the prevention of communicable diseases, to include epidemiological and environmental health activities, as related to sheltering and feeding of survivors;
- Coordinate with the Energy and Utilities ESF to ensure each shelter has power generation capabilities.

#### **4.2 General Guidelines**

ESF 6 is managed by a Branch Director, who also serves as the State Individual Assistance Officer (State IAO). Among several sources of federal assistance that may be available to the State IAO are the FEMA Individuals and Households Program (IHP), which includes Other Needs Assistance (ONA). IHP may apply across all four groups in ESF 6. ONA applies mostly to the Human Services Group.

##### **4.2.1 Mass Care**

The Mass Care Group Supervisor position will usually be filled by a State employee with support from the American Red Cross Liaison. Among the responsibilities of this Group are coordinating State resources in response to requests for support from local government in shelter and feeding operations, and provision of basic first aid at designated sites. This Group will usually have representatives from Oregon Food Bank and Oregon Voluntary Organizations Active in Disaster (ORVOAD).

The Mass Care Group also receives and coordinates requests for bulk distribution of emergency relief items, requests which are generally passed on to the Logistics Section of the State ECC. Resources are then provided by the Logistics Section, as appropriate. See also ESF 7 of this plan.

Several documents are available to assist in implementing the feeding portions of the work of the Mass Care Group. They are Appendix 1, Food and Feeding; the Multi-Agency Feeding Plan Template; and the Feeding Task Force Guidance Document.

### **ESF 6. Mass Care, Emergency Services, Housing & Human Services**

ARC has a database (the American Red Cross National Shelter System) which contains a list of facilities that could serve as shelter sites. This database is the primary system for reporting shelter information within the American Red Cross and the system can be accessed at the local, State, and federal government levels. ARC Liaisons will provide reports on ARC shelter activities. Reports regarding non-ARC shelter activities will primarily be tracked and reported by the local jurisdictions where the shelters are operating. FEMA also has a national shelter database called the National Shelter System (NSS). To date Oregon has not entered into an MOU with FEMA for State use of the FEMA NSS.

ARC provides basic first aid at ARC service delivery sites. Any medical services other than basic first aid will be requested through ESF 8.

ARC also provides basic mental health services at its service delivery sites. The American Red Cross has professional mental health volunteers who provide counseling services and make referral to community-based resources for short-term and long-term mental health care.

American Red Cross staff assists family reunification through the use of its Safe and Well website. The ARC provides targeted information in response to inquiries regarding at-risk populations. See also 4.1.2.

When local government authorities request assistance from the State<sup>1</sup> with shelter and feeding activities, the following general steps should be considered:

- Determine the extent of the area and population at risk, and designate other areas that are safe to provide temporary housing and feeding for evacuees and emergency workers (if necessary). This will require input from local government officials;
- Verify that a request for an ARC Liaison has been made and request a status report of current American Red Cross activities in support of the disaster;
- Information regarding special needs, evacuation routes used, and the location of staging (or “reception”) areas needs to be requested from the involved local government(s);
- The ARC Liaison will provide a list of American Red Cross shelter(s) that are open or on stand-by. The report will include physical address, capacity of the shelter(s), and information on ARC feeding operations;
- Organizations operating shelters will assign shelter managers and will be responsible for registering shelter occupants;
- The Mass Care Group Supervisor should notify the Public Information Officer (PIO) at the State ECC regarding the opening of shelters and their locations, and the locations of any additional and/or alternate staging areas that have been established to assign persons to shelters.

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<sup>1</sup> The American Red Cross will generally know about evacuations that require sheltering before State resources are requested because individual ARC chapters are working with the involved local government(s).

### ESF 6. Mass Care, Emergency Services, Housing & Human Services

#### 4.2.2 Emergency Assistance

The Emergency Assistance Group Supervisor position will usually be filled by Oregon DHS.

OEM will lead a Task Force within this Group to manage donated goods. DAS and ORVOAD assist in the work of this Task Force. Items donated by individuals, private or public groups are inventoried, managed and distributed in a manner to provide the appropriate goods to the affected citizens. For more information, see the State Donations Management Plan.

OEM will also provide a Voluntary Agency Liaison (VAL) to the Emergency Assistance Group. The VAL will be the primary liaison for State agencies with ORVOAD and other voluntary agencies, as well as local COAD<sup>2</sup>. If long-term recovery committees are established following the event, the VAL will be the lead representative for the State with those committees.

The Emergency Assistance Group is also responsible for efforts to reunify family members and others who have become separated by the event. The “Safe and Well” website managed by the American Red Cross will serve as one method for conducting welfare information services. For additional information on Safe and Well, and other resources, see Appendix 2.

#### 4.2.3 Housing

The Housing Group Supervisor position will usually be filled by Oregon Housing and Community Services. When this plan was published, OHCS was leading a State effort to develop an Oregon Disaster Housing Strategy and Plan.

#### 4.2.4 Human Services

The Human Services Group Supervisor position will usually be filled by Oregon DHS. One or more Disaster Recovery Center (DRC) Task Forces may be formed under the Human Services Group. Disaster case management may also become a component of the work of the Human Services Group. Additional information on Disaster Recovery Centers and disaster case management may be found in Appendix 3 and Appendix 4, respectively.

Human Services includes Disaster Unemployment Assistance, which is a program managed by the Oregon Employment Department.

This group also includes disaster assistance managed by the Oregon Department of Veterans’ Affairs. This assistance is sometimes offered via one or more DRC.

Human services also include a program named Disaster Legal Services, but the State has little or no role in implementing this. It provides legal services for low-income individuals who, prior to or because of the disaster, are unable to secure legal services adequate to meet their disaster-related needs. It is implemented by means of an agreement between FEMA and the Young Lawyers Division of the American Bar Association.

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<sup>2</sup> Community Organizations Active in Disaster

### **ESF 6. Mass Care, Emergency Services, Housing & Human Services**

Crisis counseling is listed as one component of Human Services in the National Response Framework ESF 6, but other than “psychological first aid” provided by the ARC as part of Mass Care, in this plan crisis counseling is part of ESF 8.

#### **4.2.4.1 Other Needs Assistance**

Other Needs Assistance is a component of the Individuals and Households Program which may be made available to the State as part of a Presidential major disaster declaration. ONA requires a 25% State cost-share. ONA may help pay medical, dental, and funeral costs related to the disaster. It also helps people affected by the disaster with the costs associated with the repair or replacement of certain personal property including clothing, household furnishings, appliances, and tools or computers needed for work. ONA grants may also help repair or replace cars and other vehicles necessary for transportation. The money can also be used for moving and storing personal property to avoid additional damage while disaster repairs are being made to the home. Other items for which eligible applicants may be reimbursed include generators, dehumidifiers and chain saws.

#### **4.2.4.2 Vulnerable Populations<sup>3</sup>**

- The State recognizes that there are several categories of vulnerable populations who must be housed and fed following an evacuation, defined as people who are elderly, people with disabilities and other medical or mental health conditions, people with limited English proficiency, people with hearing and sight impairments, people who are in institutions, people without access to private vehicles, as well as people in schools, day care centers, prisons and detention centers, and drug treatment centers. It also includes people who are transient such as tourists, seasonal workers, and the homeless.
- Local emergency operations plans should contain strategies and procedures for addressing the needs of vulnerable populations in the event of emergency situations.

## **5 Supporting Documents**

- National Response Framework, ESF 6 – Mass Care, Emergency Assistance, Housing and Human Services
- ARC and FEMA National Shelter Systems (NSS)
- Multi-Agency Feeding Plan Template (draft dated January 2010)
- Feeding Task Force Guidance Document (draft dated January 2010)
- Oregon DHS Internal Operating Procedures
- Oregon Disaster Housing Strategy and Plan (under development)
- Oregon Individuals and Households Program, Other Needs Assistance Agreement with FEMA Region Ten
- Oregon Behavioral Health All Hazard Response Plan

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<sup>3</sup> FEMA sometimes uses the term Special Needs Population with a similar definition.

### **ESF 6. Mass Care, Emergency Services, Housing & Human Services**

- State of Oregon Animals in Disaster Plan
- Oregon Donations Management Plan (August 2001, currently being updated) – This is also Support Annex 4 to this plan.
- Local government ESF 6 Plans/Annexes

## **6 Appendices**

- Appendix 1 Food and Feeding
- Appendix 2 Reuniting Family Members and Others
- Appendix 3 Disaster Recovery Centers (tbd)
- Appendix 4 Case Management and Benefit Claims (tbd)

### ESF 6. Mass Care, Emergency Services, Housing & Human Services

#### Appendix 1 – Food and Feeding

[Note: Potable water is covered in ESF 3 of this plan.]

Voluntary agencies (VOAD) can obtain food directly from State Distributing Agencies (SDA), which exist throughout the State, and typically have on-hand USDA Food and Nutrition Service (FNS) commodities. Therefore, the process of VOAD acquiring food may completely bypass the State ECC.

There are several SDA in Oregon: Oregon Housing and Community Services, Oregon Department of Education, and the Department of Human Services in its Women, Infants, and Children Program and its Children, Adults, and Families Program. SDA have a relationship with Oregon Food Bank, and the majority of local food banks in Oregon are also part of the OHCS community action network.

When it is determined that the SDA will deplete their food supplies, the USDA Food and Nutrition Service (FNS) may provide additional commodities to Oregon to support the SDA and VOAD. These requests for food should go through the State ECC ESF 6 Liaison, who will work with the Mass Care Group Supervisor, and the FNS. The Mass Care Group Supervisor may also work to “contract-out,” as needed, for additional food.

Donated food may be delivered to Oregon Food Bank staging areas by the Feeding America Network, whereupon OFB will distribute it to fixed distribution points. If normal transport is not possible, ODOT may be activated by the State ECC to transport food to both staging areas and feeding sites. If ODOT is unable to accomplish this, military resources may be activated by the State ECC for this purpose.

Organizations that provide food and feeding services generally accept food only from supply sources that they have worked with previously. In this way they know that the food is safe. This relieves county health departments from the responsibility of having to inspect all of the food coming into their community and allows them to focus inspections on food arriving from sources that are unknown. See ESF 8 and ESF 11 for more information on food safety.

Some organizations in Oregon that do feeding can call on a national network of resources to help out. For example, some organizations have high-capacity trailers that can each feed 10,000 to 25,000 persons per day from trailers. When this document was published, the Salvation Army had four of these trailers nationally. The American Red Cross had six, and the Southern Baptist Convention had ten.

The roles and responsibilities of organizations that supply food and do feeding during disaster response and the way that those organizations are activated and deployed depends on the scale of the disaster:

- For an incident with primarily a regional level impact, where food must be brought into the area, the city or county EOC or any response agency activates assistance from Oregon Food Bank by a direct request at the same time that they activate the American Red Cross to set-up a feeding site. The Oregon Food Bank distributes donated and USDA food from their warehouse and activates the Feeding America Network supply of donated

### ESF 6. Mass Care, Emergency Services, Housing & Human Services

food by making a direct request to them. If the area has been Presidentially-declared as an emergency or major disaster area, OHCS will make a request for federal food assistance to supplement and/or replace the USDA food distributed. Food is then prepared, cooked and delivered to people in need by American Red Cross volunteers at their sites. The local EOC requests deactivation of the food shipments, feeding operations and site operations as the incident merits;

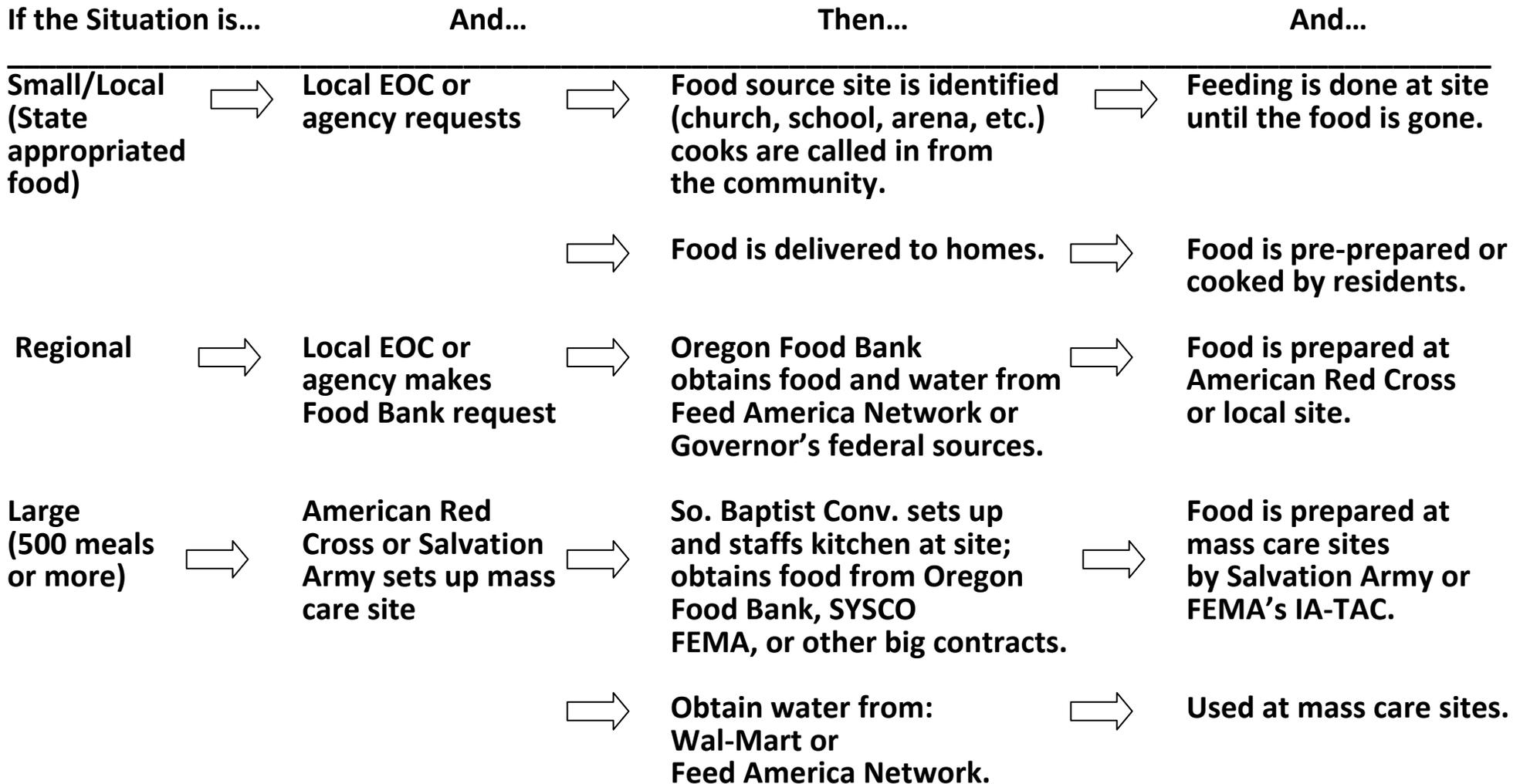
- For larger events (500 meals or more per day) the State will likely request the resources of the Southern Baptist Convention, which sets up kitchens with staff who prepare food for people in need at fixed feeding sites. In addition to requests to the Oregon Food Bank (and consequently the Feed America Network), they activate specific large contracts with private companies like SYSCO and Wal-Mart for the delivery of food supplies to staging areas or feeding sites. They may also receive food supplies from FEMA sources.

If early in an incident, sufficient food is not available, the feeding organizations may initially distribute Meals Ready to Eat (MREs), if available, or distribute MREs as they become available.

Additional information on the process is displayed in the “Food to Feeding” Flowchart on the next page.

ESF 6. Mass Care, Emergency Assistance, Housing, and Human Services

Food to Feeding Flowchart



**ESF 6. Mass Care, Emergency Services, Housing & Human Services**

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**ESF 6. Mass Care, Emergency Services, Housing & Human Services**

**Appendix 2 – Reuniting Family Members and Others**

Existing systems and web links:

American Red Cross

Safe and Well List

<https://disastersafe.redcross.org/>

National Center for Missing and Exploited Children

National Emergency Child Locator Center (NECLC)

[www.missingkids.com](http://www.missingkids.com)

They also have a telephone "hotline," 1-800-THE-LOST (1-800-843-5678).

FEMA

National Emergency Family Registry and Locator System (NEFRLS)

<https://asd.fema.gov/inter/nefrls/home.htm>

This is activated by FEMA when requested by a state for a specific event. The federal Department of Justice (DOJ) is also involved in this.

Oregon DHS, Children and Families

CAF maintains a series of telephone reference numbers organized by county.

2-1-1, Central Oregon

<http://www.co211.info/>

2-1-1, Portland Area

<http://www.211info.org/>

2-1-1 can be activated Statewide, if needed, but someone needs to pay for the increased costs associated with the larger service area (mostly labor costs).