

**STATE OF WASHINGTON**



**STATE EMERGENCY REPATRIATION PLAN**

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## Chapter 1 Introduction

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*The introduction chapter includes items that enhance accountability and ease of use. These include plan approval (signature), distribution list, and a record of changes.*

### 1.1 Approval and Implementation

This plan is approved, effective the date of signature.

Approved By: **/s/ Cheryl Strange – Signature on File**

**Cheryl Strange**

Secretary, Washington State (WA) Department of Social and Health Services (DSHS)

Date: **April 1, 2019**

This plan supersedes and replaces any previous Washington State Emergency Repatriation Plan (SERP).

### 1.2 Distribution

Washington Military Department (MIL) Emergency Management Division (EMD) posts this plan and updates on their website at [www.mil.wa.gov/other-links/plans](http://www.mil.wa.gov/other-links/plans). Washington's State Emergency Repatriation Coordinator (WA-SERC) forwards the final plan and updates to designated contacts at the agencies listed below.

#### **Federal Agencies**

Department of Health & Human Services (HHS)

#### **Washington State (WA) Agencies**

Office of the Governor (GOV)

Department of Agriculture (WSDA)

Department of Children, Youth, and Families (DCYF)

Department of Health (DOH)

Department of Social and Health Services (DSHS)

Health Care Authority (HCA)

Washington Military Department (MIL)

## **Local Government**

Port of Seattle / Seattle-Tacoma International Airport (SEA)  
King County Emergency Management (KCEM)

## **Non-Governmental Organizations**

American Red Cross (ARC)  
Washington State (WA) Volunteer Organizations Active in Disaster (VOAD)

The U.S. Department of Health and Human Services (HHS) as the Domestic Lead Coordinating Agency for the U.S. Repatriation Program distributes copies of this State Emergency Repatriation Plan (SERP) at the federal level to the appropriate primary and supporting agencies as defined in the most recent version of the National Emergency Repatriation Plan (NERP) Base Plan.

### **1.3 Document Contacts**

#### **State Emergency Repatriation Coordinator (WA-SERC)**

Logan MacGregor  
Logan.MacGregor@dshs.wa.gov | WC: (425) 393-3195

#### **Backup to State Emergency Repatriation Coordinator (WA-SERC Backup)**

Kyle Lapastora  
Kyle.Lapastora@dshs.wa.gov | WC: (360) 790-5611

### **1.4 Record of Changes**

<b>Date</b>	<b>Version</b>	<b>Notes</b>
2019-02-28	1.0	Final SERP, effective when signed by DSHS Secretary.
2019-09-19	1.01	Updated Document Contact Info (Section 1.3)
2020-12-18	1.02	Updated Document Contact Info (Section 1.3) Corrected acronym for Seattle-Tacoma International Airport (SEA)

■ *End of Chapter 1 (Introduction)* ■

### 2.1 Purpose

*The Washington State (WA) Emergency Repatriation Plan (SERP) flows from this purpose statement, which describes the plan's intent.*

This State Emergency Repatriation Plan (SERP) describes the processes for coordination, notification, deployment, and delivery of Emergency Repatriation services in support of the U.S. Repatriation program during an Emergency Repatriation incident in Washington State (WA). These services assist U.S. citizens, their dependents, and other U.S. Department of State (DOS) authorized persons once they arrive at a Port of Entry (POE) as a result of a coordinated evacuation or repatriation from a foreign country.

This plan defines Emergency Repatriation roles and responsibilities and establishes implementation procedures for Washington State (WA) coordinated Emergency Repatriation operations.

In addition, this plan describes the role Washington State (WA) will play in:

- Establishing an Emergency Repatriation Center (ERC)
- Coordinating with state, local, and federal agencies
- Providing for the reception, temporary care, and onward transportation of evacuees and repatriates returned to the United States via Washington State (WA) during a U.S. Department of State (DOS) organized Emergency Repatriation incident

### 2.2 Planning Approach

*The Planning Approach statement provides a general philosophical framework to guide the planning process.*

This State Emergency Repatriation Plan (SERP) is an incident-specific, stand-alone plan for the U.S. Repatriation Program.<sup>1</sup> Scope, Situation Overview, and Planning Assumptions are based on what is known from historical experience or can be expected in a typical Emergency Repatriation incident.

This plan does not assume a worst case scenario. Instead, this plan scales upward as needed depending on an assessment of capacity at time of incident when conditions of actual incidents exceed the Planning Assumptions. This plan provides a high-level overview of the response to an Emergency Repatriation incident. Additional detail may be found in the separately maintained

<sup>1</sup> The structure of this plan follows the "Basic Plan" format described in the U.S. Department of Homeland Security (DHS), Federal Emergency Management Agency (FEMA) Comprehensive Preparedness Guide (CPG) 101 (November 2010).

State Emergency Repatriation Plan Operational Guide (SERP-OG).<sup>2</sup> This plan uses plain language whenever possible to ensure it is understandable by those who would be involved in the response effort.

In order to facilitate understanding and accessibility to a wide audience including responders without emergency planning training, some basic emergency management information is incorporated into the plan. Acronyms are spelled out and used more frequently than indicated by style guides to enable quick scanning for text within the document during emergency response operations.

## **2.3 Situation Overview**

*The Situation Overview characterizes the planning environment to make clear why Emergency Repatriation planning is necessary. This statement serves as a general risk statement. It is not intended to be exhaustive. The level of detail is necessarily a matter of judgement, with content guided by what is useful to those involved in the planning effort.*

Large numbers of U.S. citizens and their dependents reside, visit, and travel abroad. At any time, an emergency may occur in a foreign country that may require the immediate repatriation of these citizens, their dependents, and others from foreign countries back to the United States.

When the U.S. Department of State (DOS) determines a significant threat to the health and safety of its citizens abroad exists, or is imminent, the U.S. Department of State (DOS) may recommend that United States citizens leave the foreign country or countries impacted by the event.

In certain situations, the U.S. Department of State (DOS) may evacuate U.S. citizens, their dependents and other U.S. Department of State (DOS) authorized persons to a foreign safe haven or Port of Entry (POE) in the continental United States (CONUS). If the safe haven is the continental United States (CONUS), the U.S. Department of Human Services (HHS) is the lead federal agency responsible for the coordination and provision of reception and Temporary Assistance to all non-combatant evacuees returned from a foreign country.

Overseas, the U.S. Department of State (DOS) conducts the initial assessment and ensures transportation of eligible individuals to the United States.

## **2.4 Planning Assumptions**

Assumptions are items that are treated as true for planning purposes. These include true assumptions (things that are literally unknown) and noteworthy known facts. These serve to guide the planning effort and illustrate the limitations of the State Emergency Repatriation Plan (SERP). Some “obvious” assumptions are included for clarity. The list is not intended to be

<sup>2</sup> The State Emergency Repatriation Plan Operational Guide (SERP-OG) is a collection of separately maintained documents. Contact the Washington State Emergency Repatriation Coordinator (WA-SERC) for copies as needed.

exhaustive and its development requires judgement, with content guided by whether inclusion is useful to those involved in the planning effort.

The following circumstances are assumed to be true for purposes of plan development. These assumptions are informed by the experiences of other states with historical involvement in Emergency Repatriation operations, consultation with experts, and reference materials such as the National Emergency Repatriation Plan (NERP) and the National Emergency Repatriation Program Operation Guide (NERP-OG).

### **2.4.1 General**

- An Emergency Repatriation incident will require resources and activities beyond the normal day-to-day operational capability of involved agencies.
- Agencies involved in implementation of this plan maintain familiarity with its contents.
- Agencies retain responsibility for developing plans and procedures to support the tasks identified in this plan.
- An Emergency Repatriation incident may occur with or without a Presidential Declaration of National Emergency.
- The primary Port of Entry (POE) for Washington State (WA) is the Seattle-Tacoma International Airport (SEA).
- The Seattle-Tacoma International Airport (SEA) is able to receive commercial and military aircraft.
- The Emergency Repatriation Center (ERC) will be located at the Port of Entry (POE).
- Washington State may need to establish an operational Emergency Repatriation Center (ERC) within 48 to 72 hours of Activation.
- Up to 1,200 evacuees will arrive per day (with a minimum of 300 per day) per Port of Entry (POE), on 3 to 4 flights daily, generally arriving 1 to 5 hours apart, for 2 to 4 weeks in typical operations. Catastrophic incidents may last up to 120 days.
- Processing evacuees may be a 24-hour per day operation and will continue until all evacuees have traveled to their final destination or are processed and provided assistance.
- The Governor will declare a state of emergency and/or issue executive orders if needed to enable access to resources to support the incident response.
- An Emergency Repatriation response operation is primarily a human services mission.
- The response will utilize the Incident Command System (ICS) consistent with Washington State (WA) law and standard emergency management practices.
- An Emergency Repatriation incident will involve significant media attention.
- Washington State (WA) will receive a Stand-By Notice advising that a large-scale repatriation may materialize at least 36 hours before receiving a request from the U.S. Department of Health and Human Services (HHS) to activate the State Emergency Repatriation Plan (SERP).<sup>3</sup>

<sup>3</sup> Due to global instability, incidents may occur on a shorter timeline.

## **2.4.2 Repatriates / Evacuees**

- Evacuees may arrive without identification, with little or no money, and/or with few or no personal items.
- Evacuees may be subject to stress and anxiety, and may require immediate mental health support.
- Some evacuees may require medical attention.
- Evacuees may arrive with communicable diseases necessitating precautions at the Port of Entry (POE). Repatriates will be screened according to a process determined by the U.S. Centers for Disease Control and Prevention (CDC) on arrival.<sup>4</sup>
- Some evacuees may have disabilities or other access and functional needs and require additional assistance.
- Evacuees may arrive with service animals that will need care and veterinary support.
- Evacuees cannot be required to go to an Emergency Repatriation Center (ERC) and may decline services.
- Evacuees may not be proficient in English.
- Evacuees will be cleared for entrance to the United States by the federal government. Washington State (WA) will not be responsible for clearing repatriates for entrance to the United States. Washington State (WA) will not track repatriates.
- Whenever possible, immediate family members (e.g., parents, spouses, legal guardians, minors) will travel together but children may arrive at the Port of Entry (POE) as unaccompanied minors. Services for children arriving as unaccompanied minors will be provided in accordance with state and federal law.
- Historical Emergency Repatriation incidents indicate that up to 25% of repatriates may seek Temporary Assistance while remaining in Washington State (WA), with the majority not seeking assistance other than help with onward travel to locations outside the state.

## **2.4.3 Financial / Eligibility**

- While Washington State (WA) will be reimbursed by the U.S. Department of Health and Human Services (HHS) for expenses<sup>5</sup> incurred as part of the Emergency Repatriation process, the U.S. Department of Health and Human Services (HHS) is not expected to provide funding in advance of these operations.
- Washington State (WA) reimburses the Port of Entry (POE) for expenses incurred as part of the Emergency Repatriation process when it receives reimbursement from the U.S. Department of Health and Human Services (HHS). No advance funding is provided to the Port of Entry (POE).
- Temporary Assistance to evacuees is not an entitlement but a service loan repayable to the federal government.
- Debt collection for the U.S. Repatriation Program is not the responsibility of Washington State (WA) or the Port of Entry (POE).

<sup>4</sup> This follows Standard Operating Procedure (SOP) at the Port of Entry (POE), with the exception that follow up will be needed with the Federal Emergency Repatriation Branch Supervisor (FERS) when a repatriate is transferred to a hospital or before clearing Customs.

<sup>5</sup> The U.S. Department of Health and Human Services (HHS) will reimburse Washington State (WA) for all reasonable, allowable, and allocable operational and service costs.

#### **2.4.4 Department of Defense (DoD) Coordination**

- The U.S. Department of Defense (DoD) may concurrently establish a Joint Repatriation Processing Center (JRPC) to facilitate the reception, onward travel, and temporary care of Department of Defense (DoD) affiliated personnel at the Port of Entry (POE).
- Up to 25% of evacuees may be affiliated with the U.S. Department of Defense (DoD).
- When the U.S. Department of Defense (DoD) has not established a Joint Repatriation Processing Center (JRPC) at the Port of Entry (POE), Department of Defense (DoD) personnel and family members are treated as regular repatriates for Temporary Assistance eligibility purposes.
- Reception Services may be shared between the Joint Repatriation Processing Center (JRPC) and the Emergency Repatriation Center (ERC). The U.S. Department of Health and Human Services reimburses these costs as reasonable, allowable, and allocable.
- The Department of Defense (DoD) develops and maintains separate planning documents to prepare for Emergency Repatriation of Department of Defense (DoD) affiliated personnel at a Joint Repatriation Processing Center (JRPC).<sup>6</sup>

■ *End of Chapter 2 (Purpose, Planning Approach, Situation Overview, and Assumptions)* ■

<sup>6</sup> Detail on coordinating between the Emergency Repatriation Center and the U.S. Department of Defense (DoD) Joint Repatriation Processing Center (JRPC) may be found in the Washington State (WA) Emergency Repatriation Plan (SERP) Operational Guide (maintained separately).

## Chapter 3 Concept of Operations

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*The Concept of Operations (CONOPS) audience needs to clearly picture the sequence of the planned emergency response. The Concept of Operations (CONOPS) explains the overall approach to the Emergency Repatriation incident response. This chapter touches briefly on direction and control, organization, assignment of responsibilities, communications, administration/finance, and other sections discussed in more detailed later in this plan. The Concept of Operations (CONOPS) informs a common understanding to guide government at all levels, non-governmental organizations, private sector, and individual citizens toward a shared and effective response. This chapter is written with active voice in present tense so that it is easier to understand at the time of incident.*

The Concept of Operations (CONOPS) explains, in very broad terms, processes and strategies related to the four phases of Emergency Repatriation activities. These four phases are:

- Phase 1 | Normal Operations
- Phase 2 | Stand-By
- Phase 3 | Response / Activation
- Phase 4 | Return to Normal Operations

### 3.1 Phase 1 | Normal Operations

During Normal Operations, participating agencies operate according to normal business processes. Agencies monitor the status of operations within their functional areas and/or jurisdictions, develop plans and procedures, and conduct training and exercises to validate existing plans.

#### 3.1.1 Monitoring

The State Emergency Operations Center (SEOC) has three activation levels. These include Monitoring, Partial Activation, and Full Activation. During Normal Operations, the State Emergency Operations Center (SEOC) is at the Monitoring level unless engaged in another emergency operation. The State Emergency Operations Center (SEOC) has procedures to support responding to a U.S. Department of Health and Human Services (HHS) Stand-By Notice. The State Emergency Operations Center (SEOC) is responsible for setting up all state-level conference calls and forwarding notices as described in 3.3.1 Activation Notice through 3.3.4 Confirmation.

## **3.2 Phase 2 | Stand-By**

### **3.2.1 Stand-By Notice**

Upon receipt of information from the U.S. Department of State (DOS) advising that a large-scale repatriation may materialize, the U.S. Department of Health and Human Services (HHS) sends a Stand-By Notice to Washington State (WA):

- Emergency Repatriation Coordinator (WA-SERC) and backup, and
- State Emergency Operations Center (SEOC).

The Stand-By Notice alerts Washington State (WA) of the potential for activation of this State Emergency Repatriation Plan (SERP). The Stand-By Notice is not an Activation Notice. The State Emergency Operations Center (SEOC) responds to the U.S. Department of Health and Human Services (HHS) acknowledging receipt of the Stand-By Notice.

### **3.2.2 Preliminary Conference Call (Stand-By Notice)**

Immediately upon receipt of a Stand-By Notice, the State Emergency Operations Center (SEOC) schedules a conference call. The purpose of this phone call is to conduct an internal state-level assessment of capacity to respond to an Emergency Repatriation incident. Federal officials are not included in this internal conference call.

The Stand-By Notice does not contain detailed information about the potential Emergency Repatriation incident. Therefore, the discussion focuses on general readiness and developing a preliminary assessment of capacity.

The State Emergency Operations Center (SEOC) invites the following key stakeholders to participate in the call:

- WA Office of the Governor (GOV)
- WA Department of Children, Youth, and Families (DCYF)
- WA Department of Health (DOH)
- WA Department of Social and Health Services (DSHS)
- WA Military Department (MIL)
- Port of Seattle / Seattle-Tacoma International Airport (SEA)
- King County Emergency Management (KCEM)
- American Red Cross (ARC)
- Washington State (WA) Emergency Repatriation Coordinator (WA-SERC) and backup

Washington State (WA) independently assesses its capacity to participate in an Emergency Repatriation operation. An anticipatory understanding of capacity to respond to a potential Activation Notice is determined based on conditions impacting the Port of Entry (POE) at the time of the Stand-By Notice, ability of key partners to engage in operations, financial resources, and other factors at the discretion of Washington State (WA).

### **3.2.3 Cancellation Notice**

Washington State (WA) waits for an Activation Notice from the U.S. Department of Health and Human Services (HHS) but returns to Phase 1 | Normal Operations if a Cancellation Notice is received prior to an Activation Notice. If a Cancellation Notice is received from the U.S. Department of Health and Human Services (HHS), the State Emergency Operations Center (SEOC) facilitates a follow-up conference call with the same stakeholders convened in 3.2.2 Preliminary Conference Call (Stand-By Notice) to confirm the Cancellation Notice.

## **3.3 Phase 3 | Response / Activation**

### **3.3.1 Activation Notice**

U.S. Department of Health and Human Services (HHS) authorized staff send an Activation Notice to:

- Washington designated Emergency Repatriation Coordinator (WA-SERC) and backup
- State Emergency Operations Center (SEOC)
- Office of the Governor (GOV)

The State Emergency Operations Center (SEOC) immediately replies to the U.S. Department of Health and Human Services (HHS) acknowledging receipt of the Activation Notice on behalf of Washington State (WA). This is not a decision to begin Emergency Repatriation operations. A decision happens later, as described in 3.3.3 National Emergency Repatriation Coordination Meeting.

The Activation Notice marks the point in time that Washington State (WA) may receive reimbursement for Emergency Repatriation operations that follow.

### **3.3.2 Preliminary Conference Call (Activation Notice)**

Immediately upon receipt of an Activation Notice, the State Emergency Operations Center (SEOC) schedules a Preliminary Conference Call with state and local stakeholders to conduct an internal state-level assessment of capacity to respond to an Emergency Repatriation incident prior to engaging federal partners in the National Emergency Repatriation Coordination Meeting. Federal officials are not included in this Preliminary Conference Call.

The State Emergency Operations Center (SEOC) invites the following key stakeholders to participate in the Preliminary Conference Call:

- WA Department of Children, Youth, and Families (DCYF)
- WA Department of Health (DOH)
- WA Department of Social and Health Services (DSHS)
- WA Military Department (MIL)
- WA Office of the Governor (GOV)
- Port of Seattle / Seattle-Tacoma International Airport (SEA)

- King County Emergency Management (KCEM)
- American Red Cross (ARC)
- Washington State (WA) Emergency Repatriation Coordinator (WA-SERC) and backup

### **3.3.3 National Emergency Repatriation Coordination Meeting**

Immediately after the U.S. Department of Health and Human Services (HHS) sends the Activation Notice, the U.S. Department of Health and Human Services (HHS) schedules a meeting with Washington State (WA) designated staff, representatives from other activated states, other federal partners as appropriate, and the National Emergency Repatriation Unified Coordination Group (NER-UCG) to provide information, guidance, and directions. Washington State (WA) stakeholders are included in this meeting via conference call.

The U.S. Department of Health and Human Services (HHS) invites the following Washington State (WA) contacts to the conference call:

- WA Emergency Repatriation Coordinator (WA-SERC) and backup
- WA State Emergency Operations Center (SEOC)
- WA Governor’s Office (GOV)

Upon receipt of the invitation, the State Emergency Operations Center (SEOC) forwards an invitation to the following agencies to participate in this call:<sup>7</sup>

- WA Office of the Governor (GOV)
- WA Department of Children, Youth, and Families (DCYF)
- WA Department of Health (DOH)
- WA Department of Social and Health Services (DSHS)
- WA Military Department (MIL)
- King County Emergency Management (KCEM)
- Port of Seattle / Seattle-Tacoma International Airport (SEA)
- American Red Cross (ARC)

During this call, Washington State (WA) conveys a decision on its capacity to respond to an Emergency Repatriation incident based on the determination reached in 3.3.2 Preliminary Conference Call (Activation Notice). Washington State (WA) and local stakeholders have an opportunity to address potential issues and concerns and articulate any capacity limitations.

### **3.3.4 Confirmation**

Immediately following the National Emergency Repatriation Coordination Meeting, the State Emergency Operations Center (SEOC) provides follow up communication to the designated U.S. Department of Health and Human Services (HHS) contact<sup>8</sup> confirming the decision to activate the State Emergency Repatriation Plan (SERP). The State Emergency Operations Center (SEOC) re-articulates any capacity limitations discussed in the conference call.

<sup>7</sup> Redundancies on this list are intentional.

<sup>8</sup> The Confirmation is sent to the contact information provided by the U.S. Department of Health and Human Services (HHS) in the Activation Notice.

Washington State (WA) and local stakeholders identified in 3.3.3 National Emergency Repatriation Coordination Meeting are copied on this email.

### **3.3.5 Activation**

#### **3.3.5.1 State Emergency Operations Center (SEOC)**

The State Emergency Operations Center (SEOC) dynamically adjusts its activation level as necessary (scaling up or down) as needed during operations, according to its assessment of Emergency Repatriation Center (ERC) support needs.

Should federal assistance be required, the State Emergency Operations Center (SEOC) will contact the U.S. Department of Human Services (HHS).<sup>9</sup>

#### **3.3.5.2 Port of Entry Emergency Coordination Center (ECC)**

The Seattle-Tacoma International Airport (SEA) Emergency Coordination Center (ECC) Fully Activates and initiates their Port Emergency Repatriation Plan (PERP). The Seattle-Tacoma International Airport (SEA) Emergency Coordination Center (ECC) establishes a Unified Area Command (UAC) (see Chapter 5 Direction, Control, and Coordination) to address Emergency Repatriation needs and business continuity impacts to ongoing airport operations.

#### **3.3.5.3 King County Emergency Operations Center (KCEOC)**

The King County Emergency Operations Center (KCEOC)<sup>10</sup> dynamically adjusts its activation level as necessary (scaling up or down) as needed during operations, according to its assessment of Emergency Repatriation Center (ERC) support needs. Support from the KCEOC focuses on evacuees who will be leaving the Port of Entry (POE) and staying temporarily or permanently within the area.

<sup>9</sup> Requests for additional federal assistance are not routed through the Federal Emergency Management Agency (FEMA). See State Request for Federal Support (RR-08): This form is to be used by the State to request support or assistance from a Federal agency during an event. This form is to be submitted to the appropriate National Emergency Repatriation Unified Coordination Group (NER UCG) official using designated U.S. Department of Health and Human Services (HHS) channels.

<sup>10</sup> The King County Regional Communications and Emergency Coordination Center (RCECC) is the name of the physical building. Within this building is the Emergency Operations Center (EOC) that is activated during emergency operations.

#### **3.3.5.4 Other Plans**

Upon activation of this State Emergency Repatriation Plan (SERP), responders (including Command and General Staff) refer to the State Emergency Repatriation Plan Operational Guide (SERP-OG) and the Port of Entry Repatriation Plan (PERP) for additional detail to support planning and operations. The Washington State (WA) Emergency Repatriation Coordinator (WA-SERC) ensures copies of these plans and relevant desk aids, job action sheets, and other reference materials are available during an Emergency Repatriation operation.

#### **3.3.6 Unified Area Command (UAC)**

An Incident Command System (ICS) is established at the Port of Entry (POE) immediately following a decision to activate this State Emergency Repatriation Plan (SERP). The State Emergency Operations Center (SEOC) is located geographically away from the Port of Entry (POE). The State Emergency Operations Center (SEOC) activates, partially activates, or provides non-activated coordination/support depending on the nature of the incident as needed to support operations. Communications between the Port of Entry (POE) Unified Area Command (UAC) and the State Emergency Operations Center (SEOC) are facilitated through Liaison Officers and Agency Representatives designated at the time of the incident.

A Unified Area Command (UAC) is staffed by executive level representatives or designees of the following agencies and organizations:<sup>11</sup>

- Port of Seattle / Seattle-Tacoma International Airport (SEA) | *Commander*
- Washington State (WA) Department of Social and Health Services (DSHS) | *Commander*

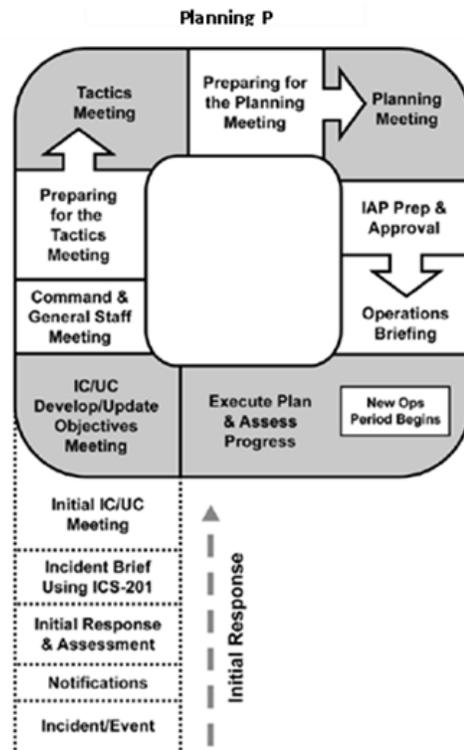
Detail on establishing the Incident Command System (ICS) structure is found in Chapter 4 (Organization and Assignment of Responsibilities) and Chapter 5 (Direction, Control, and Coordination).

<sup>11</sup> These are the primary agencies comprising the Unified Area Command (UAC) Incident Command System (ICS) structure for Command Staff and General Staff positions. Other positions may be included as determined at the time of incident. For example, the Washington State (WA) Governor's Office (GOV) may assign a Public Information Officer (PIO).

### 3.3.7 Planning Cycle

A Planning meeting is conducted shortly following the establishment of Unified Area Command (UAC) to evaluate the situation, develop incident objectives, select a strategy, and decide which resources should be used to achieve objectives in the safest, most efficient, and cost-effective manner. The Planning process follows the standard "Planning P" method.<sup>12, 13</sup>

Large posters of the Planning P graphic are available for reference at the Emergency Coordination Center (ECC) at the Port of Entry (POE), where Planning meetings are typically held.



### 3.3.8 Joint Information Center (JIC)

Consistent with the National Incident Management System (NIMS), local, state, and federal agencies involved in an Emergency Repatriation operation coordinate the release of information through a Joint Information Center (JIC) established at the Port of Entry (POE). More detail for the Joint Information Center (JIC) is in Chapter 7 (Communications). All publicly-released information must be cleared by Commanders in the Unified Area Command (UAC).<sup>14</sup>

### 3.3.9 Emergency Repatriation Center (ERC)

An Emergency Repatriation Center (ERC) is established at Seattle-Tacoma International Airport (SEA) to coordinate the reception, temporary care, and onward movement of evacuees. The specific location of the Emergency Repatriation Center (ERC) is determined by the Port of Entry (POE) at the time of incident.<sup>15</sup> Washington State (WA) may need to establish an operational Emergency Repatriation Center (ERC) within 48-72 hours of activation.

<sup>12</sup> <https://training.fema.gov/emiweb/is/icsresource/assets/planningp.pdf>

<sup>13</sup> Depending on the lead time available prior to the first aircraft arrival, a fully developed Incident Action Plan (IAP) may be developed, negating the use of the ICS-201.

<sup>14</sup> At the national level, the National Emergency Repatriation Unified Coordination Group (NER-UCG) clears information gathered for internal and/or external distribution. Information includes but is not limited to number of flights and destinations within the United States, demographics (if available), flight information and manifests, and activated federal resources deployed for the Emergency Repatriation response effort.

<sup>15</sup> Options for the location of the Emergency Repatriation Center (ERC) are outlined in the State Emergency Repatriation Plan Operational Guide (SERP-OG). The preferred option is the Conference Center located at the Seattle-Tacoma International Airport (SEA). See description online: <https://www.portseattle.org/sea-tac/conference-center>

### **3.3.10 Repatriation Process – Overview**

#### **3.3.10.1 Arrival at the Port of Entry (POE)**

As each aircraft lands at Seattle-Tacoma International Airport (SEA), a small team of authorized federal officials, and when possible a Washington State (WA) representative, enters the plane to brief evacuees on the repatriation program (including Temporary Assistance available at the Emergency Repatriation Center). Evacuees receive a welcome packet prepared by Washington State (WA) Department of Social and Health Services (DSHS). The welcome packet contains a welcome letter and information on Emergency Repatriation Center (ERC) services and other amenities and facilities within the airport (e.g. locations of cash machines and currency exchange counters, transportation systems available, etc.).

Following the briefing, evacuees debark and are directed to the U.S. Customs and Border Protection (CBP) area. Evacuees requiring immediate medical attention or hospitalization are treated on-site or transported to an area hospital. The U.S. Customs and Border Protection (CBP) immediately notifies Commanders in the Port of Entry (POE) Unified Area Command (UAC) and the designated contact at the U.S. Department of Health and Human Services (HHS) when an evacuee is transported to an area hospital without first clearing customs. These persons receive follow up from Emergency Repatriation Center (ERC) staff, in coordination with the U.S. Department of Health and Human Services (HHS).

Deceased evacuees are managed by the Port of Seattle Fire Department, King County Medical Examiner, and if indicated the U.S. Center for Disease Control and Prevention (CDC) in accordance with airport regulations and applicable federal, state, and local laws.<sup>16</sup>

#### **3.3.10.2 U.S. Customs and Border Protection (CBP) Processing**

U.S. Customs and Border Protection (CBP), in coordination with Commanders in the Port of Entry (POE) Unified Area Command (UAC), determines the location of the Customs processing area. Generally, evacuees go through a terminal determined by the Port of Entry (POE) at the time of incident for U.S. Customs and Border Protection (CBP) processing.

Identified fugitives from United States laws or U.S. Department of Defense (DoD) identified military deserters may be taken into custody according to federal regulations.

U.S. Customs and Border Protection (CBP) detains persons without proper clearance for return to country of origin by the carrier, or for processing of asylum status depending on the circumstances.

<sup>16</sup> This follows Standard Operating Procedure (SOP) at the Port of Entry (POE).

U.S. Customs and Border Protection (CBP) notifies Port of Entry (POE) Unified Area Command (UAC) and the designated Washington State (WA) Department of Children, Youth, and Families (DCYF) contact when child evacuees arrive at the Port of Entry (POE) as unaccompanied minors.

After clearing Customs, evacuees are shuttled to the Emergency Repatriation Center (ERC) where they may receive services.

Evacuees are not required to receive services offered at the Emergency Repatriation Center (ERC). Evacuees declining Emergency Repatriation Center (ERC) services sign the Refusal of Service form (RR-06).<sup>17</sup> Evacuees who do not need assistance/services may retrieve their baggage and proceed to their final destination.

### **3.3.10.3 Baggage Retrieval**

Baggage retrieval processes are determined at the time of incident by the Port of Entry (POE).<sup>18</sup>

### **3.3.10.4 Intake and Assessment**

Evacuees receive a welcome packet if one is not provided at debarkation.

Staff assigned to the intake/assessment area assist the Federal Loan Approval Officer with processing and assessing evacuees for Temporary Assistance eligibility by using the appropriate U.S. Department of Health and Human Services (HHS) form (RR-01).

### **3.3.10.5 General Information**

Evacuees are directed to the General Information area within the Emergency Repatriation Center (ERC) after the intake and assessment process. This area provides information on the Emergency Repatriation Center (ERC) facility and services and Port of Entry (POE) facilities and amenities including locations of cash machines, currency exchange services, etc.

<sup>17</sup> Available online: [www.acf.hhs.gov/sites/default/files/orr/refusal\\_of\\_temporary\\_assistance\\_form.pdf](http://www.acf.hhs.gov/sites/default/files/orr/refusal_of_temporary_assistance_form.pdf). This form may be given to evacuees on the airplane by the boarding party.

<sup>18</sup> Options for baggage retrieval are discussed in the State Emergency Repatriation Plan Operational Guide (SERP-OG).

### **3.3.10.6 Emergency Repatriation Center (ERC) Services**

Services provided at the Emergency Repatriation Center (ERC) include both Temporary Assistance and Reception Services. Services are described in detail later in this plan in 3.3.10 Repatriation Process – Overview and listed in tables in Appendix C (Matrices of Emergency Repatriation Services). To receive services described in 3.3.12 (Temporary Assistance - Available with Loan Approval), evacuees must agree to repay the service loan. Reception Services (Human Services) are available to all evacuees without a repayment agreement.

### **3.3.10.7 Onward Travel**

Onward Travel from the Emergency Repatriation Center (ERC) may take place by automobile, bus, train, or air travel. OMEGA, a U.S. Department of Health and Human Services (HHS) contracted travel service, is available for individuals without means in need of onward travel assistance. Onward Travel assistance is a type of Temporary Assistance, subject to repayment to the federal government.

Evacuees with means do not need to use OMEGA but may choose to use OMEGA if paying directly to OMEGA by credit card. Evacuees may explore other options beyond commercial air flight for travel to their final destination. These include, but are not limited to:

- Pick up by another person at the Port of Entry (POE)
- Renting a car
- Local or long-distance bus
- Train
- Light rail

Evacuees capable of self-securing travel will be directed to the appropriate location at the Port of Entry (POE) that they may access once they leave the Emergency Repatriation Center (ERC). Evacuees may also use Communications Assistance and Accommodations (such as wireless internet) to secure travel while at the Emergency Repatriation Center (ERC).

### **3.3.10.8 Check Out**

Before leaving the Emergency Repatriation Center (ERC), evacuees go through a brief Check Out process. Check Out staff ensures documents are properly retained. Staff provide copies of documents to evacuees (including those who decline services, receive reception services only, and evacuees who have sought Temporary Assistance). Staff ensure all close-out tasks are complete, including reuniting evacuees with luggage.

### **3.3.11 Reception Services – Available to All Evacuees**

Various health and human services are freely available to all evacuees who arrive at the Emergency Repatriation Center (ERC) without an evacuee obligation to repay the federal government. The agencies and organizations responsible for coordinating or providing services are detailed in Appendix C (Matrices of Emergency Repatriation Services).

#### **3.3.11.1 Medical Services**

An area is established in the Emergency Repatriation Center (ERC) and supported by Medical Services staff. This area operates as the central point of service to meet the health and medical needs of children and adults who enter the Emergency Repatriation Center (ERC). These services are intended to address minor medical/psychological needs. When there are emergencies that cannot be addressed at the Emergency

Repatriation Center (ERC), arrangements are made to transport evacuees to a nearby hospital or other suitable facility.

Basic medical services are provided and may include services such as:

- First aid (e.g., treating minor wounds)
- Provision of basic health services including first aid materials (bandages, etc.) and as resources are available, provision of equipment and supplies such as durable medical equipment, consumable medical supplies, health information, and urgent prescription medications
- Providing a refrigerated area to keep prescriptions
- Support with administering medication
- Monitoring glucose
- Services for pregnant and nursing women
- Services for newborns/infants
- Oxygen oversight and monitoring
- Assessing individuals with acute onset of signs and symptoms related to injury or disease to determine if additional care and/or Emergency Medical System (EMS) transportation to an area hospital is necessary

The level and type of Medical Services offered will depend on available staff and material resources. The level and types of Medical Services expand as additional resources become available.

Emergency Medical Services (EMS) at the Port of Entry (POE) are provided by the Port of Seattle Fire Department and initiated through the 9-1-1 system. Persons with critical needs, or needs that surpass the capacity of Medical Services Staff, prompt a 9-1-1 call and response from the Port of Seattle Fire Department for evaluation, treatment, and transportation to an area hospital if required. Staff assigned to the Medical Services area coordinate with the Port of Entry (POE) Emergency Medical Services (EMS) for patient transportation to an area hospital or other suitable facility. In all instances, the Medical Services Staff defer to their specific level of training when responding to an emergent

case to determine the appropriate course of action and care. When the Port of Entry (POE) 9-1-1 Emergency Medical Services (EMS) system is activated, final determination of patient treatment and transportation follows Port of Seattle Fire Department protocols. All medical transports shall be determined by and coordinated through Port of Seattle Fire Department personnel.

- Isolation: When an evacuee(s) exhibit signs or symptoms of infectious or communicable disease at the Emergency Repatriation Center (ERC), personnel assigned to the Emergency Repatriation Center (ERC) Medical Services area activate the Port of Entry (POE) 9-1-1 system and initiate established Port of Seattle Fire Department and Centers for Disease Control and Prevention (CDC) infectious disease control protocols. Port of Seattle Fire Department and U.S. Centers for Disease Control and Prevention (CDC) officials coordinate with Public Health – Seattle and King County (PHSKC) per established protocols.
- Pharmaceutical Services (Pharmacy or Pharmacy Cache): A limited supply of on-site medications for emergency short-term use may be available and provided by licensed and credentialed medical personnel.
- Temporary Substance Abuse Support: When substance abuse, addiction, or addiction recovery services are determined immediately necessary, the Medical Services staff is responsible for coordinating with Emergency Support Function (ESF) #8 (Public Health and Medical Services) at the State Emergency Operations Center (SEOC). Emergency Support Function (ESF) #8 (Public Health and Medical Services) coordinates any requests as needed. If services are located off-site, transportation will be provided to the location(s) whenever possible.
- Counseling: A Counseling area is established in the Emergency Repatriation Center (ERC), staffed by appropriately credentialed people. Preference for filling Counseling staff positions is given to professionals with advanced training in trauma-informed care, such as Psychological First Aid. The Counseling station functions as the central point of service to meet the mental health and emotional support needs of evacuees who enter the Emergency Repatriation Center (ERC). Counselors provide support and services to meet the emotional and mental health needs of children and adults. When persons present with mental health needs that exceed the services available at the Counseling area at the Emergency Repatriation Center (ERC), or needs that surpass the capabilities/credentials of Counselors, staff consult with the Health and Human Services Director and/or the Port of Entry (POE) Emergency Medical Services (EMS) for determination of possible transportation to an appropriate facility.
- Spiritual Care: Evacuees requesting Spiritual Care and Counseling are connected with on-site services whenever possible. Remote connection to appropriate care is another option.

Requests for additional staffing assistance are made to the Health and Human Services Director. Requests for additional staffing outside the Health and Human Services are made and coordinated through Emergency Support Function (ESF) #8 (Public Health and Medical Services) through the State Emergency Operations Center (SEOC), as needed according to instructions found in the Washington State (WA) Comprehensive Emergency Management Plan (CEMP).

### **3.3.11.2 Feeding**

A feeding station with space for sitting and eating is established in a designated area of the Emergency Repatriation Center (ERC), accessible to everyone in the Emergency Repatriation Center (ERC). It is sourced to provide snacks, beverages, and potentially “ready to serve” meals for evacuees. Considerations are made for food and food preparation restrictions, guidelines, and the needs of:

- People with medically necessary dietary requirements
- People with allergies and food sensitivities
- Cultural and religious groups
- Children and infants

When the local response capacity of feeding resources is exceeded, the Logistics Section contacts the State Emergency Operations Center (SEOC) to request additional resources.

### **3.3.11.3 Essential Items**

Some evacuees may have been unable to secure adequate clothing or personal toiletry articles and hygiene items before departure. These items are made available to all evacuees.

### **3.3.11.4 Temporary Onsite Childcare**

Onsite temporary child care is provided to evacuees who wish to leave their child in a supervised, safe, and secure area while they navigate through the Emergency Repatriation Center (ERC). Personnel supervising children must meet standards and criteria determined by the Washington State (WA) Department of Children, Youth, and Families (DCYF), including background check requirements. Child evacuees who arrive as unaccompanied minors are not left in this area unless authorized by Department of Children, Youth, and Families (DCYF) staff.

### **3.3.11.5 General Information**

An area is established within the Emergency Repatriation Center (ERC) where evacuees may access General Information about the Emergency Repatriation Center (ERC) and Port of Entry (POE) facilities and amenities including location of cash machines, currency exchange services, etc. General Information is provided to evacuees through an information desk, general information announcements, and message boards to post information for evacuees to read.

### **3.3.11.6 Communications Assistance and Accommodations**

Communications Assistance and Accommodations are provided as services at the General Information area. Cell phones, charging stations, and wireless internet are made available at the Emergency Repatriation Center (ERC) for all evacuees.

People with disabilities and others with access and functional needs who require access to effective communications are provided with communications aids and services as needed. These include, but are not limited to:

- Auxiliary aids and services
- Materials in accessible formats
- Access to language interpreters and/or translators
- American Sign Language (ASL) interpreters
- Assistive technology

Communications aids and services may be accessed by other Emergency Repatriation Center (ERC) services areas to accommodate both evacuee and personnel needs (e.g., request for a magnifying reader at the Intake area). All equipment temporarily leaving the Communications Assistance and Accommodations area (e.g., for use by evacuees throughout the Emergency Repatriation Center) is tracked (checked-in and checked-out).

### **3.3.11.7 Other Services**

There are other types of Emergency Repatriation services that may not have a designated area within the Emergency Repatriation Center (ERC). These services may be located elsewhere on the grounds of the Port of Entry (POE), or only activated upon need/request.

#### **3.3.11.7.1 Veterinary Assistance**

Generally, pets are not authorized during an Emergency Repatriation evacuation. However, service animals may be evacuated. Washington State (WA) follows established procedures for caring for emergency care of service animals. When service animals are maintained with owners, Washington State (WA) will take into consideration other evacuees' potential conditions, including allergies and fear of animals. Airlines will also need to follow their established protocols and procedures.

#### **3.3.11.7.2 Mortuary Services**

Deceased people will be addressed in accordance with existing Port of Seattle Fire Department procedures and in compliance with federal, state, and local laws. Assistance with mortuary services will not be reimbursed by the U.S. Department of Health and Human Services (HHS).

### **3.3.11.7.3 Temporary Care of Unaccompanied Minors**

The Washington State (WA) Department of Children, Youth, and Families (DCYF) arranges for the temporary care and protection of children arriving at the Port of Entry (POE) as unaccompanied minors, defined for the purposes of this plan as children who arrive without their parent(s) or legal guardian(s).

When children arriving as unaccompanied minors arrive at the Port of Entry (POE), U.S. Customs and Border Protection (CBP) immediately notifies the Safety Officer or designee. The Safety Officer or designee coordinates with local law enforcement at the Port of Entry (POE) and designated Washington State (WA) Department of Children, Youth, and Families (DCYF) staff to ensure the appropriate care of these children.

The Washington Department of Children, Youth, and Families (DCYF) follows state laws, policies, and procedures in assessing for and providing appropriate services to children arriving as unaccompanied minors. Record retention requirements described in 8.4.3 (Case Records Management) do not apply to records maintained by Washington State (WA) Department of Children, Youth, and Families (DCYF).

### **3.3.11.7.4 Shelter**

When large numbers of evacuees require Temporary Shelter or when lodging at commercial establishments is unavailable, the Emergency Repatriation Center (ERC) Logistics Section Chief coordinates with Washington State (WA) Emergency Support Function (ESF) #6 (Mass Care, Emergency Assistance, Housing, and Human Services) at the State Emergency Operations Center (SEOC) to establish a congregate shelter facility. This facility should be located outside the commercial airport.

### **3.3.12 Temporary Assistance - Available with Loan Approval**

Temporary Assistance, requiring approval from the Federal Loan Approving Officer, may take the form of cash loans, temporary accommodations costs, hospitalizations, referral to state of final destination for continuation of repatriation services, and onward travel costs and other goods and services needed for the health and welfare of evacuees. Depending on the type of evacuation, evacuees' condition and unforeseen circumstances (e.g., weather conditions), there may be a need for evacuees to remain at or near the Port of Entry (POE) Emergency Repatriation Center (ERC) for more than 24 hours. Continuation of Temporary Assistance, up to 90 days of services, is generally provided at the state of final destination through non-emergency activities of the U.S. Repatriation Program.

Temporary Assistance is provided to eligible evacuees after approval by the Federal Loan Approving Officer. This loan must be repaid to the federal government.

The Washington State (WA) Department of Social and Health Services (DSHS) is responsible for coordinating and providing Temporary Assistance to eligible evacuees. The general types of Temporary Assistance are listed below. For additional information, see Appendix C (Matrices of Emergency Repatriation Services) and the National Emergency Repatriation Plan Operational Guide (NERP-OG).

### **3.3.12.1 Onward Travel Assistance**

The U.S. Department of Health and Human Services (HHS) provides personnel assigned to the Onward Travel Assistance area with just-in-time training and authorizations needed to make remote travel reservations with a U.S. Department of Health and Human Services (HHS) contracted travel agency (OMEGA).

Onward Travel Assistance personnel:

- Confirm the evacuee's final destination as identified during the initial Emergency Repatriation Center (ERC) intake process
- Provide information about local travel options when appropriate
- Assist evacuees who request assistance with travel

### **3.3.12.2 Referral to State of Final Destination**

Evacuees needing ongoing assistance upon arrival at the state of final destination (outside Washington State) receive referrals to the appropriate non-emergency coordination agency at their destination. The U.S. Department of Health and Human Services (HHS) provides contact information for non-emergency coordinators in other states. The state of final destination is responsible for providing the appropriate Temporary Assistance according to U.S. Repatriation Program policies. Evacuees remaining in Washington State (WA) may receive non-emergency services through the U.S. Repatriation Program as described in 3.3.12.7 Temporary Assistance (Washington State as Final Destination).

### **3.3.12.3 Financial Assistance (Cash Assistance)**

The Loan Approving Officer indicates and approves the amount of cash to be provided to eligible individuals or families in need of emergency cash assistance.

The Loan Approving Officer signs off on the U.S. Repatriation Program Emergency and Group Processing Form (RR-01) authorizing the evacuee to receive all available Temporary Assistance. The U.S. Department of Health and Human Services (HHS) determines the amount of cash provided to persons or families. For example, the average cash amount given to a single individual might be up to \$50, and for families up to \$200.

Financial Assistance (Cash Assistance) is provided in a nominal amount based on the needs of the individual/family. The determination of cash assistance considers whether commercial facilities for lodging and food are necessary. Cash may be provided for meals and lodging while traveling to the final destination.

#### **3.3.12.4 Case Management for Hospitalized Evacuees**

When evacuees are not able to access the Emergency Repatriation Center (ERC) due to immediate transportation to a hospital or other facility outside the Port of Entry (POE), a case manager may be appointed to meet the person at the designated facility to perform an assessment for eligibility for services in the U.S. Repatriation Program. The U.S. Repatriation Program is the payee of last resort. Other options should be exercised if possible (such as on-site hospital workers assisting with applications for publicly available medical assistance) before dispatching a case manager to the hospital.

#### **3.3.12.5 Medical Assistance - Hospitalization**

Evacuees who require hospitalization without insurance may obtain care through a service loan. Generally, the U.S. Department of Health and Human Services (HHS) reimburses hospitals directly for medical services. The Washington State (WA) Department of Social and Health Services (DSHS) provides timely written notice to the U.S. Department of Health and Human Services (HHS) when hospitals intend to request reimbursement directly from the U.S. Department of Health and Human Services (HHS). Medical care available as Reception Services, available to all evacuees without a service loan, is described below in 3.3.11.1 (Medical Services). The U.S. Repatriation Program is the payee of last resort. Other options should be accessed if possible, including private insurance or publicly available medical assistance (e.g., Medicaid).

#### **3.3.12.6 Temporary Housing Assistance**

Evacuees may be eligible for housing (shelter) assistance costs if they are unable to continue to their final destination on the date of arrival and are without available resources to secure their own lodging.

Emergency Repatriation Center (ERC) personnel help evacuees arrange short-term accommodations at a nearby hotel generally for no longer than 1 day. The duration of short-term accommodations may be extended on a case-by-case basis depending on the evacuee's unique situation, subject to approval by the U.S. Department of Health and Human Services (HHS). Hotel rates should be consistent with approved government rates for reimbursement purposes.

### **3.3.12.7 Temporary Assistance (Washington State as Final Destination)**

When an eligible evacuee chooses Washington State (WA) as the state of final destination, the Emergency Repatriation Temporary Assistance case must be closed before assistance is provided through the non-emergency assistance pathway.

Temporary Assistance may be continued through non-emergency services through the U.S. Repatriation Program for 90 days following arrival in the United States. If situations arise where an evacuee still has insufficient resources after 90 days, and is unable to self-support or self-care because of age, physical condition, or lack of vocational preparation, the Washington State (WA) Department of Social and Health Services (DSHS) refers the case to the U.S. Department of Health and Human Services (HHS) to continue Temporary Assistance for up to an additional 9 months.

All request for extensions of assistance beyond 90 days must be submitted to the U.S. Department of Health and Human Services (HHS) at least 2 weeks prior to the 90 days eligibility expiration. Evacuees in need of ongoing assistance are encouraged to apply for other public assistance programs that do not require repayment as soon as possible after they leave the Emergency Repatriation Center (ERC).<sup>19</sup>

## **3.4 Phase 4 | Return to Normal Operations**

Demobilization follows completion of initial temporary Emergency Repatriation services to eligible evacuees.

Demobilization occurs when:

- Washington State (WA), in consultation with the Unified Area Command (UAC) at the Port of Entry (POE), provides formal notice to the National Emergency Repatriation Unified Coordination Group (NER-UCG) indicating that Washington State (WA) has reached capacity and/or is facing other contingencies and needs to close the Emergency Repatriation Center (ERC), or
- The National Emergency Repatriation Unified Coordination Group (NER-UCG), in consultation with Washington State (WA), determines that initial temporary Emergency Repatriation services are complete. Washington State (WA) receives a Demobilization Notice from the U.S. Department of Health and Human Services (HHS).

As the Response/Activation phase operations wind down, personnel and other staff are released from the Emergency Repatriation Center (ERC) and (if activated) the State Emergency Operations Center (SEOC) when they are no longer needed to support response efforts. The Port of Entry (POE) Unified Area Command (UAC) tracks deployed resources until it confirms they are

<sup>19</sup> Evacuees who intend to reside in Washington State (WA) may apply for public assistance programs online at [www.washingtonconnection.org](http://www.washingtonconnection.org)

returned to their owners or otherwise appropriately accounted. Demobilization follows the Demobilization Plan developed by the Demobilization Unit (see 5.1.7 Planning Section).

Commanders in the Unified Area Command (UAC) determine the appropriate time to conduct an After Action Review (AAR). Preferably, this is done on-site before release of Section Chiefs.

The State Emergency Operations Center (SEOC), if activated during a response effort, transitions back to Monitoring when it determines support is no longer needed to support Emergency Repatriation Center (ERC) operations (unless engaged in another emergency operation). The Port of Entry (POE) Emergency Coordination Center (ECC) transitions back to Normal once business impacts have been mitigated and normal operations resumed.<sup>20</sup>

For the purposes of returning to normal operations, Demobilization is considered complete when all staff have been released from the Emergency Repatriation Center (ERC), although Finance/Administration tasks (e.g., reimbursement processes) may continue for several months off-site.

■ *End of Chapter 3 (Concept of Operations)* ■

<sup>20</sup> Other Emergency Coordination Centers, such as the Regional Communications and Emergency Coordination Center (RCECC) also transition to Monitoring if necessary.

## Chapter 4 Organization and Assignment of Responsibilities

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*This chapter provides a high-level overview of the organizational approach when responding to an Emergency Repatriation event. It provides a very brief primer on deploying an Incident Command System (ICS), a visual depiction of the Unified Area Command (UAC), a table of the agencies responsible for filling high-level Command and General Staff positions within the command structure, and a reference table for role titles within the Incident Command System (ICS).*

An Incident Command System (ICS) structure is established at the Port of Entry (POE) immediately following a decision to activate this State Emergency Repatriation Plan (SERP).<sup>21</sup> The State Emergency Operations Center (SEOC) is located geographically away from the Port of Entry (POE). The State Emergency Operations Center (SEOC) activates, partially activates, or provides non-activated coordination/support depending on the nature of the incident as needed to support operations. Communications between the local incident command and the State Emergency Operations Center (SEOC) are facilitated through Liaison Officer(s) and agency representatives designated at the time of incident unless otherwise indicated (e.g., medical emergencies) in this plan.

The Incident Command System (ICS) has five major functional areas:

- Command
- Operations
- Planning
- Logistics
- Finance/Administration

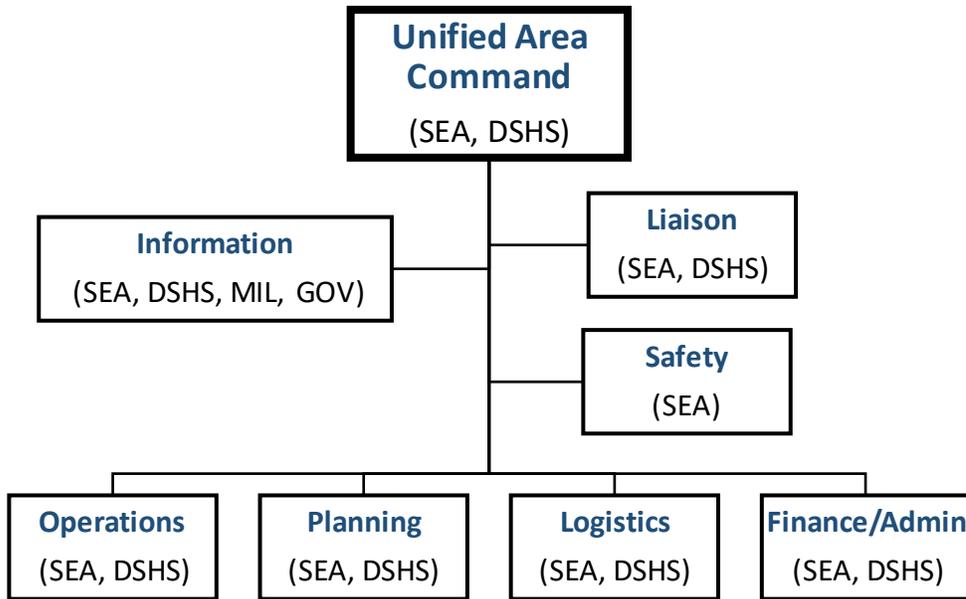
The Incident Command System (ICS) organizational structure is modular, extending to incorporate all elements necessary for the type, size, scope, and complexity of the Emergency Repatriation incident. It builds from the top down. Responsibility and performance begin with Unified Area Command (UAC). When the need arises, Sections can be used to organize the General Staff. Each of these Sections may have several subordinate units, or Branches, depending on the incident's management requirements.

To maintain a manageable span of control, the initial Unified Area Command (UAC) establishes, as necessary, delegated functional management to one or more Section Chiefs. The Section Chiefs may further delegate management authority for their areas, as required. A Section Chief may establish Branches, Groups, Divisions, or Units, depending on the Section. Similarly, each functional Unit Leader will further assign individual tasks within the Unit, as needed. Unified Area Command (UAC) Staffing illustrates staffing resources for Unified Area Command (UAC) and Section Chiefs at the Port of Entry (POE).

<sup>21</sup> The Incident Command System (ICS) follows the National Incident Management System, consistent with standard emergency management practices and WA statutory requirements.

Refer to following illustration as a visual representation of the Incident Command System (ICS) for the Emergency Repatriation Center (ERC). A more detailed discussion of incident command (including organizational Branch assignments) is located in Chapter 5 (Direction, Control, and Coordination).

### Unified Area Command (UAC) Organizational Chart<sup>22</sup>



General Staff positions (Operations, Planning, Logistics, and Finance/Administration) are “integrated General Staff,” consisting of designees of the Port of Seattle / Seattle-Tacoma International Airport (SEA) and the Washington Department of Social and Health Services (DSHS). Other designees may be added from other agencies as appropriate for the circumstances at the time of incident.

A detailed incident command organizational chart is located in Appendix F. Descriptions are located in Chapter 5 Direction, Control, and Coordination. At each level within the organization, individuals with primary responsibility positions have distinct titles. Refer to the following table for titles used in the Incident Command System (ICS):

<sup>22</sup> This chart is an overview of Incident Command System (ICS) functions. Please see Table 2 for specific position titles.

## Incident Command System (ICS) Position Titles

Organizational Level	Title	Support Position
Unified Area Command	Commander	Deputy
Command Staff	Officer	Assistant
Section	Chief	Deputy
Branch	Director	Deputy
Division/Group	Supervisor	N/A – Not Applicable
Unit / Task Force	Leader	Manager

Commanders, Public Information Officers (PIO), Liaison Officers, and Safety Officers are referred to as “Command Staff” while the Section roles are “General Staff.”

## Unified Area Command (UAC) Staffing and Roles

ICS Function	Leadership Resources	Agency Roles
Unified Area Command	Port of Seattle / Seattle-Tacoma International Airport (SEA) WA Department of Social and Health Services (DSHS)	Each agency provides coordinating Commanders
Information	WA Office of the Governor (GOV) Port of Seattle / Seattle-Tacoma International Airport (SEA) WA Department of Social and Health Services (DSHS) WA Military Department (MIL)	Each agency provides coordinating Officers
Liaison	Port of Seattle / Seattle-Tacoma International Airport (SEA) Washington Department of Social and Health Services (DSHS)	SEA = Officer DSHS = Provides Assistant(s), as necessary
Safety	Port of Seattle / Seattle-Tacoma International Airport (SEA)	SEA = Officer DSHS = Provides Assistant(s), as necessary
Operations	Washington Department of Social and Health Services (DSHS) Port of Seattle/Seattle-Tacoma International Airport (SEA)	SEA = Chief DSHS = Deputy
Planning	WA Department of Social and Health Services (DSHS) Port of Seattle / Seattle-Tacoma International Airport	SEA = Chief DSHS = Deputy
Logistics	Port of Seattle / Seattle-Tacoma International Airport (SEA) Washington Department of Social and Health Services (DSHS)	SEA = Chief DSHS = Deputy
Finance/ Administration	WA Department of Social and Health Services (DSHS) Port of Seattle / Seattle-Tacoma International Airport (SEA)	SEA = Chief DSHS = Deputy

The Seattle-Tacoma International Airport (SEA) generally staffs the Section Chief roles with the Washington State (WA) Department of Social and Health Services (DSHS) providing staffing for Deputies because the local Authority Having Jurisdiction (AHJ) is the Port of Seattle / Seattle Tacoma International Airport (SEA). Section Chiefs and Deputies should seamlessly coordinate in their areas of responsibility. The Emergency Repatriation Center (ERC) Branch Director is staffed by the Washington State Department of Social and Health Services (DSHS). The Joint Repatriation Processing Center Branch Director is staffed by the Department Defense (DoD) in the event that the Department of Defense (DoD) concurrently activates its plan for military personnel, family, and/or contractors.

■ End of Chapter 4 (Organization and Assignment of Responsibilities) ■

## Chapter 5 Direction, Control, and Coordination

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*This chapter identifies primary direction, control, and coordination functions. It also provides detail on the establishment of incident command at the Emergency Repatriation Center (ERC), and identifies what agencies are responsible for filling various roles within the Unified Area Command (UAC).*

The Port of Seattle / Seattle-Tacoma International Airport (SEA) is the Authority Having Jurisdiction (AHJ). The Washington State (WA) Department of Social and Health Services (DSHS) is the designated lead state agency responsible for assisting the U.S. Department of Health and Human Services (HHS) in coordinating Emergency Repatriation activities. The primary coordinating and command functions/roles required to support this State Emergency Repatriation Plan (SERP) are described below.

### 5.1.1 Unified Area Command (UAC)

An Emergency Repatriation operation requires coordination and collaboration among key stakeholder agencies involved in Emergency Repatriation activities. To facilitate a coordinated and unified approach to the incident, a Unified Area Command (UAC) is established by the Secretary of the Washington State (WA) Department of Social and Health Services (DSHS) or designee and Port of Entry (POE) officials, to serve as a decision making body during Emergency Repatriation activities at the Emergency Repatriation Center (ERC).<sup>23</sup>

The Unified Area Command (UAC) is staffed by executive level representatives or designees of the following agencies and organizations:

- Port of Seattle / Seattle-Tacoma International Airport (SEA) | *Commander*
- Washington Department of Social and Health Services (DSHS) | *Commander*

As circumstances require, the Unified Area Command (UAC) may expand to include additional Commanders from other state and federal agency representatives.

The primary Unified Area Command (UAC) communications and coordination protocol will be face-to-face engagement meetings while physically located at the Emergency Coordination Center (ECC) at the Seattle-Tacoma International Airport (SEA) or other suitable location physically located at the Port of Entry (POE) as determined by the Unified Area Command (UAC).

<sup>23</sup> The implementation of a Unified Area Command (UAC) instead of a Unified Command structure is to accommodate the Emergency Repatriation Center (ERC) and the broader Port of Entry (POE) business continuity impacts across the airport as a result of the Emergency Repatriation response effort.

Primary functions of the Unified Area Command (UAC) include:

- Have clear authority and knowledge of policy
- Ensure incident safety
- Establish a Unified Area Command Post (UCP) in the Port of Entry (POE) Emergency Coordination Center (ECC)
- Set priorities, and determine incident objectives and strategies to be followed
- Establish Incident Command System (ICS) organization needed to manage the incident and cascading impacts to normal operations
- Approve the Incident Action Plan (IAP)
- Coordinate Command and General Staff activities
- Approve resource requests and use of volunteers and auxiliary personnel
- Order Demobilization as needed
- Ensure an After-Action Report (AAR) is completed
- Authorize information release to the media
- 

### **5.1.2 Public Information Officers (PIO)**

These agencies provide Public Information Officers (PIO) to serve in Unified Area Command (UAC) or Joint Information Center (JIC) if established:

- Port of Seattle / Seattle-Tacoma International Airport (SEA) | *Public Information Officer*
- Washington State (WA) Department of Social and Health Services (DSHS) | *Public Information Officer*
- Washington State (WA) Military Department (MIL) | *Public Information Officer*
- Office of the Governor (GOV) | *Public Information Officer*

Public Information Officers (PIO) manage public information efforts of Emergency Repatriation incidents in Washington State. Public Information Officers (PIO) report to Unified Area Command (UAC). Each agency maintains autonomy for their jurisdictional area, and coordinates continually with other Public Information Officers (PIO) for unified messaging.

Other agencies may coordinate information through their support in this effort including:

- Washington Department Health (DOH) | *Public Information Officer*
- American Red Cross (ARC) | *Public Information Officer*
- King County Emergency Management (KCEM) | *Public Information Officer*
- Public Health – Seattle and King County (PHSKC) | *Public Information Officer*

Additional supporting agencies may be determined at time of incident.

## Primary responsibilities of Public Information Officers (PIO):

- Determine, according to the direction from Commanders in Unified Area Command (UAC), any limits on information release
- Develop accurate, accessible, and timely information for public release including news media, social media platforms, and other media forms
- Manage the on-site Joint Information Center (JIC)
- Obtain approval from the Commanders in Unified Area Command (UAC) for release of information developed in the on-site Joint Information Center (JIC)
- Coordinate with Public Information Officers (PIO) outside the on-site Joint Information Center (JIC) to facilitate consistent public information
- Schedule and facilitate periodic media briefings
- Arrange for tours, interviews, or briefings with incident principals as necessary
- Monitor news and social media and forward information and trends that may be useful to incident planning
- Maintain current information summaries and displays on the incident as needed
- Make information about the incident available to incident personnel
- Participate in planning meetings
- Implement methods to monitor and respond to actual or potential rumors
- 

### **5.1.3 Safety Officer**

The Safety Officer (and Assistants) is staffed by executive level representatives or designees of the following agencies and organizations:

- Port of Seattle / Seattle-Tacoma International Airport (SEA) | *Officer*
- Washington State (WA) Department of Social and Health Services (DSHS) | *Assistant(s), as needed*

Primary functions of the Safety Officer:

- Identify and mitigate hazardous situations
- Create a Safety Plan
- Ensure safety messages and briefings are made
- Exercise emergency authority to stop and prevent unsafe acts
- Review the Incident Action Plan (IAP) for safety implications
- Assign assistants qualified to evaluate special hazards
- Initiate preliminary investigation of accidents within the incident area
- Review and approve the Medical Plan
- Participate in Planning meetings to address anticipated hazards associated with future operations

#### **5.1.4 Liaison Officer**

The Liaison Officer (and Assistants) is staffed by executive level representatives or designees of the following agencies and organizations:

- Port of Seattle / Seattle – Tacoma International Airport (SEA) | *Officer*
- Washington State (WA) Department of Social and Health Services (DSHS) | *Assistant(s), as needed*

Primary functions of the Liaison Officer:

- Act as a point of contact for agency representatives
- Maintain a list of assisting and cooperating agencies and agency representatives
- Assist in setting up and coordinating interagency contacts
- Monitor incident operations to identify current or potential inter-organizational problems
- Participate in Planning meetings, providing current resource status, including limitations and capabilities of agency resources
- Provide agency-specific Demobilization information and requirements

#### **5.1.5 Operations Section**

The Operations Section Chief is staffed by executive level representatives or designees of the following agencies and organizations:

- Port of Seattle / Seattle-Tacoma International Airport (SEA) | *Chief*
- WA Department of Social and Health Services (DSHS) | *Deputy*

Primary functions of the Operations Section:

- Ensure safety of tactical operations for the Emergency Repatriation Center (ERC) and Port of Entry (POE)
- Manage tactical operations for the Emergency Repatriation Center (ERC) and Port of Entry (POE)
- Develop Operations portion of the Incident Action Plan (IAP)
- Supervise execution of Operations portions of the Incident Action Plan (IAP)
- Request additional resources to support tactical operations
- Approve release of resources from active operational assignments
- Make or approve expedient changes to the Incident Action Plan (IAP)
- Maintain close contact with Commanders in Unified Area Command (UAC), subordinate Operations personnel, and other agencies involved in the incident

The Operations Section has the following Branches:

- Joint Repatriation Processing Center Branch (JRPC) – Department of Defense (DoD) *only when DoD concurrently activates their plan*
- Emergency Repatriation Branch
- Other Branches as determined by the Operations Section Chief, as needed to address concurrent incidents (e.g., cascading or other than Emergency Repatriation)

Depending on the overseas crisis, approximately 25% of the evacuee total population may be affiliated with the Department of Defense (DoD). The Department of Defense (DoD) may activate a Joint Repatriation Processing Center (JRPC) that would operate in conjunction with the Emergency Repatriation Center (ERC) during repatriation operations, depending on the situational needs at the time of incident.

#### **5.1.5.1 Joint Repatriation Processing Center (JRPC) – Department of Defense (DoD) Branch**

When the Department of Defense (DoD) concurrently activates their emergency repatriation plan along with this State Emergency Repatriation Plan (SERP) the Joint Repatriation Processing Center (JRPC) Branch Director reports to the Operations Section Chief. This Branch is only present during concurrent plan activation. Emergency Repatriation Center (ERC) resources (e.g., childcare) may be shared with the Joint Repatriation Processing Center (JRPC) as needed.

#### **5.1.5.2 Emergency Repatriation Branch**

The Emergency Repatriation Branch Director<sup>24</sup> is primarily responsible for activities at the Emergency Repatriation Center (ERC), but may also be responsible for ensuring coordination of activities at the Port of Entry (POE). Coordination outside the Emergency Repatriation Center (ERC) may include coordinating baggage, following up on hospitalized evacuees or unaccompanied minors, mortuary services, or other ancillary activities.

This Branch is comprised of Groups for Greeting and Navigation, Health and Human Services, Temporary Assistance, and Federal Coordination.

<sup>24</sup> The Emergency Repatriation Branch Director is staffed by the Washington State (WA) Department of Social and Health Services (DSHS), preferably with the State Emergency Repatriation Coordinator (WA-SERC) or backup.

### **5.1.5.2.1 Greeting and Navigation Group**

This Group is led by the Greeting and Navigation Group Supervisor. It may be comprised of several Units, each representing a specific service to ensure all evacuees entering and exiting the Emergency Repatriation Center (ERC) are appropriately checked in and out of the Emergency Repatriation Center (ERC), and provided with General Information about Emergency Repatriation Center (ERC) services and supports (see 3.3.10.4 Intake and Assessment, 3.3.10.5 General Information, and 3.3.10.8 Check Out). Each Unit is served by personnel from state agencies and non-governmental organizations.

The following Units may be represented under the Greeting and Navigation Group, each with an assigned Leader:

- Intake Unit
- Child Care Unit
- Essential Items Unit
- Communications Assistance Unit
- Accommodations Unit
- General Information Unit
- Check-Out Unit

### **5.1.5.2.2 Health and Human Services Group**

This Group is led by the Health and Human Services Group Supervisor. It may be comprised of several Units, each representing a specific health and human service. These services are available to all evacuees regardless of their Temporary Assistance eligibility status. Service descriptions are detailed in 3.3.11 Reception Services – Available to All Evacuees. Each Unit is served by personnel from state agencies and non-governmental organizations.

The following Units may be represented under this Group, each with an assigned Leader:

- Medical Services Unit
- Counseling Unit
- Spiritual Care Unit
- Feeding Unit
- Animal Support Unit

Additionally, this Group may create the following Task Forces as needed, each with an assigned Leader:

- Unaccompanied Minors Task Force
- Mortuary Services Task Force

#### **5.1.5.2.3 Temporary Assistance Group**

This Group is led by the Temporary Assistance Group Supervisor. It may be comprised of Units, each representing a specific type of assistance for which evacuees must be deemed eligible by the U.S. Department of Health and Human Services (HHS) (see 3.3.12 Temporary Assistance - Available with Loan Approval). The Federal Loan Approving Officer from the U.S. Department of Health and Human Services (HHS) provides services to these Units.

The following Units may be formed under this Group, each with an assigned Leader:

- Travel Unit
- Financial Assistance Unit
- Shelter Unit
- Referrals Unit

Additionally, the following Task Force may be formed as needed under this group, with an assigned Leader:

- Hospitalized Evacuees Task Force

#### **5.1.5.2.4 Federal Coordination Group<sup>25</sup>**

This Group is led by the Federal Coordination Group Supervisor with supporting positions determined at the time of incident based on available federal resources. Federal resources provided at the time of incident are folded into the Incident Command System (ICS) structure as determined by Commanders in Unified Area Command (UAC) at the time of incident. The Loan Approving Officer is assigned to an appropriate subdivision within the Operations Section. Other federal officials are folded into the Operations Section Federal Coordination Group or other Incident Command System (ICS) positions as determined by Commanders in Unified Area Command (UAC).

Federal officials have a dual role and are responsible for coordination at the federal level and providing support to Washington State (WA).

<sup>25</sup> Titles within the Federal Coordination group are taken from the National Emergency Repatriation Plan (NERP) and do not necessarily reflect positions within the local Incident Command System (ICS) structure.

The primary federal coordinating and command entities relevant to Washington State (WA) Emergency Repatriation operations within the federal structure are described below.

- **U.S. Department of State (DOS)**

Overseas, the U.S. Department of State (DOS) is the lead for Emergency Repatriation activities and accomplishes this responsibility through arrangements with federal and non-federal agencies. Evacuations of United States citizens, their dependents and other U.S. Department of State (DOS) authorized persons are arranged through joint agreements with commercial carriers.

- **U.S. Department of Health and Human Services (HHS)**

In the event of a massive evacuation of U.S. citizens and their dependents from overseas, the U.S. Department of Health and Human Services (HHS) coordinates, directly or through federal arrangements, the national response and services that need to be provided to eligible repatriates and others. The U.S. Department of Health and Human Services (HHS) accomplishes this responsibility through arrangements with federal and non-federal agencies and the agreements it holds with all states and applicable U.S. territories to assist with operations during repatriation emergencies.

For ease of reading the U.S. Department of Health and Human Services (HHS) is referenced as an umbrella federal department rather than detailing the roles of specific administrations or offices within this State Emergency Repatriation Plan (SERP).

- **National Emergency Repatriation Unified Coordination Group (NER-UCG)**

The National Emergency Repatriation Unified Coordination Group (NER-UCG), based in Washington, D.C., is the body responsible for coordination and management of the federal interagency response consistent with the National Emergency Repatriation Plan (NERP) and principles of the National Incident Management System (NIMS). The National Emergency Repatriation Unified Coordination Group (NER-UCG) exercises overall authority and direction for federal Emergency Repatriation activities in the U.S. during the event.

In addition:

- Field operations, which are managed at the Washington State (WA) Emergency Repatriation Center (ERC), function as a National Emergency Repatriation Unified Coordination Group (NER-UCG) Branch within the federal Incident Command System (ICS).
- The National Emergency Repatriation Unified Coordination Group (NER-UCG) clears all information gathered before, during and/or after the event for internal and external distribution. This information includes, but is not limited to:
  - Number of evacuees
  - Number of flights and destination with the United States
  - Demographics, if available
  - Flight information and manifest
  - Federal resources being activated and/or deployed

- **National Emergency Repatriations Section Chief**

The National Emergency Repatriations Section Chief supervises the execution of the National Emergency Repatriation Unified Coordination Group (NER-UCG) Incident Action Plan (IAP) for Operations. The Operations Section Chief is responsible for the direct management of all incident-related operational activities.

- **Federal Emergency Repatriation Branch Supervisor (FERS)<sup>26</sup>**

The U.S. Department of Health and Human Services (HHS) deploys a federal person to serve as a Federal Emergency Repatriation Branch Supervisor (FERS) at the Washington State (WA) Port of Entry (POE) to coordinate and oversee all federal Emergency Repatriation activities performed at the field level.

- **Other Federal Personnel**

The U.S. Department of Health and Human Services (HHS) assigns federal personnel (e.g., Loan Approving Officer), to support Emergency Repatriation Center (ERC) operations. A description of each federal coordinating structure is described in the National Emergency Repatriation Plan (NERP) and the National Emergency Repatriation Plan Operational Guide (NERP-OG).

<sup>26</sup> According to the National Incident Management System (NIMS), the leadership title for a Branch within an Incident Command System (ICS) structure is "Director." The term "Supervisor" is used here because it is verbatim from the National Emergency Repatriation Plan (NERP) Base Plan (e.g., page 11).

### **5.1.6 Logistics Section**

Managed by the Logistics Section Chief, the Logistics Section is responsible for providing services and support to operate and maintain the Emergency Repatriation Center (ERC) facility and ancillary facilities such as childcare, service animals, etc.

The Logistics Section is staffed by executive level representatives or designees of the following agencies and organizations:

- Port of Seattle / Seattle-Tacoma International Airport (SEA) | *Chief*
- Washington Department of Social and Health Services (DSHS) | *Deputy*

Primary functions of the Logistics Section:

- Provide all facilities, transportation, communications, supplies, equipment maintenance and fueling, food, and medical services for incident personnel, and all off-incident resources
- Manage all incident logistics
- Provide logistics input to the Incident Action Plan (IAP)
- Brief Logistics staff as needed
- Identify anticipated and known incident service and support requirements
- Request additional resources as needed
- Ensure and oversee development of Traffic, Medical, and Communication Plans as required
- Oversee demobilization of Logistics Section and associated resources

The Logistics Section is comprised of a Site Services Branch and a Support Services Branch.

#### **5.1.6.1 Support Services Branch**

This Branch is led by the Branch Director for Support Services. It may be comprised of the following Units, each with an assigned Leader:

- Facilities Unit
- Transportation Unit (for Emergency Repatriation Center staff and repatriates)
- Supply Unit

### **5.1.6.2 Site Services Branch**

This Branch is led by the Branch Director for Site Services. It may be comprised of the following Units, each with an assigned Leader:

- Security Unit
- Communications and Information Technology (IT) Unit
- Food (for Emergency Repatriation Center Staff Only) Unit

### **5.1.7 Planning Section**

Managed by the Planning Section Chief, the Planning Section is responsible for assisting the Commanders in Unified Area Command (UAC) in developing the Emergency Repatriation Center (ERC) staff roster and Incident Action Plan (IAP). In addition, the Planning Section gathers and shares information to the Commanders in Unified Area Command (UAC) regarding Emergency Repatriation Center (ERC) operations and activities for situational awareness purposes. This Section includes a Documentation Unit, a Situation Unit, and a Resources Unit.<sup>27</sup> Depending on the scale of the Emergency Repatriation incident, Branch Tactical Planning may be deployed to expand planning capacity.<sup>28</sup>

The Planning Section is staffed as follows:

- Port of Seattle / Seattle-Tacoma International Airport (SEA) | Chief
- Washington State (WA) Department of Social and Health Services (DSHS) | *Deputy*

Primary functions of the Planning Section:

- Create a common operating picture
- Collect and manage all incident-relevant operational data
- Supervise preparation of the Incident Action Plan (IAP)
- Provide input to the Commanders in Unified Area Command (UAC) and staff in the Operations Section to assist with preparing the Incident Action Plan (IAP)
- Incorporate Traffic, Medical, and Communication Plans and other supporting material into the Incident Action Plan (IAP)
- Conduct/facilitate Planning meetings
- Reassign out-of-service personnel within the Incident Command System (ICS) organization already on scene, as appropriate
- Compile and display incident status information
- Establish information requirements and reporting schedules for Units (e.g., Resources Unit, Situation Unit)
- Determine need for specialized resources

<sup>27</sup> The Seattle-Tacoma International Airport (SEA) may assign additional staff to the Planning Section to assist with minimizing business continuity impacts.

<sup>28</sup> Branch Tactical Planning means that the Operations Section at the Branch level develops the detailed action plans, and that the Planning Section provides support and coordination.

- Assemble and disassemble Task Forces and Strike Teams not assigned to Operations Section
- Establish specialized data collection systems as necessary (e.g., weather)
- Assemble information on alternative strategies
- Provide periodic predictions on incident potential
- Report significant changes in incident status
- Oversee preparation of the Demobilization Plan

The Planning Section has the following Units, each with an assigned Leader:

- Documentation Unit
- Situation Unit
- Resources Unit

The Planning Section Chief creates a Demobilization Unit as soon as practical to anticipate the needs of personnel rotation and/or demobilization when Phase 4 | Return to Normal Operations begins. This Unit is responsible for developing a Demobilization Plan in coordination with the Commanders in Unified Area Command (UAC) and (as needed) the State Emergency Operations Center (SEOC) and/or the King County and Emergency Operations Center (KCEOC).

### **5.1.8 Finance/Administration Section**

Managed by the Finance Section Chief, the Finance/Administration Section is responsible for Emergency Repatriation Center (ERC) operations related finance and administrative support services. The Emergency Repatriation Center (ERC) Finance/Administration Section coordinates and maintains close communications with the State Emergency Operations Center (SEOC), when necessary, on tracking operational costs, resource procurement and tracking and recording time for Emergency Repatriation Center (ERC) personnel and hired equipment. Depending on the scale of the operation, this section includes a Procurement Unit and a Cost Recovery Unit.

The Finance/Administration Section is staffed by executive level representatives or designees of the following agencies and organizations:

- Port of Seattle / Seattle-Tacoma International Airport (SEA) | Chief
- Washington State (WA) Department of Social and Health Services (DSHS) | Deputy

Primary functions of the Finance/Administration Section:

- Manage all financial aspects of the incident
- Provide financial and cost analysis information as requested
- Ensure compensation and claims functions are being addressed relative to the incident
- Gather pertinent information from briefings with responsible agencies
- Develop an Operational Plan for the Finance/Administration Section to address Section supply and support needs
- Determine the need to set up and operate an incident commissary
- Meet with assisting and cooperating agency representatives as needed

- Maintain daily contact with agency(s) headquarters on finance matters
- Ensure that personnel time records are completed accurately and transmitted to home agencies
- Ensure that all obligation documents initiated at the incident are properly prepared and completed
- Brief agency administrative personnel on all incident -related financial issues needing attention or follow-up
- Provide input to the Incident Action Plan (IAP)

The Finance/Admin Section has the following Units, each with an assigned Leader:

- Procurement Unit
- Cost Recovery

■ *End of Chapter 5 (Direction, Control, and Coordination)* ■

## Chapter 6 Information Collection, Analysis, and Dissemination

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*This chapter describes records and information requirements. This chapter does not apply to records for services provided to children arriving as unaccompanied minors, which are maintained separately by the Washington State (WA) Department of Children, Youth, and Families (DCYF) and are retained according to state and federal law.*

Records for services provided to repatriates are maintained by the Washington State (WA) Department of Social and Health Services (DSHS) for a period of three years, after which they may be destroyed. The U.S. Department of Health and Human Services (HHS) must approve the disclosure or destruction of repatriation records.

Records for Temporary Assistance to evacuees are paper-based. These files are stored at the Washington State (WA) Records Retention Center following Demobilization.

■ *End of Chapter 6 (Information Collection, Analysis, and Dissemination)* ■

## Chapter 7 Communications

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*This chapter describes the types of formal notifications that are received during Emergency Repatriation operations, and provides guidance on the establishment of a Joint Information Center (JIC).*

This section describes the communication and coordination protocols used between response organizations during an Emergency Repatriation operations.

### 7.1 Types of U.S. Department of Health and Human Services (HHS) Notifications

The State Emergency Operations Center and Emergency Repatriation Coordinator monitor for Emergency Repatriation notifications from the U.S. Department of Health and Human Services (HHS). The U.S. Department of Health and Human Services (HHS) has four types of notifications for Emergency Repatriation activities. These include:

**Stand By Notice:** Upon receipt of information from the U.S. Department of State (DOS) advising that a large-scale repatriation may materialize, the U.S. Department of Health and Human Services (HHS) sends a Stand-By Notice to the Washington State (WA) Emergency Repatriation Coordinator (WA-SERC) and the Washington State (WA) Emergency Operations Center (SEOC). The Stand-By Notice alerts Washington State (WA) of the potential for activation of the State Emergency Repatriation Plan (SERP), but it is not an Activation Notice. Washington State (WA) confirms receipt of this notice.

**Cancel Previous Notice:** This notice is provided to Washington State (WA) from the U.S. Department of Health and Human Services (HHS) when Washington State (WA) is not selected as a Port of Entry (POE), or if a federal decision was made not to use the United States as a safe haven. The notice will come from the U.S. Department of Health and Human Services (HHS) to the Washington State (WA) Emergency Repatriation Coordinator (WA-SERC) and the State Emergency Operations Center (SEOC).

**Activation Notice:** The U.S. Department of Health and Human Services (HHS) provides this notice to the Washington State (WA) Governor's Office (GOV), State Emergency Operations Center (SEOC), and the State Emergency Repatriation Coordinator (WA-SERC) after the U.S. Department of Health and Human Services (HHS) receives an official notice from the U.S. Department of State (DOS) advising that a large-scale evacuation has materialized. This notice is a formal request to activate the Washington State (WA) Emergency Repatriation Plan (SERP). The notice contains information regarding the Initial National Emergency Repatriation Coordination meeting, which will take place via conference call shortly after the notification.

**Demobilization Notice:** This notice is provided (1) after the U.S. Department of Health and Human Services (HHS) receives sufficient information from the U.S. Department of State (DOS) advising that the emergency has ended, or (2) Washington State (WA) requests closing of the Emergency Repatriation Center (ERC) due to other contingencies or upon reaching service capacity, or (3) a federal decision is made by an authorized National Emergency Repatriation Unified Coordination Group (NER-UCG) official to close the Emergency Repatriation Center (ERC). This notice comes from the National Emergency Repatriation Unified Coordination Group (NER-UCG) to the Washington State (WA) Governor's Office (GOV), State Emergency Repatriation Coordinator (WA-SERC), and the State Emergency Operations Center (SEOC).

## **7.2 Joint Information Center (JIC)**

Consistent with the National Incident Management System (NIMS), local, state, and federal agencies involved in Emergency Repatriation share and coordinate the release of information through a Joint Information Center (JIC) and Joint Information System (JIS).<sup>29</sup>

When the State Emergency Repatriation Plan (SERP) is activated, a Joint Information Center (JIC) is established at the Port of Entry (POE) or other nearby location determined by Unified Area Command (UAC) at the time of incident. The function of the Joint Information Center (JIC) is to support decision makers by developing and disseminating consistent and accurate messages on activities of the Emergency Repatriation operation; coordinating public information among response organizations and responding to rumors; and sharing data and information via the Joint Information System (JIS). The Joint Information Center (JIC) also provides a central location for the news media to obtain information on Emergency Repatriation efforts underway at the Port of Entry (POE).

In addition:

- No information will be released publicly unless cleared by the Port of Entry (POE) Joint Information Center (JIC) located at the Seattle-Tacoma International Airport (SEA).
- The Joint Information Center (JIC) at the Washington State Port of Entry (POE) collaborates with the National Emergency Repatriation Joint Information Center (NER-JIC)
- General access to the Joint Information Center (JIC) is determined by policies, rules, and regulations of the Port of Entry (POE)
- Commanders in Unified Area Command (UAC) at the Port of Entry (POE) designate a separate on-site area for the media outside the Emergency Repatriation Center (ERC).
- Media are not allowed inside the Emergency Repatriation Center (ERC) unless authorized by the Commanders in Unified Area Command (UAC)

<sup>29</sup> A Joint Information System (JIS) is critical for the management and coordination of public information across geographically disparate Joint Information Centers (JIC) including the Port of Entry Joint Information Center (POE JIC), Washington State (WA) Joint Information Center (WA JIC), and federal entities such as the U.S. Department of Health and Human Services (HHS) and the U.S. Department of Defense (DoD).

To staff the Joint Information Center (JIC), Commanders in Unified Area Command (UAC) assign a Public Information Officer (PIO) to manage the Joint Information Center (JIC).<sup>30</sup> All Public Information Officers assigned to the Joint Information Center (JIC) work collaboratively to coordinate the collection and release of information.<sup>31</sup> The federal Public Information Officer (PIO) generally works from their assigned location in Washington, D.C., and may not travel to the Port of Entry (POE).

■ End of Chapter 7 (Communications) ■

<sup>30</sup> This role should be filled by Washington State (WA) Department of Social and Health services, unless the situation indicates that another agency (e.g., Office of the Governor) should take the lead at the on-site Joint Information Center.

<sup>31</sup> A Joint Information Center (JIC) at the State Emergency Operations Center (SEOC) will not be established unless required by the scope of the incident or concurrent incidents.

## Chapter 8 Finance/Administration

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*This chapter describes the approach to administration, finance, and logistics during an Emergency Repatriation operation. Although not exhaustive, it includes references to key policies and procedures to support response operations.*

### 8.1 General

Administrative and finance duties at the Emergency Repatriation Center (ERC) begin when Washington State (WA) receives the Activation Notice and ends when all repatriates have left for their final destination. Staff assigned to Finance/Administration may have other duties to perform upon leaving the Emergency Repatriation Center (ERC), including accounting duties necessary to ensure Washington State (WA) receives reimbursement for the Emergency Repatriation operation.

The main function of the Finance/Administration Section is tracking Emergency Repatriation operational costs, including accepting requests for reimbursement from state and local government and volunteer agencies. Finance/Administration personnel from the Port of Seattle / Seattle-Tacoma International Airport (SEA), Washington State (WA) Department of Social and Health Services (DSHS), and Department of Defense (DoD) if applicable work closely to ensure reimbursable operational costs are tracked and reimbursed to the Port of Seattle and other entities providing approved logistical personnel and material support to Emergency Repatriation operations.

If advance funds for Emergency Repatriation operations are needed, the Finance/Administration Section Chief consults with Commanders in Unified Area Command (UAC) to determine funds needed. Once funding needs are determined, the Finance/Administration Section is responsible for requesting funds through the U.S. Department of Health and Human Services (HHS).

During an Emergency Repatriation, the Robert T. Stafford Disaster Relief and Emergency Assistant Act (Public Law 93-288), as amended, may not be enacted. Thus, request for funding should be submitted to the U.S. Department of Health and Human Services (HHS) for approval.

Cost are reimbursed to state and local government and volunteer agencies following guidance from the U.S. Department of Health and Human Services (HHS).

## 8.2 Forms

The U.S. Department of Health and Human Services (HHS) Provides forms for Emergency Repatriation operations, and provides just-in-time training as needed. Forms include:

- Emergency and Group Repatriation Processing Form (RR-01)
- Emergency and Group Repatriation Financial Form (RR-02)
- Privacy and Repayment Agreement Form (RR-05)
- State Request for Federal Support (RR-08)
- State Final Destination Referral

Detail about these forms may be found in the State Emergency Repatriation Plan Operational Guide (SERP-OG) and the National Emergency Repatriation Plan Operational Guide (NERP-OG).<sup>32</sup>

## 8.3 Reporting

During operations, Washington State (WA) provides daily reports to designated National Emergency Repatriation Unified Coordination Group (NER-UCG) and other federal agencies, as appropriate. Financial claims should be submitted within 30 days of conclusion of an Emergency Repatriation operation. The Emergency and Group Financial Form (RR-02) is the appropriate form that the State of Washington (WA) will use to request reimbursement for expenses incurred under this State Emergency Repatriation Plan (SERP). Only one claim should be sent on behalf of all expenses for the State of Washington (WA) at the conclusion of an Emergency Repatriation operation. Requests for reimbursement should be routed to appropriate staff at the U.S. Department of Health and Human Services (HHS). An After Action Summary Report should be submitted the appropriate staff at the U.S. Department of Health and Human Services (HHS) within 60 days of closing the Emergency Repatriation Center (ERC).

## 8.4 Repatriation Program Finances and Funding

### 8.4.1 Available Funds

Federal law authorizes the U.S. Department of Health and Human Services (HHS) to provide funds to states for the reception, temporary care, and onward transportation of United State citizens and their dependents returned from a foreign country due to destitution, illness, war, threat of war, or similar crisis. For most emergencies, the U.S. Department of Health and Human Services (HHS) reimburses states for reasonable, allowable, and allocable costs associated with an Emergency Repatriation operation.

<sup>32</sup> These forms are available online on the U.S. Department of Health and Health and Human Services (HHS) website: <https://www.acf.hhs.gov/orr/programs/repatriation>

## **8.4.2 Repayment for Temporary Assistance**

Monies and temporary services provided to eligible evacuees must be repaid. All funds are provided directly to repatriates in the form of Temporary Assistance which must be repaid to the United States government.

Washington State (WA) is not involved during the collection process but is responsible for providing the U.S. Department of Health and Human Services (HHS) with all the necessary forms, supporting documents, and information gathered through record keeping that is necessary for the U.S. Department of Health and Human Services (HHS) to pursue timely and accurate collection of repatriation loans.

## **8.4.3 Case Records Management**

An individual or family case record is maintained by the Department of Social and Health Services (DSHS) for each individual or family provided Temporary Assistance (cash loan assistance, onward transportation, and/or any other Temporary Assistance for which the case has an obligation to repay the federal government). Washington State (WA) Department of Social and Health Services (DSHS) uses the RR-01 form and other available forms to track services provided.

Washington Department of Social and Health Services (DSHS) is ultimately responsible for maintaining records, although staff providing services may be filled from other state agencies and/or volunteer organizations.

A person's declaration that they are without available resources is accepted, unless the initial assessment reveals that resources are available. Washington Department of Social and Health Services (DSHS) will not verify repatriates' statements of resource availability through third party cross-checks or other investigation.

Many repatriates will have their own records, available at their final destination or through their public or private employing organizations or agencies, but not immediately accessible to them at the Emergency Repatriation Center (ERC). These person are eligible for Temporary Assistance as needed for onward transportation. However, these individuals are required to repay the United States the cost of such assistance and services once their own resources become available.

## **8.4.4 Cost Tracking**

Each supporting agency will document and track their State Emergency Repatriation Plan (SERP) related costs from the onset of the operation. Tracking of costs includes time sheets, travel vouchers, invoices, etc., that document the agency's total expenditures.

Each supporting agency provides information to the Washington State (WA) Department of Social and Health Services (DSHS) as required/requested to support cost tracking and reimbursement of expenses.

#### **8.4.5 Reimbursable Expenses**

U.S. Repatriation Program funds will cover all reasonable, allowable, and allocable costs associated with the provision of Temporary Assistance to eligible evacuees. Temporary Assistance includes cash payments, medical care, temporary lodging, transportation, and other goods and services necessary for the health and welfare of individuals, including guidance, counseling, and other social services. In addition, Washington State (WA) may claim administrative expenses, provided that Washington State (WA) performs the following:

- Identifies time spent,
- Converts identified time into an equivalent amount of money,
- Deducts this amount from staff providing services in connection with other programs, and
- Follows procedures for allocation of joint expenses

The Washington State (WA) Department of Social and Health Services (DSHS) is responsible for requesting reimbursement from the U.S. Department of Health and Human Services (HHS) for all approved costs associated with an Emergency Repatriation operation in Washington State (WA).<sup>33</sup>

#### **8.4.6 Submitting Claims for Reimbursement**

Washington State (WA) Department of Social and Health Services (DSHS) submits a summary report of expenditures to the U.S. Department of Health and Human Services (HHS) within 30 days following the completion of an Emergency Repatriation operation. The summary report shows the amount of funds expended, an estimate of outstanding debts, and the balance to be returned to the U.S. Department of Health and Human Services (HHS), or the amount due to Washington State (WA). All applicable processing reports must be attached to substantiate expenditures. Procedures to return funds to the U.S. Department of Health and Human Services (HHS) (e.g., excess advanced funds) will be negotiated at the time of submission of the summary report. For additional information see the National Emergency Repatriation Plan Operational Guide (NERP-OG).

The Emergency and Group Financial Form (RR-02) is the form used to request reimbursement from the U.S. Department of Health and Human Services (HHS).

<sup>33</sup> The Port of Seattle / Seattle-Tacoma International Airport (SEA) and other supporting agencies will have similar and reasonable operational expenses, staff time, and logistical support cost for which they will seek reimbursement from the state. Washington State (WA) includes these expenses in its request for reimbursement from the U.S. Department of Human Services (HHS) and distributes reimbursement to the respective agencies accordingly.

### **8.4.7 After Action Report (AAR)**

Washington State (WA) provides a copy of the After Action Report (AAR) to designated agencies, including the U.S. Department of Health and Human Services (HHS) within 30 days of closing the Emergency Repatriation Center (ERC).

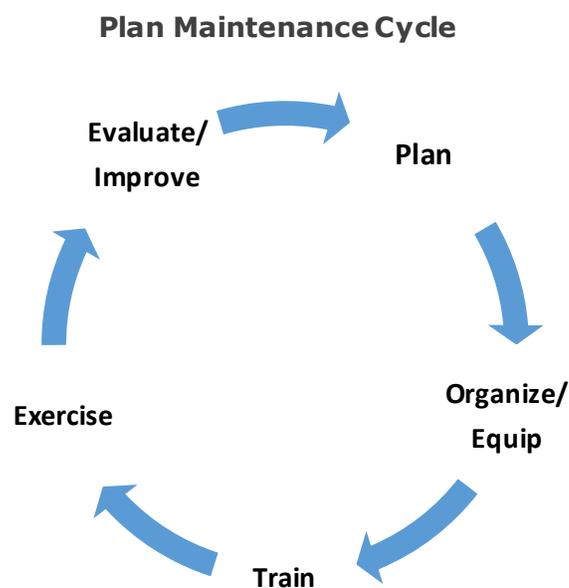
■ *End of Chapter 8 (Finance/Administration)* ■

## Chapter 9 Plan Maintenance

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*This chapter discusses the overall approach to the plan maintenance responsibilities. The Washington Military Department (MIL) is responsible for maintaining the Washington Comprehensive Emergency Management Plan (CEMP). The Washington Department of Social and Health Services (DSHS) maintains this State Emergency Repatriation Plan (SERP). Agencies and organizations with a role in this plan should be familiar with its contents, are responsible for maintaining their respective internal policies and plans in support of this plan, and should actively participate in contributing to future revisions and maintenance of this plan.*

This plan represents one key component of the preparedness cycle. The preparedness cycle illustrates the way that plans are continuously evaluated through a cycle of planning, organizing/equipping, training, exercising, and evaluating/improving before incorporating learnings into a revised plan.



### 9.1 Maintenance Responsibility

The Washington State (WA) Emergency Repatriation Plan (SERP) is maintained by the Washington State (WA) Department of Social and Health Services (DSHS). It is intended to be consistent with the Comprehensive Emergency Management Plan (CEMP). In the event of a conflict between the State Emergency Repatriation Plan (SERP) and the Comprehensive Emergency Management Plan (CEMP), the Comprehensive Emergency Management Plan (CEMP) takes precedence. This State Emergency Repatriation Plan (SERP) is reviewed on an annual basis, updated as appropriate, and republished every 4 years. Washington State (WA) updates the list of emergency and non-Emergency Repatriation coordinators on an annual basis.

Future versions of the plan will incorporate items such as, but not limited to, formal updates of planning guidance or standards, change in agencies/personnel assigned to the command structure, changes in response resources, after-action reports and improvement plans from exercises or plan activations, distribution changes, and changes to laws or executive orders.

## **9.2 Training, Exercise, and Review**

Training and exercises are conducted regularly according to a separate Exercise and Review Schedule. Exercises involve federal, state, local government, and volunteer agencies. The Washington State (WA) Department of Social and Health Services (DSHS) schedules and facilitates exercises. Funds for the exercises may be made available to Washington State (WA) Department of Social and Health Services (DSHS) through the U.S. Department of Health and Human Services (HHS) on a 50/50 matching basis (CFR 45 Section 205.45).

## **9.3 Contracts and Memorandums**

Washington State (WA) Department of Social and Health Services (DSHS) identifies and coordinates with agencies that may have an active role supporting Emergency Repatriation activities to ensure appropriate reimbursement of costs. Each agency should have a Mutual Support Agreement (MSA), Memorandum of Understanding (MOU), Memorandum of Agreement (MOA), contract, or similar document, in place prior to an Emergency Repatriation operation. The agreements should cover, among other administrative details:

- Requirements for tracking costs
- Preparing invoices
- Requesting reimbursement, and
- Maintenance of records
- Confidentiality

■ *End of Chapter 9 (Plan Maintenance)* ■

## Chapter 10 Authorities and References

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*This chapter describes the legal basis for Emergency Repatriation operations. While not exhaustive, it contains key references to important context, documents, laws, and other plan supports. It also includes a general statements of inherent limitations.*

### 10.1 U.S. Program Overview

The U.S. Repatriation Program was established in 1935 under Section 1113 of the Social Security Act (Assistance for U.S. Citizens Returned from Foreign Countries) to provide Temporary Assistance to U.S. citizens and their dependents who have been identified by the U.S. Department of State (DOS) as having returned or been brought from a foreign country to the U.S. Because of destitution, illness, war, threat of war or similar crisis.

Under federal law, repatriates upon their arrival at a Port of Entry (POE) in the United States are eligible to receive Emergency Repatriation assistance through the U.S. Repatriation Program. Cash aid, travel expenses, medical and mental health emergency care, temporary lodging and other services are offered to repatriates who need assistance.

The program contains four activities. Two are characterized by ongoing caseloads with individual repatriations (defined as 1 to 50 repatriates) under Section 1113 of the Social Security Act and the assistance provided to mentally ill repatriates found under 24 U.S.C. 321. The other two activities are contingency components regarding Emergency Repatriation (defined as 5000 or more repatriates) and group repatriations (defined as 50 to 500 repatriates) for which the U.S. Department of Health and Human Services (HHS) has the responsibility to provide Temporary Assistance under Section 1113 authority. While these activities involved different kinds of preparation, resources, and execution, the core program policies and administrative procedures are essentially the same.

#### U.S. Repatriation Non-Emergent and Emergent Activities

Non-Emergent Activity	Emergent Activity
<b>Individual Repatriation</b> serves non-emergency individuals or families returning to the U.S. due to a personal hardship and without available resources to meet their basic needs.	<b>Group Repatriation</b> involves evacuation of 50 to 500 U.S. citizens and dependents from overseas due to war, threat of war, and other overseas crises such as natural disasters.
<b>Mentally Ill Repatriation</b> provides non-emergent care and treatment of persons returning due to mental illness and in need of assistance upon arrival to the U.S.	<b>Emergency Repatriation</b> involves evacuation of 500 or more U.S. citizens and dependents from overseas due to war, threat of war, and other overseas crises such as natural disasters.

The United States Congress established the repatriation program to provide repayable assistance to eligible citizens and their dependents. The “repayable” aspect of this assistance implies that Congress perceived the recipients’ needs as temporary and imminently self-correctable. This

program was instituted to meet the transitional needs of repatriates until their existing resources became available.

Not all individuals will require every available service, but the program intends to be prepared at all times to provide effective and efficient services needed by eligible individuals. Many repatriates have the financial means to arrange for their own transportation and may not need Temporary Assistance.

## **10.2 Authorities and References**

### **10.2.1 Federal**

The Stafford Act does not apply to this State Emergency Repatriation Plan.

The U.S. Repatriation Program (Program), administered by the Administration for Children and Families (ACF), was established under Section 1113 of the Social Security Act (Assistance for U.S. citizens Returned from Foreign Countries). Within the U.S., HHS has the lead coordinating role during emergency and non-emergency repatriations and is responsible for coordinating the provision of temporary assistance to eligible U.S. Citizens and their dependents. This responsibility was delegated by the HHS Secretary to the Administration for Children and Families (ACF).

The U.S. Department of Health and Human Services (HHS) has the primary responsibility to arrange for reception, temporary care, and onward transportation of repatriates returned to the United States under a declaration of national emergency or it may occur under conditions not involving a declaration. Under the direction of the President and in consultation with the Secretaries of Defense and Health and Human Services, the Secretary of State is responsible for the protection or evacuation of all U.S. citizens and foreign nationals abroad, including DoD noncombatants. The Secretary of Health and Human Services, in coordination with the heads of federal departments and agencies, is responsible for assisting U.S. citizens or others evacuated from overseas areas, including DoD noncombatants. The Secretary of Defense shall advise and assist the Secretary of State and the heads of other federal departments and agencies, as appropriate, in planning for the protection, evacuation, and repatriation of U.S. citizens in overseas areas.

The Administration for Children and Families (ACF), on behalf of the Secretary of HHS, "is authorized to develop plans and make arrangements for provision of temporary assistance within the United States" to aid repatriates who meet the criteria prescribed by Section 1113 (42 U.S.C. I 3 I 3(b)). In implementing such plans and arrangements, the Program provides temporary assistance to U.S. citizens and their dependents who have been identified by the Department of State (DOS) as having returned, or having been brought from a foreign country, to the U.S. because of destitution, illness, war, threat of war, or a similar crisis and who are without available resources. The Program was later expanded in response to legislation enacted by Congress to address the particular needs of persons with mental illness. Further refinements occurred in response to Executive Order 12656. The Program addresses issues presented by repatriates falling within four general categories: (1) ongoing and routine arrivals of individual repatriates, (2) arrivals of mentally ill repatriates, (3) group

repatriations, and (4) emergency repatriations. The ongoing routine arrivals of individual repatriates and the repatriations of mentally ill persons together constitute the Program non-emergency activities. The Program Emergency activities include group repatriations which are evacuations of 50- 500 eligible individuals, and emergency repatriations are evacuations of 500 or more eligible individuals. Operationally, these activities involve different kinds of preparation, resources and implementation. However, the core Program policies and administrative procedures are essentially the same. ACF serves as the lead agency during both emergency and non-emergency activities within the U.S. During non-emergency activities, overseas DOS conducts an initial assessment and refers identified U.S. citizens and dependents to ACF and/or its designee for HHS eligibility determination. DOS also ensures transportation of eligible individuals to the U.S. ACF and/or its designee are referred to the State non-emergency coordinator or designated state agency for assistance with coordination, case management, and provision of temporary services. During emergency activities, States will provide assistance as described under Section V (c) (8) (9) of this document. Repatriates are returned to the U.S. through designated DOS transportation modes. Upon arrival to the U.S., States perform an initial eligibility assessment utilizing HHS/ CF forms. Authorized ACF personnel will make final eligibility determination.

- 42 U.S.C. §1113 - Assistance for United States Citizens Returned from Foreign Countries : Section 1113 of the Social Security Act provides the statutory authority for the U.S. Repatriation Program. The Program is implemented through the cooperation of federal and non-federal agencies, as well as state and local governments. The Program is authorized under Title XI, Section 1113 of the Social Security Act (42 U.S.C. 1313 (a) (1)), which states that HHS is responsible for providing temporary assistance to U.S. citizens and their dependents if they: "(A) are identified by the Department of State as having returned, or been brought, from a foreign country to the United States because of the destitution of the citizen of the United States, or the illness of such citizen or any of his dependents, or because of war, threat of war, invasion, or similar crisis, and (B) are without available resources."
- 24 U.S.C. §§ 321- 329 and 45 C.F.R - Hospitalization of Mentally Ill Nationals Returned from Foreign Countries
- 45 C.F.R. Part 212 - Assistance for United States Citizens Returned from Foreign Countries: Title 45, Chapter II, Part 212 of the Code of Federal Regulations sets forth the rules which govern reception, provision of temporary services, temporary assistance and related services and transportation to final destination for U.S. citizens and their dependents returned from foreign countries. It also contains the rules for repayment to the U.S., in accordance with ability to repay for the cost of such temporary assistance as may be readily identifiable for families and individuals, such as cash assistance and transportation to final destination.
- Executive Order 12656, as amended – Assignment of Emergency Preparedness Responsibilities: This assigns planning responsibilities for emergency preparedness functions to federal departments and agencies. Included in the Executive Order is U.S. Department of Health and Human Services (HHS) planning responsibility for the reception, temporary assistance, and onward travel to the final destination of noncombatant repatriates returned to the U.S. in an emergency situation.
- HHS U.S. Repatriation Program agreements with all the U.S. States and some U.S. Territories

- HHS U.S. Repatriation Program agreement with non-for-profit organizations
- ACF/ORR U.S. Repatriation Program interagency agreement with federal agencies
- Memorandum of Agreement between Departments of State and Defense on the Protection and Evacuation of U.S. Citizens and Nationals and Designated Aliens from Threatened Areas Overseas
- 22 U.S. Code § 2671 - Emergency expenditures
- 31 U.S. Code § 1535 - Agency agreements
- Joint Plan for Department of Defense (DoD) Noncombatant Evacuation and Repatriation

Reference the National Emergency Repatriation Plan (NERP), National Emergency Repatriation Plan Operational Guide (NERP-OG), associated annexes for additional information about federal legal authority.

### **10.2.2 Washington State (WA)**

- Memorandum of Understanding (MOU) between the State of Washington (WA) and the U.S. Department of Health and Human Services (HHS) signed December 19, 2018
- Statutory Authority, per Washington State Comprehensive Emergency Management Plan (CEMP):
  - Washington State Constitution, Article III Section 10 and Article XI Section 11
  - RCW 9.72, Privacy, Violating Right of
  - RCW Title 18, Businesses and Professions
  - RCW 27.53, Archeological Sites and Resources
  - RCW 35.33.081, 35A.33.080, 35A.34.140, 36.40.180, Emergency expenditures-Nondebatable emergencies
  - RCW 38.08, Powers and Duties of Governor
  - RCW 38.12, Militia Officers and Advisory Council
  - RCW 38.52, Emergency Management
  - RCW 38.56, Intrastate Mutual Aid System
  - RCW 40.10.010, Essential Records
  - RCW 42.14, Continuity of Government Act
  - RCW 43.06, Governor
  - RCW 43.21G.040, Governor's Energy Emergency Powers – Energy Supply Alert – Construction of Chapter
  - RCW 43.43.961, State Fire Service Mobilization – Legislative Declaration and Intent
  - RCW 43.88.250, Emergency Expenditures
  - RCW 43.376, Government-To-Government Relationship with Indian Tribes
  - RCW 49.60, Discrimination - Human Rights Commission
  - RCW 70.102, Hazardous Substance Information
  - RCW 70.105, Hazardous Waste Management
  - RCW 70.136, Hazardous Materials Incidents
  - RCW 80.01, Utilities and Transportation Commission

- RCW 80.36, Telecommunications
- RCW 80.50, Energy Facilities – Site Locations
- WAC 118-04, Emergency Worker Program
- WAC Title 118, Military Department (Emergency Management)

### **10.2.3 Port of Seattle / Seattle-Tacoma International Airport (SEA)**

The Port of Seattle is a special purpose district and a municipal corporation per Revised Code of Washington (RCW) 53.080.040 and a public agency per Revised Code of Washington (RCW) 38.52.010(17).

### **10.2.4 American Red Cross**

The American Red Cross (ARC) may assist governments at all levels in providing emergency services. The American Red Cross (ARC) assists states based on requests from the state and/or based on established plans with the states or based on requests from the U.S. Department of Health and Human Services (HHS). Assistance is provided to the extent to which resources are available.

Services provided by the American Red Cross (ARC) are those currently defined by the American Red Cross Disaster Cycle Services, Services to the Armed Forces, and International Services. These may include:

- Sheltering
- Feeding
- Basic First Aid, after the state/federal entities have conducted initial medical screenings
- Disaster Mental Health Services
- Emergency Communication to friends and family via the American Red Cross (ARC) Safe and Well website
- Assistance with understanding available resources
- Emergency financial assistance which may be made available in accordance with the American Red Cross (ARC) Disaster Cycle Services program guidance and after consultation with appropriate state and U.S. Department of Health and Human Services (HHS) representatives.
- Other services as agreed to at the time of incident, such as coordinating child care, if deemed necessary and contingent on available resources.

## **10.3 References -Emergency Management**

- National Incident Management System (NIMS)
- National Response Framework (NRF)
- Homeland Security Exercise and Evaluation Program (HSEEP)

## **10.4 U.S. Repatriation Program Forms**

The most up to date U.S. Department of Health and Human Services (HHS) Repatriation forms may be found online: <https://www.acf.hhs.gov/orr/programs/repatriation>

## **10.5 Limitations**

Washington State (WA) will make reasonable efforts to provide satisfactory assistance and service during an Emergency Repatriation operation. There are no guarantees that perfect assistance and service will be practical or possible.

■ *End of Chapter 10 (Authorities and References)* ■

## Appendix A Acronyms and Disambiguation

<b>AAR</b>	After Action Review / After Action Report
<b>ACF</b>	U.S. HHS Administration for Children and Families
<b>AHJ</b>	Authority Having Jurisdiction
<b>ARC</b>	American Red Cross
<b>ASL</b>	American Sign Language
<b>CBP</b>	U.S. Customs and Border Protection
<b>CDC</b>	U.S. Centers for Disease Control and Prevention
<b>CEMP</b>	WA Comprehensive Emergency Management Plan
<b>CFR</b>	Code of Federal Regulations
<b>CONOPS</b>	Concept of Operations
<b>CONUS</b>	Continental United States
<b>CPG</b>	Comprehensive Preparedness Guide 101 (Nov. 2010), published by FEMA
<b>DCYF</b>	Washington State (WA) Department of Children, Youth, and Families
<b>DHS</b>	U.S. Department of Homeland Security
<b>DoD</b>	U.S. Department of Defense
<b>DOH</b>	Washington State (WA) Department of Health
<b>DOS</b>	U.S. Department of State
<b>DSHS</b>	Washington State (WA) Department of Social and Health Services
<b>ECC</b>	Emergency Coordination Center
<b>EMD</b>	WA Military Department (MIL) Emergency Management Division
<b>EMS</b>	Emergency Medical Services
<b>EO</b>	Presidential Executive Order
<b>ERC</b>	Emergency Repatriation Center
<b>ESF</b>	Emergency Support Function
<b>FEMA</b>	DHS Federal Emergency Management Agency

<b>FERS</b>	Federal Emergency Repatriation Branch Supervisor
<b>GOV</b>	Washington State (WA) Office of the Governor
<b>HHS</b>	U.S. Department of Health and Human Services
<b>HSEEP</b>	Homeland Security Exercise and Evaluation Program
<b>ICS</b>	Incident Command System
<b>IAP</b>	Incident Action Plan
<b>IMT</b>	Incident Management Team
<b>IRCT</b>	<i>[Obsolete]</i> HHS Incident Response Coordination Team <sup>34</sup>
<b>IT</b>	Information Technology
<b>JIC</b>	Joint Information Center
<b>JIS</b>	Joint Information System
<b>JRPC</b>	U.S. Department of Defense (DoD) Joint Repatriation Processing Center
<b>KCEM</b>	King County Emergency Management
<b>KCEOC</b>	King County Emergency Operations Center
<b>MIL</b>	Washington State (WA) Military Department
<b>MOA</b>	Memorandum of Agreement
<b>MOU</b>	Memorandum of Understanding
<b>MSA</b>	Mutual Support Agreement
<b>NER-JIC</b>	National Emergency Repatriation Joint Information Center
<b>NER-UCG</b>	National Emergency Repatriation Unified Coordination Group
<b>NERP</b>	National Emergency Repatriation Plan (Base Plan)
<b>NERP-OG</b>	National Emergency Repatriation Plan Operational Guide
<b>NIMS</b>	National Incident Management System
<b>NRF</b>	National Response Framework
<b>PERP</b>	Port Emergency Repatriation Plan
<b>PHSKC</b>	Public Health – Seattle and King County

<sup>34</sup> HHS changed the terminology describing the Incident Response Coordination Team (IRCT) to an Incident Management Team (IMT)

<b>PIO</b>	Public Information Officer
<b>POE</b>	Port of Entry
<b>RCECC</b>	King County Regional Communications and Emergency Coordination Center
<b>RCW</b>	Revised Code of Washington
<b>SEOC</b>	WA State Emergency Operations Center
<b>SERP</b>	State Emergency Repatriation Plan
<b>SERP-OG</b>	State Emergency Repatriation Plan Operational Guide
<b>SOP</b>	Standard Operating Procedure
<b>SEA</b>	Port of Seattle / Seattle-Tacoma International Airport
<b>UAC</b>	Unified Area Command
<b>UCP</b>	Unified Command Post
<b>VOAD</b>	Washington State Volunteer Organizations Active in Disaster
<b>WA</b>	Washington State
<b>WA-SERC</b>	Washington State Emergency Repatriation Coordinator

**DISAMBIGUATION:**

**Decisional Conference Call:** Washington State refers to the National Emergency Repatriation Coordination Meeting as the Decisional Conference Call.

**HHS Incident Response Coordination Team:** This term is obsolete, replaced by the term HHS Incident Management Team.

**WA-SERC:** The Washington State (WA) Emergency Repatriation Coordinator (WA-SERC) has a similar acronym to the State Emergency Response Commission (SERC). The State Emergency Repatriation Coordinator (WA-SERC) is specified in the National Emergency Repatriation Plan (NERP) and the State Emergency Response Commission (SERC) is specified by federal law 99-499 so their respective acronyms unfortunately cannot be avoided.

**Washington:** To distinguish between Washington State (WA) and Washington, D.C., this plan specifies either “Washington State (WA)” or Washington, D.C.,” rather than simply “Washington.”

## Appendix B Types of Evacuees

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In Emergency Repatriation activities, it is anticipated that large numbers of U.S. citizens, dependents of U.S. citizens, and others will be evacuated to designated U.S. Ports of Entry (POE) within a short time. Below is a non-exhaustive list of potential categories of individuals who may be evacuated during a U.S. Department of State (DOS) coordinated evacuation from overseas.

1. **U.S. Citizens:** Include United States government employees, tourists, business people, commercial travelers, employees of U.S. non-federal agencies working on foreign projects, students, missionaries, and other U.S. citizens residing in a foreign country such as retirees. Generally eligible for Temporary Assistance.
2. **Dependents of U.S. Citizens:** Dependents may include spouse, parents, unmarried minor children (including adopted and stepchildren, unmarried adult children who are dependent because they are disabled or have other qualified access and functional needs), grandparents, spouse's parents, and minor siblings of the U.S. citizen. These evacuees may be eligible for Temporary Assistance if able to prove to be a dependent of the U.S. citizen.
3. **Third-Country Nationals:** Citizens of other countries may be evacuated along with U.S. citizens. Some may come with a visa (e.g., humanitarian assistance), paroled, or other immigration status. These evacuees may be utilized by U.S. Department of State (DOS) as escorts for U.S. citizens. DOS will ensure timely communication, planning, and coordination with pertinent United States government agencies to ensure evacuees have proper documentation to lawfully enter the United States, and to address proper U.S. coordination and potential impact (both at the federal and local levels) of these evacuees. These evacuees may be eligible for Temporary Assistance only if determined a dependent of a U.S. citizen. However, most Reception Services will be available to this group. The number of these evacuees is expected to be low.
4. **Lawful Permanent Resident (LPR):** Any person not a citizen of the United States who is residing in the U.S. under legally recognized and lawfully recorded permanent residence as an immigrant. Eligible only if determined a dependent of a U.S. citizen.
5. **U.S. Nationals:** For the purpose of the U.S. Repatriation Program, individuals who were born in American Samoa or in the Commonwealth of the Northern Mariana Islands are generally eligible during emergency repatriations.
6. **U.S. Tribal Member:** A member of a group or community of Indigenous peoples in the United States. For the purposes of the U.S. Repatriation Program, these evacuees are considered U.S. citizens.
7. **Refugees and Asylees:** Not expected to be part of an evacuation. However, if an evacuee meets the definition of refugee or asylee, he or she will not be eligible to receive Temporary Assistance unless determined to be a dependent of a U.S. citizen. They may separately qualify for other types of public assistance (e.g., refugee assistance), in which case, after leaving the Emergency Repatriation Center (ERC) the State of final destination may provide assistance according to its refugee assistance plan.

## Appendix C Matrices of Emergency Repatriation Services

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There are two matrices in this appendix:

- *Matrix 1, Emergency Repatriation Center Services*: A list of Emergency Repatriation services to be provided within the Emergency Repatriation Center (ERC). These services will require support from state agencies and non-governmental organizations. There may be other services needed that are not listed.
- *Matrix 2, Other Emergency Repatriation Services*: A list of other potential Emergency Repatriation services that will require support from state agencies and non-governmental organizations. These services may or may not be assigned to a service area or group within the Emergency Repatriation Center (ERC). Some of these services may be located in other designated areas on the grounds of the Port of Entry (POE).

The Washington State (WA) Department of Social and Health Services (DSHS) is the lead coordinating agency for all services provided at the Emergency Repatriation Center (ERC).

Assistance by Volunteer Organizations Active in Disaster (VOAD) depends on resource availability determined at the time of incident.

## MATRIX 1: EMERGENCY REPATRIATION CENTER SERVICES

A list of Emergency Repatriation services to be provided within the Emergency Repatriation Center (ERC). These services will require support from state agencies and non-governmental organizations. There may be other services needed that are not listed.

ERC Area	Service	ERC Service Description	Agency(s) Providing or Coordinating Support	Federal Function
ERC entrance	ERC services briefing	<p>If not already done so on the aircraft, once evacuees clear the Customs area they will receive an informational briefing. A welcome package will be provided. The welcome package should contain a welcome letter, information about ERC services available, U.S. HHS Eligibility assistance forms, U.S. postal service forms for change of address, and other relevant information.</p> <p>Interpreters/translators may be needed.</p>	<p>DSHS</p> <p>VOAD</p>	<p>Federal staff: Determined at time of incident</p> <ul style="list-style-type: none"> <li>-Provide guidance and information as needed.</li> <li>-Inform evacuees on ERC services.</li> </ul>
Intake/Assessment	ERC intake and assessment for Temporary Assistance	<p>To determine the types of assistance needed and if the evacuee is eligible for assistance, intake staff will use the appropriate U.S. HHS RR-01. As needed, staff will assist evacuees with filling out this form, and advise on the U.S. repatriation loan and all other services offered at the ERC.</p> <p>Just-in-time training will be provided by HHS. All relevant U.S. HHS forms will be provided by HHS.</p> <p>Note: Eligibility approval for financial assistance is determined only by the Federal Loan Approval Officer.</p>	<p>DSHS</p>	<p>Federal staff: Loan Approval Officer</p> <ul style="list-style-type: none"> <li>-Determine/approve eligibility for financial assistance</li> <li>-Provide information and guidance as needed</li> <li>-Provide just-in-time training to support staff.</li> </ul>

ERC Area	Service	ERC Service Description	Agency(s) Providing or Coordinating Support	Federal Function
Onward Travel Assistance	Referral to state of final destination	<p>Assist federal Referral Officer in coordinating referrals to the state of final destination. The state of final destination is responsible for providing appropriate Temporary Assistance to referred eligible individuals and families up to 90 days. State of final destination should use the ongoing repatriation procedures when providing services.</p> <p>Note: Just-in-time training will be provided to support staff by HHS.</p>	<p>DSHS</p> <p>VOAD</p>	<p>Federal staff: Referral Officer</p> <ul style="list-style-type: none"> <li>-Confirm eligibility for financial assistance</li> <li>-Oversee referral to final destination</li> <li>-Provide just-in-time training to state support staff</li> <li>-Provide guidance and information as needed.</li> </ul> <p>Note: OMEGA travel agents will not be present in the ERC but will be available by phone.</p>
Onward Travel Assistance	Transportation to final destination	<p>Support staff will assist evacuees in identifying their final destination, and will be responsible for arranging onward transportation.</p> <p>Local Transportation In planning for local transportation, provide information to repatriates explaining the transportation systems available to the area.</p> <p>Onward via Amtrak/Planes For onward travel to final destinations via plane or Amtrak, support staff in conjunction with the federal Travel Officer will work with OMEGA World Travel (OMEGA) to provide remote booking assistance.</p> <p>Note: HHS will provide support staff with just-in-time training and authorizations needed to make reservations with OMEGA.</p>	<p>DSHS</p> <p>VOAD</p>	<p>Federal Staff: Travel Officer</p> <ul style="list-style-type: none"> <li>-Confirm eligibility/approval for travel assistance</li> <li>-Communicate/coordinate with OMEGA to provide state designated staff with the authorization level necessary to book onward travel for repatriates.</li> <li>-Provide just-in-time training to support staff.</li> <li>-Provide guidance and information as needed.</li> </ul> <p>Note: OMEGA travel agents will not be present in the ERC but will be available by phone.</p>

ERC Area	Service	ERC Service Description	Agency(s) Providing or Coordinating Support	Federal Function
Onward Travel Assistance	Onward travel assistance and escort services for unaccompanied minors	<p>For unaccompanied minors in need of reunification with their parents/legal guardian (P/LG) in another state, the responsible state agency will coordinate with the parents to provide the necessary release of minors using established state laws/procedures.</p> <p>P/LG will be required to pay for the costs of arranged escort services and other associated costs. For those P/LG who are without resources to travel to the ERC or pay for the minor's onward travel, the state will coordinate services through OMEGA, including escort services. If the airline is not able to offer this service and the P/LG has no resources to pay for the cost of service, the state will obtain approval from the designated HHS staff for escort arrangement. P/LG must authorize this service and should sign the repayment agreement form prior to services being rendered.</p>	<p>DSHS</p> <p>VOAD</p>	<p>Federal staff: Loan Approval Officer</p> <p>-Approve escort services</p> <p>Federal staff: Travel Officer</p> <p>-Confirm onward travel eligibility/approval</p> <p>Note: OMEGA travel agents will not be present in the ERC but will be available by phone.</p>

ERC Area	Service	ERC Service Description	Agency(s) Providing or Coordinating Support	Federal Function
Financial Assistance	Temporary cash loan assistance	<p>It is anticipated that many evacuees will have financial resources available to them and they will be able to arrange for onward travel, accommodations, medical care, and meals. However, for those without resources, financial assistance may be available through the U.S. Repatriation Program. Eligibility for this service will be determined at the ERC intake area by a federal Loan Approval Officer.</p> <p>In the event commercial facilities for lodging and meals are necessary, the amount of financial assistance provided will take these costs into consideration. Cash may also be provided for meals and lodging while traveling to the final destination.</p> <p>Medical care will be provided and initially paid for by the state if the repatriate does not have medical insurance or other available resources to pay for the care. A repatriation letter will be available for hospitals indicating how the repatriation program works and how they will be able to claim the medical costs which are generally reimbursed at Medicaid or Medicare rates.</p> <p>Note: Funding of Emergency Repatriation services is the responsibility of the federal government. Therefore, the state will be reimbursed for all reasonable, allocable, and allowable expenses.</p>	<p>DSHS</p> <p>VOAD</p>	No federal staff assigned

ERC Area	Service	ERC Service Description	Agency(s) Providing or Coordinating Support	Federal Function
Temporary Housing Assistance	Short-term accommodation assistance	<p>If evacuees are unable to continue to their final destination on the date of arrival and are without available resources to secure their own lodging, ERC staff will assist by arranging and providing funding for short-term accommodations, generally for longer than one day.</p> <p>The duration of short-term accommodations may be extended on a case-by-case basis depending on the evacuee's individual situation, subject to HHS approval.</p> <p>Small numbers of evacuees may be sheltered at local hotels/motels. If large numbers of evacuees require sheltering or if lodging at commercial establishments is unavailable, ERC Branch Director I facilitate the establishment of a congregate shelter facility.</p> <p>As needed, transportation services will be made available to accommodate people with disabilities and others with access and functional needs.</p>	<p>DSHS</p> <p>ARC --Congregate Sheltering</p> <p>VOAD</p>	<p>No federal staff assigned.</p> <p>As needed, request federal guidance or assistance via the ERC Branch Director.</p>
Communications	Communications assistance and accommodations	<p>Telephone, telecommunication and internet services will be provided to evacuees who need to contact their family, friends, or employer in the U.S. or overseas.</p> <p>Access to effective communication, including auxiliary aids and services, materials in accessible formats, access to language interpreters and sign language interpreters, assistive technology and materials in alternative formats.</p>	<p>DSHS</p> <p>VOAD</p>	<p>No federal staff assigned.</p> <p>As needed, request federal guidance or assistance via the ERC Branch Director.</p>

ERC Area	Service	ERC Service Description	Agency(s) Providing or Coordinating Support	Federal Function
Information	General Information	Information about ERC services, location of the Family Reunification Area, and other facilities and amenities within the Port of Entry (e.g., direction to bathroom facilities, locations of ATMs, currency exchange counter locations, etc.).	DSHS VOAD	No federal staff assigned.  As needed, request federal guidance or assistance via the ERC Branch Director.
Medical	Medical services	<p>Some evacuees may have minor medical needs which occurred prior to or following their arrival at the ERC, or may have an existing medical condition. Those individuals will be referred to the Medical services area.</p> <p>Medical emergencies beyond the capability of minor medical screening, contact 9-1-1 for services through the Port of Seattle Fire Department.</p> <p>ARC scope of health services is limited, consisting of basic first aid, support for lost optical needs, expediting prescription replacement, referrals, etc. All ARC services contingent on initial medical screenings by state/federal entities.</p>	DSHS Port of Seattle Fire Department  ARC <sup>35</sup> VOAD	<p>Federal staff: HHS Incident Management Team (IMT)<sup>36</sup></p> <p>Note: Should additional assistance be needed, this team can be requested by the state through the SEOC using the RR-08 form.</p> <p>-During an incident, may be deployed upon state request for assistance, or federal assessment</p> <p>-Depending on the federal footprint, may be deployed to provide administrative control and logistical support to deployed U.S. HHS federal assets and provide guidance and information as needed</p>

<sup>35</sup> American Red Cross Disaster Health Services provide care and support to clients who have disaster-related or disaster-aggravated unmet health needs, and assist clients with finding resources to meet disaster-related unmet health needs.

<sup>36</sup> This team was formerly known as the HHS Incident Response Coordination Team (IRCT).

ERC Area	Service	ERC Service Description	Agency(s) Providing or Coordinating Support	Federal Function
Feeding	Food and refreshments	Food and refreshments will be provided. Consideration must be given to special feeding requirements of evacuees (e.g., diabetics, infants). Food should be culturally sensitive. Should the state activate a temporary shelter, food must also be provided at this facility.	DSHS VOAD	No federal staff assigned.  As needed, request federal guidance or assistance via the ERC Branch Director.
Essential Items	Provision of essential items	Some evacuees may have been unable to secure adequate clothing, diapers, personal toiletry articles and hygiene items before departure. These items will be provided.  Note: Clothing is outside the scope of ARC services.	DSHS ARC <sup>37</sup> VOAD	No federal staff assigned.  As needed, request federal guidance or assistance via the ERC Branch Director.
Temporary Onsite Child Care	Temporary child care services	Onsite child care will be provided to evacuees who wish to leave their children in a supervised area while they navigate through the ERC. Staff in charge of supervising children must have child care training and an approved Background Record Check consistent with DCYF requirements.  Unaccompanied minors are not to be left in this area.	DSHS VOAD	No federal staff assigned.  As needed, request federal guidance or assistance via the ERC Branch Director.
Counseling and Spiritual Care	Mental Health and Spiritual Care services	Religious, pastoral, and counseling services will be available to all evacuees in need of these services.  Note: The scope of ARC's role is limited to coordinating support of spiritual care.	DSHS ARC <sup>38</sup> VOAD	No federal staff assigned.  As needed, request federal guidance via the ERC Branch Director.

<sup>37</sup> American Red Cross Comfort kits include personal care and hygiene items.

<sup>38</sup> American Red Cross services include Disaster Spiritual Care and Disaster Mental Health. Disaster Spiritual Care assists clients to utilize their own spiritual resources, values, and faith in the midst of crisis. Disaster Mental Health provides emotional support to clients by identifying needs, promoting coping and resilience techniques, and connecting specific individuals and families with community mental health resources when needed.

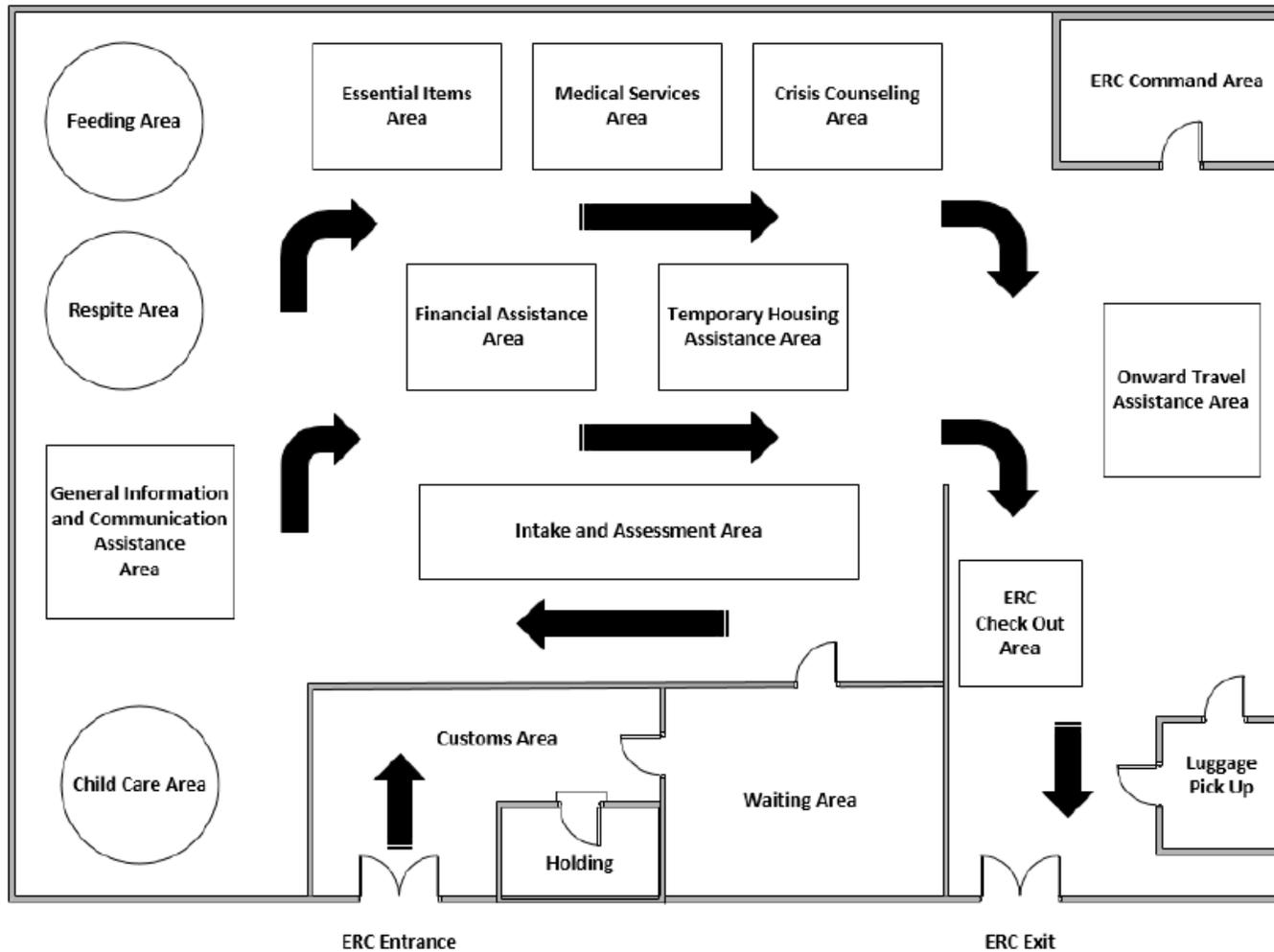
ERC Area	Service	ERC Service Description	Agency(s) Providing or Coordinating Support	Federal Function
Crisis Counseling	Crisis counseling services assistance	<p>Some evacuees, both children and adults, may need emotional and mental health support. These individuals will be referred to this service area.</p> <p>Note: ARC provides Disaster Mental Health services.</p>	<p>DSHS</p> <p>ARC</p> <p>VOAD</p>	<p>No federal staff assigned.</p> <p>As needed, request federal guidance via the ERC Branch Director.</p>
ERC Checkout	ERC exit services	<p>The repatriation package with all signed forms and supporting documents are to be kept by the state. Before the evacuee leaves the ERC, the state must ensure proper documents are kept and necessary copies are provided to the repatriate (e.g., travel itinerary, signed U.S. Repatriation Agreement form).</p>	<p>DSHS</p> <p>VOAD</p>	<p>No federal staff assigned.</p> <p>As needed, request federal guidance or assistance via the ERC Branch Director.</p>

## MATRIX 2: OTHER EMERGENCY REPATRIATION SERVICES

A list of other potential Emergency Repatriation services that will require support from state agencies and non-governmental organizations. These services may or may not be assigned to a service area or group within the Emergency Repatriation Center (ERC). Some of these services may be located in other designated areas on the grounds of the Port of Entry (POE).

ERC Area Service	Emergency Repatriation Service Description	Agency(s) Providing or Coordinating Support	Federal Function
Care of Unaccompanied Minors	<p>It is likely in a mass evacuation that unaccompanied children and youth will be returned to the United States without their caretakers, if one is available. The State must make arrangements for the care and protection of children at the ERC, temporary shelter, and/or other suitable location while attempting to locate parents, legal guardian, or while making plans under the state child welfare policies for more permanent arrangements in accordance with state law.</p> <p>Note: Some family members may become separated during the evacuation overseas and may be transported to different POEs.</p>	DCYF	<p>No federal agency assigned.</p> <p>As needed, request federal guidance via the ERC Branch Director.</p>
Mortuary Services	<p>Deceased will be addressed in accordance with existing airport procedures and in compliance with federal, state, and local laws. Assistance with mortuary services will not be reimbursed by ACF.</p> <p>When possible, provide death notification to the family of the deceased.</p>	<p>SEA</p> <p>King County Medical Examiner</p>	<p>No federal agency assigned.</p> <p>As needed, request federal guidance via the ERC Branch Director.</p>
Veterinary Assistance and Care of Service Animals	The designated state will follow its procedures on how to support and care for service animals during emergency situations.	<p>DSHS</p> <p>VOAD</p>	<p>No federal agency assigned.</p> <p>As needed, request federal guidance via the ERC Branch Director.</p>
Baggage Services	Arrange for luggage to be deposited directly to a secured baggage holding area, with the understanding that appropriate clearance and inspection procedures may take place in front of the evacuee. It is not recommended for evacuees to bring their luggage to the ERC.	SEA	Federal Agency: TSA

## Appendix D Sample Emergency Repatriation Center (ERC) Flow Chart



## Appendix E Definitions

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### **Congregate Shelter:**

Any private or public facility that provides short term lodging in an aggregate capacity for evacuees and/or repatriates to sleep and/or rest while waiting for their onward travel to final destination. Examples include schools, stadiums, military facilities, churches, etc.

### **Eligible Person:**

For the purposes of the U.S. Repatriation Program, a U.S. citizen and their dependents identified by the U.S. Department of State (DOS) as having returned or being brought to the United States due to destitution, illness, war, threat of war, invasion, or similar crisis, and is without resources immediately accessible to meet their needs. For the purpose of U.S. Department of State (DOS) evacuation from overseas to a safe haven, an eligible person is a U.S. citizen, U.S. non-citizen national, or certain non-U.S. citizens identified by the DOS as meeting eligibility requirements of one or more loan programs to travel to the United States due to destitution, illness, war, threat of war, invasion, or similar crisis.

### **Emergency Repatriation Activities:**

Department of State (DOS) coordinated repatriations and/or evacuation of individuals from overseas to the United States. Emergency activities are characterized by contingency events such as civil unrest, war, threat of war, or similar crisis, among other incidents. Depending on the type of event, number of evacuees, and resources available, the U.S. Department of Health and Human Services (HHS) responds utilizing two scalable mechanisms, group repatriations (evacuations or repatriations of 50 to 500 individuals) and emergency repatriations (evacuations or repatriations of more than 500 individuals).

### **Emergency Repatriation Center (ERC):**

A joint service center established and managed by the State on behalf of the U.S. Department of Health and Human Services (HHS). This site is used for processing non-combatant evacuees and for the provision of Temporary Assistance defined by U.S. Repatriation Program regulations. An Emergency Repatriation Center (ERC) is usually located at commercial service airports and/or military bases. Under rare circumstances, an Emergency Repatriation Center (ERC) may be located in a facility or area outside an airport or military base (e.g., hotel, seaport).

### **Evacuees:**

Individuals evacuated during a U.S. Department of State (DOS) authorized or ordered departure. This term includes but is not limited to U.S. citizens, dependents of U.S. citizens, lawful permanent residents, third party nationals, and other individuals with proper documentation to enter the United States (e.g., visa holders).

### **Evacuation:**

The act of moving designated eligible persons from an area usually of danger to a safer area.

**Port of Entry (POE):**

Place of debarkation where persons may lawfully enter the United States. The Port of Entry (POE) may be a commercial service airport, military base, border, seaport, or other federally authorized entry point.

**Reasonable and Allowable Costs:**

See Temporary Assistance definition.

**Reception Services:**

Emergency services provided at the Emergency Repatriation Center (ERC) to evacuees and repatriates following their evacuation and/or repatriation from overseas by the U.S. Department of State (DOS). During Emergency Repatriation activities, Reception Services are generally provided at the Emergency Repatriation Center (ERC) for up to the first 24 hours and do not include U.S. Repatriation Program Temporary Assistance.

**Repatriation:**

The procedure whereby private U.S. citizens and their dependents are officially processed back into the United States subsequent to a U.S. Department of State (DOS) facilitated/coordinated evacuation.

**Safe Haven:**

A place where Non-Combatant Evacuees (NCE) under the U.S. Government's responsibility may be evacuated during an emergency. This location may be inside or outside the United States.

**State:**

The terms United States and States are defined by 45 CFR 212.1(g) to include the District of Columbia, Puerto Rico, Virgin Islands, and Guam, along with the 50 States. These are the only geographical areas where the U.S. Department of Health and Human Services (HHS) may provide repatriation assistance through the U.S. Repatriation Program.

**Washington State (WA) Emergency Repatriation Coordinator (WA-SERC):**

Washington State (WA) designated staff responsible for coordinating the development, implementation, and execution of the State Emergency Repatriation Plan (SERP). The person is the main State Point of Contact (POC) before, during, and after an emergency evacuation.

**Supporting Agency:**

Government (e.g., federal, state) and non-government agency or organization for which the U.S. Department of Health and Human Services (HHS) and Washington State (WA) have entered into an agreement to assist with specific U.S. Repatriation Program functions. Also referred to as "Partners" or "Service Providers."

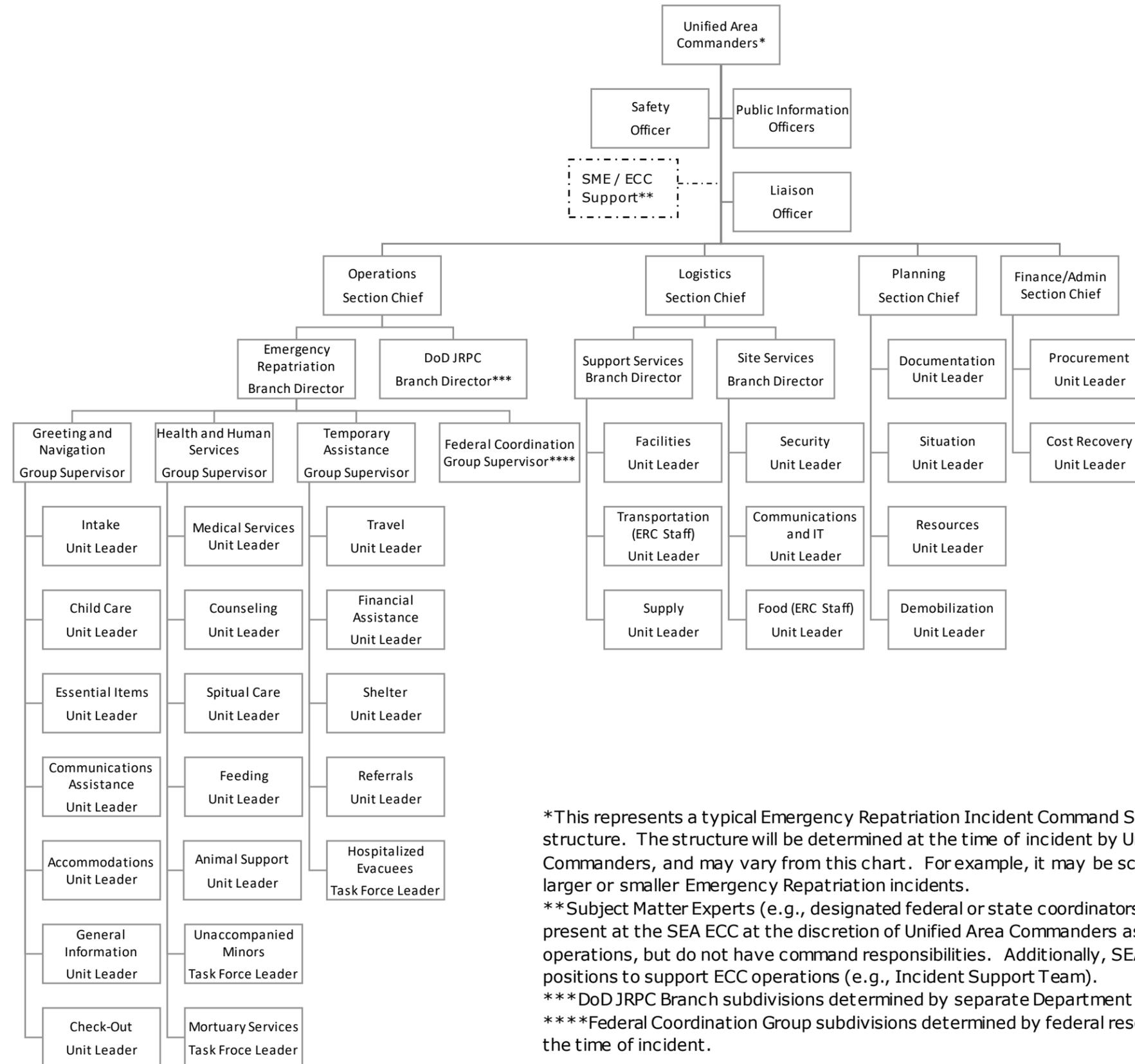
**Temporary Assistance:**

Services provided to eligible persons to include cash payment, medical care (including counseling), temporary shelter, transportation, and other goods and services necessary for the health or welfare of individuals. It is given to eligible individuals upon arrival to the United States and continued for up to 90 calendar days. Services are provided in the form of a loan repayable to the federal government.

**Unaccompanied Minors:**

U.S. citizen minors or dependents of U.S. citizens from birth through 17 years old who are traveling alone.

Appendix F Detailed Incident Command System (ICS) Organizational Chart



\*This represents a typical Emergency Repatriation Incident Command System (ICS) structure. The structure will be determined at the time of incident by Unified Area Commanders, and may vary from this chart. For example, it may be scaled to accommodate larger or smaller Emergency Repatriation incidents.

\*\*Subject Matter Experts (e.g., designated federal or state coordinators) may be physically present at the SEA ECC at the discretion of Unified Area Commanders as needed to facilitate operations, but do not have command responsibilities. Additionally, SEA may establish positions to support ECC operations (e.g., Incident Support Team).

\*\*\*DoD JRPC Branch subdivisions determined by separate Department of Defense plan.

\*\*\*\*Federal Coordination Group subdivisions determined by federal resources available at the time of incident.