



# Social Services Recovery

## Recovery Support Function



### Coordinating:

Emergency Management Division (EMD)

### Primary:

### Supporting:

American Red Cross (ARC)  
Department of Children Youth and Families (DCYF)  
Department of Commerce (COM)  
Department of Health (DOH)  
  
Department of Labor and Industries (L&I)  
Department of Services for the Blind  
  
Department of Social and Health Services (DSHS)

Department of Veterans Affairs (WDVA)  
Governor's Office of Indian Affairs (GOIA)  
  
Health Care Authority (HCA)  
Independent Living Council and Centers for Independent Living  
Office of the Attorney General  
Office of Superintendent of Public Instruction (OSPI)  
  
Washington Voluntary Organizations Active in Disaster (WAVOAD)

## Purpose

The Social Services Recovery Support Function (SS RSF) outlines the roles, responsibilities and programs of social services organizations including nongovernmental partners to leverage resources in support of restoring and enhancing social services in the state following a major disaster. The social services sector of a community is broad-based and overlaps with and supports other critical community components such as housing, jobs, schools, infrastructure

and the economy. The SS RSF provides a platform for social services entities to leverage their resources, identify community needs, share information and create unified recovery priorities. Other regional, state, or locally activated RSFs or recovery planning processes taking place post-disaster may incorporate these actions. The social capital of a community, or the extent of social services, networks and activities existent in a community pre-disaster, directly relates to the resilience of a community post-disaster. The SS RSF capitalizes on the existing social services networks by incorporating behavioral health and social services professionals and other subject matter experts in the recovery process to support a healthy and resilient community.

The National Preparedness Goal establishes 32 Core Capabilities to address the greatest risks to the nation. The Federal Emergency Management Agency (FEMA) combines Health and Social Services into a single RSF and Core Capability. In Washington State, stakeholders recognized the overlapping objectives and similarities among health and social services but determined there were sufficient differences in our state operations to warrant separating them into two RSFs. The Social Services RSF therefore focuses on coordinating the restoration of social services and activities (e.g. child care, foster care, behavioral health services, schools, etc.) following an incident, while maintaining alignment with the federal Health and Social Services Recovery Core Capability in the Recovery Mission Area (see table directly below).

Primary Core Capability	
Recovery	
<b>Health and Social Services Recovery</b>	Restore and improve health and social services capabilities and networks to promote the resilience, independence, health (including behavioral health), and well-being of the whole community.

Support Core Capabilities	
Recovery	
<b>Public Information and Warning</b>	Deliver coordinated, prompt, reliable, and actionable information to the whole community through the use of clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard and, as appropriate, the actions being taken, and the assistance being made available.*
<b>Operational Coordination</b>	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities.
*Public information and warning methods must also consider accessible <i>communication</i> methods to include those with hearing and vision loss.	

## Authorities & Policies

### Revised Code of Washington (RCW)

- **18.20, Assisted Living Facilities**  
*Establishes standards for the maintenance, operation and requirements of assisted living facilities.*
- **18.51, Nursing Homes**  
*Establishes standards for the maintenance, operation and requirements of nursing homes.*
- **28A.300.630, School Safety Center**  
*Requires the superintendent of public instruction to establish a school safety center that serves as a clearinghouse for information regarding comprehensive school safety planning and disseminates information regarding school safety incidents in Washington.*
- **28A.310.510, School Safety Center**  
*Establishes a regional school safety center for each educational service district to collaborate with the state school safety center. Purpose is to create a network for coordinating school safety efforts throughout the state. Also includes providing assistance in emergency situations, based on the needs of the school districts in the region and in collaboration with emergency responders.*
- **28A.320.125, Safe District and School Plans Required**  
*Requires each school district to adopt and implement a safe school plan which addresses emergency mitigation, preparedness, response and recovery.*
- **36.28A.060, School Mapping**  
*Requires the Washington Association of Sheriffs and Police Chiefs to create and operate a statewide first responder building mapping information system (“Rapid Responder”).*
- **43.70.680, Department of Health, Volunteers for emergency or disaster assistance**  
*Details the activation of qualified volunteers to aid in the response to an incident requiring health care providers.*
- **43.20, State Board of Health**  
*Establishes the powers and duties of the State Board of Health.*
- **43.20A, Department of Social and Health Services**  
*Establishes the Department of Social and Health Services and outlines the powers and duties of the department. State agencies under DSHS are identified by the administration to carry out specific duties.*
- **43.168.090, Use of Federal Community Services Block Grant Funds (CSBG)**  
*Authorizes the Department of Commerce to administer state and federal CSBG funds.*
- **43.190, Long Term Care Ombuds Program**  
*Establishes the Long-Term Care Ombuds program to protect residents of long-term care facilities, resolve complaints of long-term care facilities and provide information about the rights of residents.*
- **43.216, Department of Children, Youth, and Families**  
*Establishes the Department of Children, Youth, and Families.*

- **43.70.130 & 43.70.020(3), State Department of Health – Powers and duties of the Secretary of Health**  
*Outlines the responsibilities of the Secretary of Health including enforcing public health laws of the state, investigating outbreaks and epidemics of disease, exercising supervision over all local health departments, establishing and maintaining laboratory facilities and services to carry out Department of Health responsibilities. Also details the authorities of the Secretary of Health in an emergency.*
- **43.70.680, Volunteers for emergency or disaster assistance**  
*Authorizes DOH to contact persons issued credentials and ask if they wish to register as volunteer workers to support disaster-caused needs.*
- **43.280.080, Office of Crime Victims Advocacy**  
*The Office of Crime Victims Advocacy assists communities in planning and implementing services for crime victims.*
- **43.330.468, Washington Achieving a Better Life Experience (ABLE) Program**  
*Establishes the Washington State ABLE program which allows people with eligible disabilities to save for their everyday needs, invest in a tax-free account and prepare for the future without losing their state or federal benefits.*
- **49.60, Discrimination – Human Rights Commission**  
*Guides the coordination and delivery of recovery resources to include the incorporation of all communities.*
- **70.05.070, Local health officer – powers and duties**  
*Describes the enforcement of the public health statutes of the state, rules of the state board of health and the Secretary of Health, all local health rules, regulations and ordinances within their jurisdiction including imposition of penalties authorized under RCW 70.119A.030.*
- **70.05.060, Powers and duties of local board of health**  
*Establishes laws for each local board of health to have supervision over all matters pertaining to the preservation of the life and health of the people within its jurisdiction and carry out the powers and duties according to the law.*
- **70.08A, Washington WorkFirst Temporary Assistance for Needy Families (TANF)**  
*WorkFirst is Washington’s welfare reform program designed to help TANF participants get what they need to prepare for and go to work: job training, child care and other support services.*
- **70.128, Adult Family Homes**  
*Dictates the definitions and standards of adult family homes in the state and recognizes the importance of providing long-term care to persons requiring a variety of service needs.*
- **71A12, Developmental Disabilities - State and local program – Coordination – Continuum**  
*Establishes as a policy of the state, to authorize the secretary to develop and coordinate state services for persons with developmental disabilities and encourage state departments to provide services as a part of a continuum. Also defines supported living services in the state.*
- **71A.20, Residential Habilitation Centers**  
*Establishes Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICFs/IIDs).*

- **74.34, Abuse of Vulnerable Adults**  
*This RCW guides the actions and responsibilities of the Adult Protective Services (APS) which defines the term “vulnerable adult.” Authorizes DSHS to investigate reports of abandonment, abuse, financial exploitation, neglect and self-neglect of vulnerable adults and to provide protective services and legal remedies to protect vulnerable adults.*
- **74.38, Senior Citizens Services Act**  
*This law provides the DSHS with the authority to administer community-based programs and expand alternative services and forms of care for senior citizens.*
- **74.42, Nursing Homes – Resident Care, Operating Standards**  
*Provides for the development, establishment and enforcement of standards for the maintenance and operation of nursing homes, which promotes safe and adequate care and treatment of the individuals therein.*
- **74.97, Enhanced Services Facilities**  
*This law provides the DSHS with authority to license “enhanced services facilities” which provide treatment and services to persons for whom acute inpatient treatment is not medically necessary and who have been determined by the department to be inappropriate for placement in other licensed facilities due to the complex needs that result in behavioral and security issues.*

#### **Washington Administrative Code (WAC)**

- **365-18, Long Term Care Ombudsman Program**  
*Defines duties and qualifications of Ombudsmen working on behalf of residents of long-term care facilities.*
- **388-71, Home and Community Services and Programs**  
*This section concerns adult protective services including requirements for home care aides, individual provider and home care agency provider qualifications and adult protective services investigation definition and related content.*
- **388-76, Adult Family Home Minimum Licensing Requirements**  
*Defines licensing and compliance requirements for family home providers.*
- **388-78A, Assisted Living Facility Licensing Rules**  
*This chapter pertains to RCW 18.20 concerning the safety and well-being of assisted living facility residents and defines standards for assisted living facility operators.*
- **388-97, Nursing Homes**  
*This chapter defines resident rights, care and related services concerning nursing facility care.*
- **388-101, Certified Community Residential Services and Supports**  
*This section establishes administrative and incident reporting requirements for group homes and residential services.*
- **388-106, Long-Term Care Services**  
*This section establishes requirements pertaining to long-term care services including applying for services, comprehensive assessment reporting evaluation assessment, care classification, adult day services, supportive housing, client rights, residential support, respite care services and other long-term care services.*

- **388-107, Licensing Requirements for Enhanced Services Facilities**  
*This implements chapter 70.97 RCW and sets the minimum health and safety standards for licensure and operations of enhanced services facilities.*
- **388-111, Residential Habilitation Centers – Compliance Standards**  
*This implements chapter 71A.20 RCW and sets the compliance standards of Residential Habilitation Centers.*
- **388-310-0800, WorkFirst –Support services**  
*Describes eligibility and types of services available to TANF (Temporary Assistance for Needy Families) recipients.*
- **388-436-0055, Disaster Cash Assistance Program (DCAP)**  
*Describes eligibility requirements for the Disaster Cash Assistance Program (DCAP).*
- **388-400, Program Summary**  
*Describes eligibility requirements for major public assistance programs including Temporary Assistance for Needy Families / State Family Assistance (TANF/SFA), Supplemental Nutrition Assistance Program / State Food Assistance Program (referred to as Basic Food in Washington state), Aged, Blind, or Disabled (ABD) cash assistance, Housing and Essential Needs (HEN) Referral, Refugee Cash Assistance (RCA) and Pregnant Women Assistance (PWA).*

#### **Federal Laws & Authorities**

- **Section 319, Public Health Service Act (PHSA) – Health and Human Services (HHS)**  
*Section 319 of the PHSA provides the legal authority for the Federal Department of Health and Human Services (HHS) to respond to public health emergencies, including assisting states in their response actions. These authorities are provided when the President declares a major disaster or an emergency under the Robert T. Stafford Act or an emergency under the National Emergencies Act.*
- **Public Law 104-191, Health Insurance Portability and Accountability Act of 1996 (HIPPA)**  
*Public Law 104-191 improves health insurance portability and accountability. The law also improves access to long-term care services and coverage and simplifies the administration of health insurance.*
- **42 U.S. Code Chapter 6A. Public Health Service**  
*Outlines national all-hazards preparedness and response planning, coordinating and reporting requirements pertaining to public health emergencies including defining “at-risk” individuals*
- **42 U.S. Code Chapter 35 – Programs for Older Americans – “Older Americans Act”**  
*Introduces objectives, administration on aging and programs to support older adults including nutritional and support home and community-based services. This Act mandates each state to submit a State Plan on Aging to the U.S. Department of Health and Human Services Administration on Community Living every four years.*
- **45 Code of Federal Regulations, Chapter A, Part 96, Section 96.112, Community Services Block Grant (CSBG)**  
*Outlines rules and processes for local CSBG administration.*

- **7 Code of Federal Regulations, Part 273, Certification of Eligible Households**  
*Outlines the Supplemental Nutrition Assistance Program (SNAP) eligibility, services and administration of the program.*
- **45 Code of Federal Regulations Chapter A, Part 260, General Temporary Assistance for Needy Families (TANF) Provisions**  
*Outlines the TANF program: eligibility, services and administration of the program.*

### Important Policies

- **Community Services Block Grant (CSBG) State Plan**  
*Describes how the state of Washington, in partnership with community action agencies, the Washington State Community Action Partnership and other community partners, meet the requirements of federal and CSBG assurances.*
- **Crime Victims Resource Guide**  
*The Department of Commerce Website provides links to crime victim hotlines and program information. <https://www.commerce.wa.gov/serving-communities/crime-victims-public-safety/office-of-crime-victims-advocacy/>.*
- **The Department of Children, Youth, and Families (DCYF) Child Care Subsidy Programs (CCSP) Policy Manual**  
*The CCSP Policy Manual provides guidance to WAC and additional clarification to the intent of the policy including purpose, intent, scope of agency responsibilities and eligibility requirements related to the Child Care Subsidy Programs.*
- **Eligibility A-Z (EA-Z) Manual (DSHS)**  
*The DSHS EA-Z Manual guides the department in determining who is eligible for DSHS services.*
- **Washington State Executive Order 05-03 Plain Talk**  
*This Executive order requires all state agencies to use simple and clear language when communicating with citizens and businesses.*
- **The Washington WorkFirst online access portal**  
*Provides links to WorkFirst resources and Washington Connections, a fast and easy way for families and individuals to apply for a variety of services such as Child Care, Long-Term Care and Medicaid savings plans.*

### Situation Overview

The restoration of social services is arguably one of the most challenging aspects of a disaster due to a multitude of factors such as the social inequities existing in a community pre-disaster, limited funding sources and overburdened service providers, workforce shortages, complicated funding applications and competition for resources among individuals and governments. Disasters also increase behavioral health, substance abuse and domestic violence issues in communities and can amplify the need for behavioral health services and case workers. Restoring social services in a timely manner is critical in order to reduce the demand for the social services months or years following the incident.

Short-term recovery of social services include providing mass care services (e.g., food, shelter, water), facilitating access to needed medical services, initiating case work, issuing cash and

financial assistance and providing other forms of immediate assistance. Intermediate recovery of social services includes assisting individuals and families in navigating and applying for social services programs, conducting unmet needs assessments of the community, managing stress and behavioral health issues and identifying additional community partners to support social services. Long-term social services recovery entails individual case management, behavioral and emotional health support and developing comprehensive strategies to strengthen community capacity and social capital. Based on the known disaster impacts, the SS RSF partners identify existing programs to fit the needs of the impacted jurisdiction and provide assistance through local social service providers.

When planning for disaster recovery operations, it is important to understand the demographics within the state, especially as it relates to social services and supporting the people with disabilities and other access and functional needs. According to the U.S. Census Bureau, Washington has a population of approximately 7,170,000, including 1 million people (14 percent) 65 years and over. An estimated 540,568 individuals (7.6 percent) living in the state are Limited English Proficiency (LEP) speakers (five years and over). Additionally, nearly half a million people in the state are under five years of age and 12.8 percent identified as living with a disability. The number of people in Washington living at or below 200 percent of the Federal Poverty Level (FPL) is approximately 1.82 million (2018 census data). Lastly, approximately 57,844 people in Washington live in an institutionalized setting. Disasters disproportionately impact people belonging to different socio-economic groups, leading to greater recovery challenges. Understanding the pre-disaster setting of a community helps to establish a baseline for when disasters occur. This baseline presents a clearer picture of the potential immediate and long-term disaster recovery needs and an opportunity to rebuild a more resilient community.

The Department of Social and Health Services (DSHS) is one of seven state agencies providing social and health service needs in the state and coordinates with numerous federal, state and local agencies and tribal governments. DSHS serves 1.9 million Washington citizens in 145 locations statewide and provides long-term care for adults (approximately 62,000), psychiatric care (approximately 2,863), assistance with employment, child support and food and cash (approximately 1.9 million in State Fiscal Year 2019). DSHS supports individuals with developmental disabilities (approximately 32,000) and provides vocational rehabilitation for individuals with disabilities (approximately 21,000). DSHS also coordinates with the Health Care Authority, Washington State Department of Commerce, State Board for Community and Technical Colleges and Employment Security Department to provide supportive education, employment and housing services for children, adults and families with low incomes.

In addition to DSHS, faith-based organizations and nonprofits support social service delivery pre- and post-disaster. The SS RSF needs to maintain flexibility to incorporate the multitude of community-based organizations, including philanthropy, which provide and support social services in the state. Establishing partnerships and coordinating with the Voluntary



Organizations Active in Disaster (VOAD) and other private and nonprofit entities early in the disaster, (ideally pre-disaster), reduces the recovery timeline and the community's intermediate and long-term needs.

A major consideration in pre-disaster recovery planning is understanding the connection of child care and the community. Children make up approximately 23 percent of the population in Washington. The child care industry provides social and economic value through jobs, early learning and child care. This enables the parents and/or guardians to work in order to provide for their family and ultimately give back to their community. When schools, day care centers and child care facilities closed due to a disaster, parents and guardians are often unable to work, which hinders the recovery of the community and compromises the social and emotional well-being of children. To facilitate the overall recovery of communities, planning for social services recovery should include the essential needs of children and their parent or legal guardian.

There are 295 public school districts and six state-tribal education compact schools in the state. There are six research universities, four comprehensive higher education institutions and a number of other degree-granting higher education institutions, private career schools and two-year community colleges in the state. The U.S. Department of Education recommends a school's emergency operations plan address academic, physical, fiscal and psychological and emotional recovery. In the context of schools, recovery is defined as the capabilities necessary to assist schools affected by an incident in restoring the learning environment. Schools play an integral role in a community's ability to recover from disaster by providing a safe space for individuals to play, learn and receive social and behavioral health services.

The state regulates almost 3,000 adult family homes that are independently licensed and operated. Adult family homes provide a wide range of 24-hour care and services to older adults in community based residential settings. Older adults may encounter additional challenges in the recovery process such as applying for assistance, navigating insurance and other claims, affordability of care and interruption to their necessary daily living, personal care and social services activities. Adult family homes may also house individuals requiring specialized memory care and behavioral health support. These individuals may face similar types of challenges in their recovery from a disaster and at the same time encounter new obstacles unique to their needs.

### **Planning Assumptions**

This RSF assumes that local, tribal and federal emergency management entities operate similar plans that stipulate organization by Core Capability and/or RSF as defined within the Washington Restoration Framework (WRF). In circumstances where this is not the case, the RSF assumes the requesting jurisdiction has identified local social service stakeholders to coordinate with during the recovery process. These stakeholders support situational awareness by providing information concerning impacts, resource needs, resources, etc.

Many health care and behavioral health care associations are affiliates of national associations. The responsibilities of associations within this RSF acknowledge the regulatory requirements pertaining to the services they provide.

Social services is a complex area in the state and a shared responsibility among state and local entities. This RSF assumes that disasters create an increased demand for social services and disaster case management. This requires significant coordination among numerous entities.

Exceptions to current state laws and agency policies may be needed to adequately address the recovery needs in a disaster. For example, state law limits adult family home occupancy to no more than six adults. A temporary exemption to this law allowing the maximum occupancy to be higher during times of disaster could better support the impacted community. In response to the COVID-19 pandemic and wildfire season of 2020, the Governor extended eligibility benefits under the DSHS' Temporary Assistance for Needy Families (TANF) and Supplemental Nutrition Assistance Program (SNAP) to assist a larger number of individuals and families who would otherwise be ineligible.

Nothing in the SS RSF intends to modify, replace or supersede the recovery activities, roles and responsibilities, authorities, statutes, regulations or program rules of the SS RSF members. This includes other entities that implement or support the implementation of Emergency Support Functions (ESFs) within the Washington Comprehensive Emergency Management Plan (CEMP). Rather, the SS RSF acts as a platform for agencies to support the transition of their activities from response to recovery.

Note: "Entities" refers to any private, for-profit organization, nonprofit organization and governmental and non-governmental agency.

## **Concept of Operations**

If the impacted jurisdiction does not have a Social Services RSF component to their recovery plan, this RSF coordinates with the closest equivalently functional element within the emergency management department, such as ESF-6 (Mass Care), ESF-8 (Public Health, Medical and Mortuary Services), ESF-14 (Long-Term Recovery), a recovery branch or a recovery task force/group that focuses on addressing social services impacts. Depending on the scale of the incident, there may only be a need for a few social services organizations to participate in the SS RSF, alongside the local or tribal emergency management representative(s).

Private, nonprofit and non-governmental agencies are instrumental in providing direct support to individuals and families. Due to the complex nature of social services delivery in the state, not all entities that support recovery operations are listed in this RSF.

### **Critical Tasks**

This RSF is primarily responsible for directly contributing to the Recovery Mission Area through the Health and Social Services Recovery Core Capability and the associated Critical Tasks. The RSF also supports the Critical Tasks under the Public Information and Warning and Operational

Coordination Core Capabilities. The entity responsibilities associated with executing these Critical Tasks are listed in the 'Responsibilities' section of this document.

<b>Health and Social Services Recovery</b>	
<b>Critical Task I.D.</b>	<b>Critical Task Description</b>
<b>1</b>	Identify affected populations, groups, and key partners in short-term, intermediate, and long-term recovery.
<b>2</b>	Complete an assessment of community health and social service needs; prioritize these needs, including accessibility requirements <sup>+</sup> , based on the whole community's input and participation in the recovery planning process; and develop a comprehensive recovery timeline.
<b>3</b>	Restore health care (including behavioral health), public health, and social services functions.
<b>4</b>	Restore and improve the resilience and sustainability of the health care system and social service capabilities and networks to promote the independence and well-being of community members* in accordance with the specified recovery timeline.

<sup>+</sup>Accessibility requirements include communication access considerations as well as linguistically and culturally appropriate communication needs.

\*With considerations for any access and functional needs.

<b>Public Information and Warning</b>	
<b>Critical Task I.D.</b>	<b>Critical Task Description</b>
<b>1</b>	Reach all populations within the community with effective actionable recovery-related public information messaging to people with disabilities and people with limited English proficiency; protect the health and safety of the affected population; help manage expectations; and ensure stakeholders have a clear understanding of available assistance and their roles and responsibilities. <sup>+</sup>
<b>2</b>	Support affected populations and stakeholders with a system* that provides appropriate, current information about any continued assistance, steady state resources for long-term impacts, and monitoring programs in an effective and accessible manner.

<sup>+</sup> This includes ensuring appropriate translated materials are available for the impacted communities.

\*Accessible communication and usable systems (e.g. assistive communication technology) and online resources using applicable technology-neutral standards.

<b>Operational Coordination</b>	
<b>Critical Task I.D.</b>	<b>Critical Task Description</b>
<b>1</b>	Establish tiered, integrated leadership and inclusive coordinating organizations that operate with a unity of effort and are supported by sufficient assessment and analysis to provide defined structure and decision-making processes for recovery activities.

## **Objectives**

In the development of this RSF, stakeholders identified objectives specific to restoring and increasing the social services capacity in the state. The objectives also address common gaps in social services following disasters, including limited availability of, or lack of access to transportation, impacted education, child care and social services facilities and lack of staffing and funding capacity. Other common gaps in social services recovery include competing agency priorities and lack of clarity concerning the roles and authorities of governmental, non-governmental and private and nonprofit organizations in supporting social services in the state. The following are broad objectives that support the Critical Tasks through coordination within the RSF:

- Restore and bolster basic social services functions. Identify critical areas of need for social services, including for people with disabilities and other access and functional needs, throughout recovery.
  - Identify opportunities to improve social services capabilities including taking steps to address any changes in the demand for services such as an increased need for food, cash, housing and medical services.
- Complete an assessment of community social service needs and develop a comprehensive recovery timeline.
- Coordinate information sharing, priorities and recovery efforts between related entities and activated RSFs to maximize effectiveness and minimize duplication of effort.
- Identify specific state agency, local jurisdiction and non-governmental organization roles and responsibilities that support the restoration of social services.
- Incorporate behavioral health considerations and mitigation strategies into the restoration and recovery of social services within an impacted community.

## **Whole Community Involvement**

Disasters disproportionately affect people with disabilities and other access and functional needs and can exacerbate pre-existing social inequities. Individuals may possess one or more additional needs in a functional area, such as communication, medical care, maintaining independence, supervision and transportation. This RSF must consider the Whole Community when assessing the social services impacts of a disaster and developing recovery plans. The Whole Community also refers to agencies and organizations beyond emergency management, including the private and nonprofit sectors, non-governmental entities, advocacy groups/coalitions, commissions, employers, tribes, philanthropy and other stakeholders that possess their own authorities, legal mandates and programmatic resources to support recovery.

Disasters disproportionately affect low-income, immigrant and Black, Indigenous and People of Color (BIPOC) communities. A disaster can push a family that is living paycheck-to-paycheck deeper into poverty, drastically impacting their ability to recover and adversely affecting the overall community recovery. Recovery assistance programs should address the immediate and the long-term recovery needs with considerations on the limitations and eligibilities of the

available assistance programs. The recovery process offers an opportunity to address pre-existing social inequities, particularly for people who are most affected by the disaster such as low-income, immigrant and BIPOC communities.

The SS RSF, in coordination with the HS RSF, helps identify the stakeholders and networks that assess the resource needs in the impacted community. In addition to the potential stakeholders supporting social services listed in the table on pages 21 and 22 of this document, suggested stakeholders include the following:

- Organizations serving immigrants and refugees and BIPOC communities
- Jurisdictions with high concentrations of poverty
- Centers for Independent Living
- The State Independent Living Council
- The Aging and Long-Term Support Administration
- Area Agencies on Aging
- University Centers of Excellence on Developmental Disabilities
- Disability Rights of Washington
- Faith-based service organizations
- Community-based disability and Limited English Proficiency (LEP) service organizations
- Vocational rehabilitation services

These stakeholders and networks may be location-specific and based on the disaster's magnitude. However, the partners supporting this RSF and the table of entities supporting social services recovery listed in the Information Collection section of this document provide a starting point for identifying who to work with in the community. Ideally, emergency management departments should identify the local social services organizations that are providing services in a community pre-disaster. Expanding the network of social services organizations improves interagency coordination and communication during a disaster, which ultimately leads to a more efficient and effective recovery.

Entities supporting the impacted community should consider adjusting social services program guidelines, eligibilities and requirements to provide support to a broader audience, especially for children, adults, families and communities most affected by the disaster. Social services entities may have limited capacities themselves to respond to the increase in demand. Federal, state and philanthropic sectors may need to provide additional resources. For example, organizations could decide to waive certain requirements, divert funding streams to address the circumstances of the disaster or provide permissions for organizations to use existing funds to support disaster-impacted individuals (if it is not explicitly eligible).

People with disabilities and other access and functional needs may have difficulty accessing social services and recovery resources for a variety of reasons as a result of the disaster's impacts. Entities providing support during the recovery period should work to reduce or

eliminate barriers to access (e.g., physical, sensory or cognitive disability, location, hours of operation, language). Other common accessibility challenges include:

- Economic disadvantages – Individuals and families may not qualify for some services due to their pre-disaster income level. Alternatively, a duplication of benefits issue could also result in ineligibility of receiving services. The Whole Community must work together through this SS RSF to identify the appropriate and timely delivery of various recovery assistance programs and improve communication with the impacted jurisdictions.
- Language and literacy barriers – Individuals with Limited English Proficiency (LEP) and those who are deaf, deafblind, hard of hearing, or have specific communication disabilities may encounter difficulty locating, understanding and applying for recovery resources without appropriate accessible communication from assistive communication technology, interpreters, Communication Access Realtime Translation (CART) providers, translators and other bilingual community advocates. Whole Community partners should communicate with the affected community using multiple language delivery methods and technologies commonly used by people with various communication disabilities (e.g., assistive listening devices, alt-text descriptions in photos and graphics for blind or low-vision individuals, augmentative communication technologies, etc.) and continually assess the situation and adjust outreach approaches when necessary. Communication with disaster-impacted individuals should strive to use Plain Talk messaging. Executive Order 05-03 requires all state agencies to use simple and clear language when communicating with citizens and businesses. Plain Talk messages use common words and simple and clear language that can be understood quickly. Additional information is available at <https://www.governor.wa.gov/issues>.
- Geographical or cultural isolation – Individuals and families may become geographically isolated as a result of the disaster and unable to access the resource in person (e.g. infrastructure damage requiring hours or days-long detours to access recovery resources). Individuals and families may also become culturally isolated as a result of the disaster such as the inability to access faith-based services, conduct ceremonies, or adhere to specific dietary needs. Whole Community partners should work together to find solutions to bridging the geographic or cultural gaps, including improving access to recovery resources independently or with public transit. Providers should consider what the long-term impacts are on clients by placing them in care centers that are away from their pre-disaster living environment. Some considerations include potentially increased commute times, increased living expenditures and the psychological effects of being in an unfamiliar setting away from one's normal social services and network providers.
- Physical access – People with disabilities and other access and functional needs may not be able to access the social services and recovery resources as a result of a medical or

health concern. Additionally, many individuals and families may not have access to web services or other information technology to apply for recovery resources. Identification, medical information, proof of residence and insurance and other required documentation may not be readily accessible as a result of the disaster. The Whole Community includes local organizations that provide social services to all individuals and families, including those in marginalized communities in order to improve access to recovery resources.

- Newly homeless, isolated, or displaced individuals – Individuals may develop a physical or behavioral health need as a direct or indirect result of the disaster. This can lead to the individual becoming homeless, isolated, or otherwise displaced. Disaster-related stress can inhibit people from adequately accessing resources. Additionally, individuals receiving in-home care and services may have access issues to disaster recovery resources, especially if they are living alone and have no informal support. Social services recovery planning efforts should consider homeless, youth and community outreach service organizations and advocacy groups as part of the Whole Community.

## **Organization**

### **Mobilization**

During a State Emergency Operations Center (SEOC) activation, the SEOC Supervisor and Disaster Manager coordinates with ESF-6, ESF-8 and ESF-14 leads to determine if activation of the SS RSF is needed. The initial RSF coordination may occur via conference call to establish situational awareness and discuss any emerging local needs related to the incident. Damages and impact data collected via ESF-6, ESF-8, ESF-14 and other activated ESFs support the decision-making process of determining whether activation of the RSF is warranted. For most incidents, the activation of the RSF consists of a conference call with key, state-level partners. The level of engagement may differ across the participating agencies based on the known disaster impacts and needs. The ESF-14 Lead contacts RSF partners and schedules the conference call.

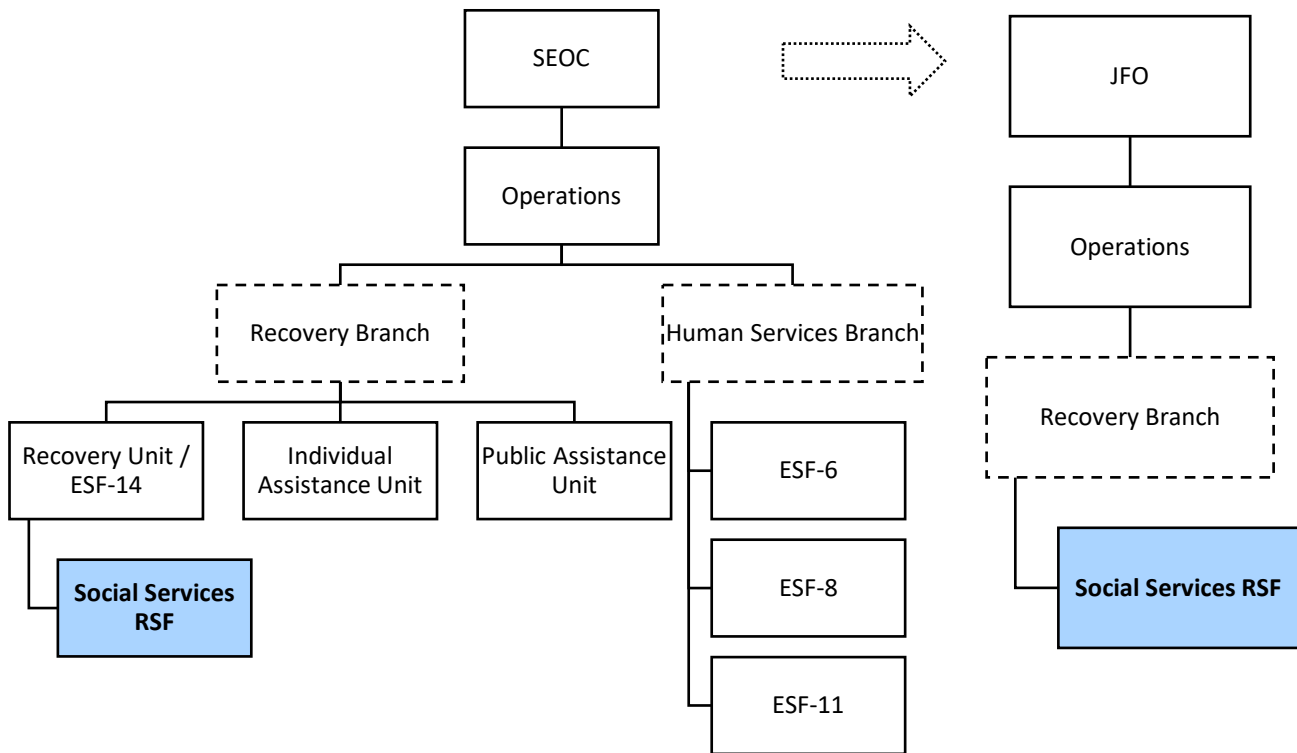
The Recovery Unit of the Recovery Branch may coordinate recovery activities within the SEOC Operations Section or Joint Field Office (JFO). While most incidents only require SS RSF partners to call-in, larger disasters may necessitate in-person meetings, if feasible, at the SEOC or JFO. Alternate meeting locations may be determined by the participating RSF members, in coordination with the SCO, Deputy SCO or GAR.

### **Structure**

The SS RSF is a component of the Recovery Branch within the Operations Section of the SEOC, as organized within the structures of the Incident Command System (ICS).

The structure is ideal for coordinating the immediate response activities and the initial recovery efforts to an incident. As the incident progresses, an ICS structure with more flexibility may be necessary to carry out the intermediate and long-term recovery efforts in the state, in

coordination with, or as part of, the JFO. In a JFO setting, the SS RSF operates under a Human Services Branch.



## Direction, Control and Coordination

Agency responsibilities and actions are prepared to integrate horizontally and vertically into those outlined in other local, state and federal plans.

### Horizontal Integration

This RSF is a functional recovery operational annex supporting the WRF as part of the WA CEMP. Other state agencies possess plans that outline their continuity of operations and/or recovery actions during an incident, to include information on executing their assigned responsibilities.

### State Agency Planning Integration

State agencies shall develop social services recovery plans and strategies commensurate with the agency's requirements and needs. Agency plans should complement the state CEMP through the Washington Restoration Framework (WRF). The following is a list of state agency plans that pertain to the function of the SS RSF:

- **Comprehensive Emergency Management Plan (CEMP)**



*The CEMP guides the overall emergency management roles, responsibilities and emergency management mission areas (protection, preparedness, response, recovery and mitigation).*

- **Department of Health (DOH): ESF#8 Behavioral Health Response Framework: COVID-19**

*This document, in combination with DOH’s “COVID-19 Behavioral Health Group Overview” provides a brief overview of the Behavioral Health Group and the functional areas of the team’s works. The documents provide an outline of ESF-8 to guide response AND recovery teams to address behavioral health impacts of the COVID-19 incident; although, the objectives, agency roles and responsibilities and overall function of the group remains consistent for any disaster.*

- **Department of Social and Health Services (DSHS) Strategic Plan Executive Summary 2019-2020**

*This is a roadmap document outlining DSHS’ mission, vision and values. The executive summary details the department’s strategic priorities and assigns a success measure to each category.*

- **Department of Social and Health Services (DSHS) Emergency Operations Plan, as revised**

*DSHS’ EOP describes how the agency fulfills its continuity of operations requirements and provides for the safety of its employees during emergencies and disasters.*

- **Department of Social and Health Services (DSHS), Economic Services Administration (ESA) Strategic Plan 2021-2023**

*DSHS’ goal and commitment is to be a national leader in every aspect of client service. The DSHS strategic plans are a roadmap to the future. The plans identify where they currently are with their performance, where they want to be and how they are going to get there. The plans are used to guide our day-to-day efforts and focus our resources. They are integral to the work they do every day. – Visit <https://www.dshs.wa.gov/esa> to read the plan.*

- **Developmental Disabilities Administration Strategic Plan 2019-2021 (DSHS)**

*The DDA Strategic Plan is a framework for achieving DDA’s mission of transforming lives by providing support and fostering partnerships that empower people to live the lives they want. The plan outlines action plans for how DDA accomplishes DSHS’ Strategic Priorities.*

- **Governor Inslee’s Poverty Reduction Workgroup, “Reducing Poverty & Inequality in Washington State – 10-Year Plan for the Future”**

*Living in poverty can become a self-perpetuating cycle that affects generations. To address this challenge, the governor in 2017 created the Poverty Reduction Work Group. The group developed a strategic plan to reduce poverty, improve communities and make needed progress related to housing, health integration, employment and education. Visit <https://dismantlepovertyinwa.com> to read the 10-year plan and executive summary.*

- Washington State Plan for Independent Living (SPIL) (Fiscal Year 2020)**  
*Outlines the types of independent living services provided in the state based on the federal requirements found in Chapter 1, Title VII of the Rehabilitation Act of 1973, as amended. In the SPIL, Goal 2, Objective 2.1 is to work collaboratively by providing inclusive technical assistance to build disability inclusion in all aspects of emergency management, including recovery. This is achieved through, among other activities, support and guidance provided by the State Independent Living Council (SILC) to provide continuing development of inclusive emergency planning, response and recovery.*
- Washington State Plan on Aging 2018-2022 (DSHS – Aging and Long-Term Support Administration)**  
*This document fulfills the mandate under the Older Americans Act, where each state is required to submit a State Plan on Aging to the U.S. Department of Health and Human Services Administration on Community Living every four years. The plan provides a framework for implementing the state’s long-term support services and programs for Older Adults and highlights achievements and planned activities.*

### **Vertical Integration**

This RSF integrates vertically to federal recovery plans at the national and regional level, as well as to plans at the local level. The RSF is prepared to integrate with the recovery plans within tribal governments.

### **Federal Planning Integration**

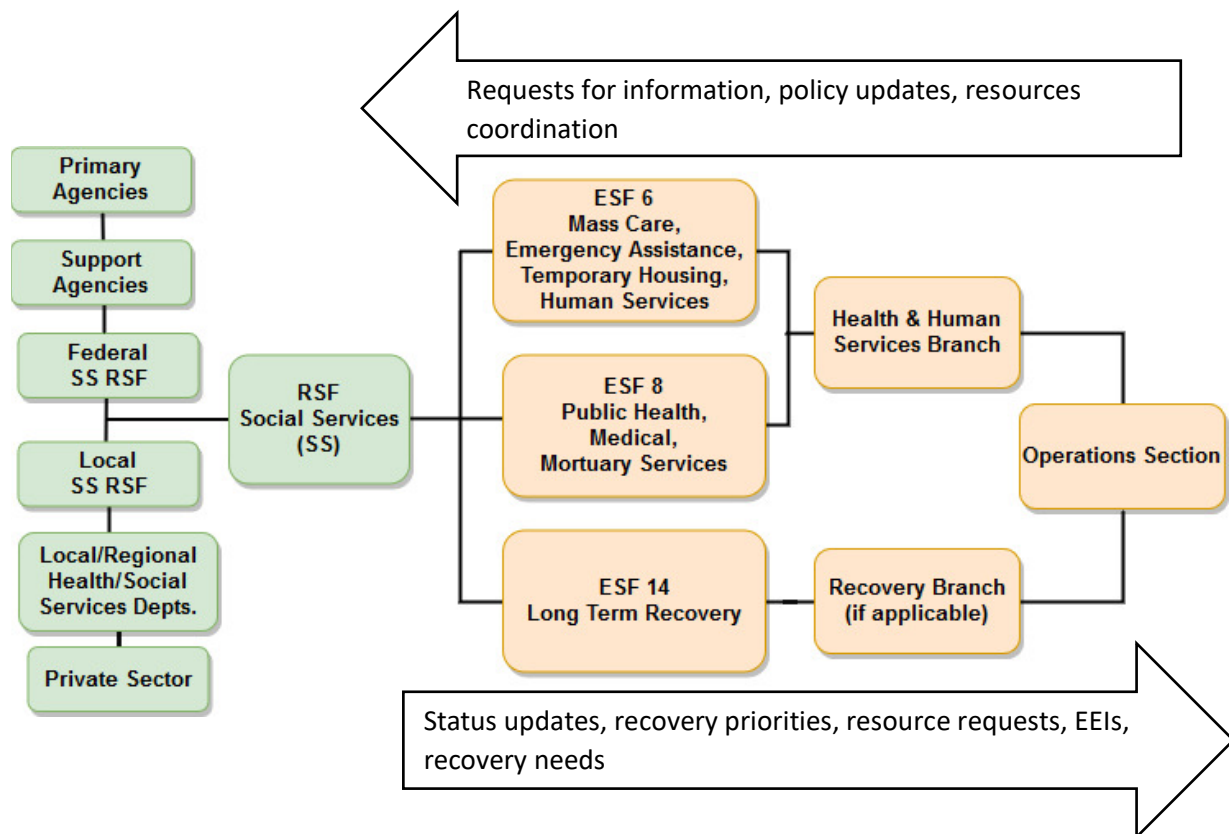
This RSF anticipates coordinating with the Federal Health and Social Services RSF (H&SS RSF) and associated agencies and departments that support the delivery of the Health and Social Services Recovery Core Capability. The Department of Health and Human Services is the coordinating agency for the Federal H&SS RSF.

- Emergency Support Function #6: Mass Care, Emergency Assistance, Temporary Housing and Human Services Annex**  
*This is an annex to the National Response Framework and describes the roles of federal agencies and national organizations in coordinating and providing life-sustaining resources, essential services and statutory programs to meet the needs of disaster-impacted individuals and families, when applicable.*
- Recovery Federal Interagency Operational Plan, Annex E: Health and Social Services**  
*This document outlines how Federal agencies and national nongovernmental organizations plan to support the health and social services disaster recovery efforts of local, state, tribal, territorial and insular area jurisdictions. The Health and Social Services (H&SS) RSF delivers the H&SS Core Capability. The H&SS RSF addresses health social service impacts, disaster case management and referral to social services and children’s needs in disaster recovery.*

## Local Planning Integration

Local jurisdictions shall develop social services recovery plans commensurate with their emergency management requirements and needs. Local jurisdiction plans should complement state plans when feasible. Considerations for undertaking social services recovery planning include identifying existing social services organizations in the community and establishing partnerships. Conducting a social services gap analysis can help identify who in the community the emergency management should collaborate with in order to adequately address the recovery needs of the community following a disaster. Suggested partners include faith-based organizations, nonprofit organizations including community-based centers for independent living, VOAD, housing providers, school districts, public health offices and other social services outreach organizations and networks.

## Information Collection, Analysis, and Dissemination



### Information Collection

Upon activation, the SS RSF gathers information from its participating members and other activated ESFs and RSFs at the state, local and federal levels, particularly ESF-6, ESF-8 and ESF-14 (or equivalent counterparts). Other sources of information include local and regional health and social services departments, associations, advocacy groups, community service organizations and other sources as necessary. The type of information collected is first

determined by the SS RSF’s Essential Elements of Information list but can be adjusted to fit the needs of the incident. Using available information, RSF entities provide social services impact assessment data, issues and resource requests (e.g. restricted access to food banks resulting in a request of food delivery capabilities) to inform the SS RSF and, if applicable, a recovery support strategy or plan.

State agencies use a variety of information management systems to conduct business and maintain situational awareness. DCYF uses the “FamLink” interface as a state automated child care welfare and case management system. The system links with DSHS’ Automated Client Eligibility System (ACES) which is the main tool DSHS uses to manage clients and deliver their programs such as Temporary Assistance for Needy Families (TANF) and Basic Food Assistance. The ACES systems determine eligibility and benefits and provides management support and data sharing between agencies. Another source of information is the Adult Protective Services (APS) database, specifically the Tracking Incidents of Vulnerable Adults (TIVA). TIVA is used to document APS information and activities including allegations of abuse and neglect and contains a database for investigations and findings. The application also includes a case management notification function. TIVA interfaces with the Comprehensive Assessment Reporting Evaluation (CARE). CARE is the tool used by case managers to document a client's functional ability, determine eligibility for long-term care services, evaluate what and how much assistance a client receives and develop a plan of care.

The Washington Association of Sheriffs and Police Chiefs manages the Critical Incident Planning and Mapping System, or “Rapid Responder.” School administrators, law enforcement, fire officials and other emergency responders use the Rapid Responder System to share critical information such as floor plans, school crisis plans, hazardous material inventories and staff contact lists during emergencies involving schools.

Below is a preliminary list of *potential* entities or types of entities supporting social services recovery before, during and/or after a disaster.

<b>Entities Supporting Social Services Recovery</b>	
Academic institutions	Local and tribal governments
Adult Family Home Council	Mental/behavioral health providers
Animal services and agencies	National Association for the Education of Young Children (NAEYC)
Behavioral health organizations and networks	National Association for Family Child Care (NAFCC)
Catholic Charities	National Child Care Association (NCCA)
Child Care Aware of Washington	Regional services centers/DeafBlind Service Center
Community Action Centers	Religious institutions
Community Action Partnerships	The Salvation Army
Community Based Organizations (CBOs)	Trauma Recovery Network of Western Washington

Entities Supporting Social Services Recovery	
Community foundations	United Methodists
Community Organizations Active in Disasters (COADs)	United Way
Community residential providers	Voluntary Organizations Active in Disasters (VOADs)
Community, social service, social justice, faith-based and humanitarian organizations/coalitions	Washington Association of Area Agencies on Aging (W4A)
Compass Health	Washington Association for Community Health (WACH)
Continuum of care	Washington Association of Sheriffs and Police Chiefs
Emergency management	Washington Health Care Access Alliance
Faith-based organizations	Washington Health Care Association (WHCA)
Food banks	Washington State Association of Head Start and Early Childhood Education and Assistance Program (ECEAP)
Homeless shelters & homeless resource centers	Washington State Council on Aging (SCOA)
Housing authorities and housing providers	Washington State Independent Living Council (WASILC) and Centers for Independent Living
Leading Age Washington	Washington 211

**Essential Elements of Information (EIs):** The following categories are a baseline list of essential social services recovery elements for information collection. They may not include all relevant EIs as the impact of a given disaster often requires unique information needs.

Essential Elements of Information	
Social Services Recovery	
Element	Description
<b>Social Services Facilities</b> <ul style="list-style-type: none"> <li>Assisted living centers</li> <li>Adult family homes</li> <li>Adult residential care</li> <li>Community congregate care</li> <li>Child care centers</li> <li>Educational facilities</li> <li>Head start centers</li> <li>Homeless shelters</li> <li>Nursing homes</li> <li>Residential habilitation centers</li> <li>Senior centers</li> </ul>	<ul style="list-style-type: none"> <li>Status of facilities (structural, functional, operational impacts)</li> <li>Approximate restoration timelines</li> <li>Social services facility needs</li> <li>Number of impacted individuals</li> <li>Accessibility to social services including transportation service options</li> </ul>

**Essential Elements of Information**

**Social Services Recovery**

Element	Description
<p><b>Social Services Programs</b></p> <ul style="list-style-type: none"> <li>• Child development and child support</li> <li>• Domestic violence</li> <li>• Drug treatment</li> <li>• Economic security                             <ul style="list-style-type: none"> <li>○ Food, cash, medical and housing assistance</li> </ul> </li> <li>• Family support</li> <li>• Foster care</li> <li>• Long-term care for adults (including in-home care cases)</li> <li>• Private duty nursing</li> <li>• Psychiatric care</li> <li>• Vocational rehabilitation programs for individuals with disabilities</li> </ul>	<ul style="list-style-type: none"> <li>• Status of programs (operational/impacted)</li> <li>• Increase in services demand</li> <li>• Surge capacity to meet new demand</li> <li>• Identification of disaster-related social services deficits</li> <li>• Supporting and linking services (e.g., referral services, case workers)</li> <li>• Communication Assistance (e.g., interpreters, translators, CART providers, bilingual advocates), assistive learning devices and other technologies, as well as identified best practices</li> <li>• Case management network capacity</li> </ul>
<p><b>Mass Care Information</b></p> <ul style="list-style-type: none"> <li>• Shelter</li> <li>• Food and water</li> <li>• Human service needs</li> </ul>	<ul style="list-style-type: none"> <li>• Shelters opened &amp; occupancies</li> <li>• Educational and daycare facility impacts (structural, functional, operational)</li> <li>• Health care organizational impacts</li> <li>• Impact on people with disabilities and other access and functional needs (physical, mental, cognitive, or sensory medical conditions or disabilities, children and older adults, geographically or culturally isolated communities, language and literacy barriers, etc.)</li> <li>• Impacts to displaced populations</li> <li>• Mental health care network capacity</li> <li>• Substance abuse access/risks</li> <li>• Demographic data on pre-homeless population (e.g. “Point in Time” Counts)</li> <li>• Infrastructure system impacts (to determine possible extent of mass care needs)</li> </ul>
<p><b>Community Resources</b></p> <ul style="list-style-type: none"> <li>• Child care services</li> <li>• Donations</li> </ul>	<ul style="list-style-type: none"> <li>• Health and Social Services organizations and networks</li> </ul>

Essential Elements of Information	
Social Services Recovery	
Element	Description
<ul style="list-style-type: none"> <li>• Volunteers</li> <li>• Assistance centers</li> <li>• Food banks, shelters, support services</li> </ul>	<ul style="list-style-type: none"> <li>• Financial assistance programs and services</li> <li>• Availability of and demand for unemployment insurance benefits</li> <li>• Housing availability</li> <li>• Hours of operation for community resources and other accessibility issues</li> </ul>

**Information Analysis**

Information gathered is applied to developing, maintaining and sharing a common operating picture concerning social services impacts. The data collected supports the immediate restoration of health and social services in the impacted region. The data also assists in the determination of the intermediate and long-term social services recovery needs of the impacted region. Collected recovery information supports the SEOC Planning section documents including the Incident Action Plan, Situational Reports and the response to recovery transitional plan. The information also supports decision-makers within the SEOC, JFO, or alternate setting and helps maintain a clear understanding of the current and anticipated resource request needs.

**Information Dissemination**

The Operations Section Chief (or Recovery Branch Director if activated) disseminates information using the SEOC web-based incident management software for Emergency Operations Centers (WebEOC), or best available system as allowed under the circumstances. As the incident progresses and SEOC activity diminishes, alternative methods of information dissemination outside WebEOC may be used. The JFO, if activated, acts as a primary location for information dissemination regarding intermediate and long-term recovery activities in the state.

**Responsibilities**

The table below outlines the responsibilities of entities in support of social services recovery as part of the Health and Social Services Core Capability. These actions are tied to executing the Critical Tasks noted in the “Concept of Operations” section which support the primary and support Core Capabilities listed in the “Purpose” section. The Critical Task I.D. identifies the specific Critical Task that the entity’s action addresses. Multiple entities can perform the same action and an action can address more than one Critical Task.

Recovery Mission Area			
Core Capability	Critical Task I.D.	Activity/Action	Entity(s) Name
Health & Social Services	3	Administer the Individual Assistance and Other Needs Assistance Programs, with the exception of the Crisis Counseling Program – Regular Services Program and the Disaster Supplemental Nutrition Assistance Program, when authorized under a major disaster declaration with full consideration to access and functional needs.	Emergency Management Division (EMD)
	3, 4	Restore and improve public health and medical systems to promote the resilience, health (including behavioral health), independence and well-being of the Whole Community.	Dept. of Health (DOH), Dept. of Social and Health Services (DSHS), Health Care Authority (HCA)
	2, 3	Participate in any state or federal task force to address the immediate needs of children.	Dept. of Children, Youth and Families (DCYF), DSHS, DOH, Office of Superintendent of Public Instruction (OSPI)
	3	Administer the Crisis Counseling Assistance and Training Program, when authorized under a major disaster declaration and if requested by a county or tribe.	HCA
	2	Serve as a resource for coordinating accessible transportation through the Medicaid Transportation Brokerage Services providers.	
	1, 2	Determine disaster impacts on clients within residential care services for which DSHS is responsible (adult family homes, assisted living facilities, nursing facilities, intermediate care facilities for individuals with intellectual disabilities and individuals receiving in-home care or behavioral support).	DSHS
	1	Support the recovery of people with disabilities and other access and functional needs through partnerships with specialized organizations.	DOH, DSHS, WA State Independent Living Council (WASILC)
	3, 4	Support the recovery of individuals 18 and older defined as aged (65+), blind or disabled through partnerships with specialized organizations and coordinate with Centers for Medicare and Medicaid Services, community partners and stakeholders.	Aging and Long-Term Support Administration (AL TSA-DSHS)



Recovery Mission Area			
Core Capability	Critical Task I.D.	Activity/Action	Entity(s) Name
	2	Work with facilities (adult family homes, assisted living facilities, skilled nursing facilities, enhanced services facilities, etc.) and specialized organizations to identify resources in the area such as caregiver resources and long-term care services and provide assistance (e.g., resources) and outreach to impacted clientele.	
	1	Perform case management and outreach to contracted providers and active clients that are located in the disaster area. Offer additional services available for relocation if needed and in coordination with community partners.	AL TSA-DSHS Office of the Deaf and Hard of Hearing (ODHH)
Health & Social Services	1, 3	Coordinate the provision of child care for disaster survivors with licensed child care facilities.	DCYF
	1	Contact licensed foster homes to perform status check on children in the state's care and relocate when necessary.	
	1	Contact juvenile rehabilitation and community facilities to perform status check on kids under the state's care.	
	2, 3	Identify or provide technical expertise related to the assessment of health and medical needs of shelter occupants.	
	3	Work with Community Action Councils (CAC) to make sure they have flexibility to use their funds to provide services to survivors such as job counseling, Community Service Block Grant, housing and emergency assistance. (Note: CACs ultimately decide how to allocate their funds, not the state).	Dept. of Commerce (COM)
	3	Assist all clients in identifying their disaster-related health needs, including individuals with access and functional needs and those with disabilities.	American Red Cross (ARC)
	1	Remain vigilant to health trends, for example individuals with rashes, multiple insect bites, complaints of diarrheal illness, or concerns for children's health or mental health. Report trends to Disaster Health Services Leads who then bring the trends to the disaster operation's leadership and to the local, territorial or state public health agencies.	
	3	Provide individual client services through client casework and recovery planning assistance for people with disaster-related needs, with particular attention to those who have experienced significant damage or loss of their homes with full consideration to their access and functional needs.	

Recovery Mission Area			
Core Capability	Critical Task I.D.	Activity/Action	Entity(s) Name
	3	Provide teams of trained AmeriCorps members and/or volunteers to deliver the Citizen Corps Program and provide support to impacted communities.	Office of Financial Management (OFM) - Serve Washington
	1, 2, 4	Provide Disaster Case Management services without discrimination.	The Salvation Army (TSA)
	2	Provide spiritual comfort and emotional support upon request to survivors and emergency workers coping with the stress of a disaster without discrimination.	
<b>Operational Coordination</b>	1	Coordinate the provision of child care for disaster survivors with licensed child care facilities.	DCYF
	1	Work with Community Action Councils (CAC) to make sure they have flexibility to use their funds to provide services to survivors such as job counseling, Community Service Block Grant, housing and emergency assistance. (Note: CACs ultimately decide how to allocate their funds, not the state).	COM
	1	Coordinate and communicate with government agencies and other organizations that provide services to disaster survivors and support the community recovery efforts.	All RSF
	1	Bring organizations together and enable them to understand each other and work together during recovery to provide coordination and limit the likelihood of duplication of effort.	WA Voluntary Organizations Active in Disaster (WAVOAD)
	1	Coordinate with human services to activate Memorandums of Understanding (MOUs) with external partners in support of donations management, if state resistance is requested.	Dept. of Enterprise Services
	1	Participate in any state or federal task force to address the immediate needs of children.	DCYF, DSHS, DOH, OSPI
	1	Provide teams of trained AmeriCorps members and/or volunteers to deliver the Citizen Corps Program and provide support to impacted communities.	OFM – Serve Washington
	<b>Public Information and Warning</b>	1	Serve as a resource for coordinating accessible transportation through the Medicaid Transportation Brokerage Services providers.
1		Serve as a resource for coordinating accessible transportation through the Medicaid Transportation Brokerage Services providers.	HCA

Recovery Mission Area			
Core Capability	Critical Task I.D.	Activity/Action	Entity(s) Name
Public Information and Warning	1	Serve as a resource for non-English language translation, interpretation and captioning contracts.	HCA, ODHH, EMD
	1	Send recovery-related public-information messaging communications to providers, facilities and staff. Consult with Centers for Medicare and Medicaid Services (CMS) for guidance on nursing home closures. Inform AL TSA HQ, DSHS ECC and communications team with locations affected by the disaster.	AL TSA-DSHS, ODHH, WASILC
	2	Work with DSHS ECC on identification of resources available, monitor that resident and client needs are being met, outreach to contracted providers and active clients located in the disaster area and offer additional services available for relocation if needed.	AL TSA-DSHS, ODHH, WASILC
	2	When TSA DCM deploys, disseminate information regarding available recovery assistance programs to the requesting jurisdiction.	TSA
	2	Provide individual client services through client casework and recovery planning assistance for people with disaster-related needs, with particular attention to those who have experienced significant damage or loss of their homes with full consideration to their access and functional needs.	ARC
	1,2	Distribute educational materials to clients to assist with maintaining their health while recovering from the disaster.	
	1, 2	Support Disaster Recovery Centers (DRCs), Multi-Agency Resource Centers (MARC)s, or community recovery events through the coordination of resources and program delivery, when possible.	All RSF

**Resource Requirements**

**Micro-level**

The Social Services RSF needs to maintain communication with the recovery coordinator lead in the SEOC . Therefore, at a minimum, the recovery coordinator lead must be able to maintain communications with the SEOC to coordinate social service needs to the RSF members. The Logistics sections provides the necessary resources for state agencies to deploy from SEOC, when applicable. Depending on the disaster, the SS RSF may require a physical space on the SEOC floor to conduct recovery activities under the Recovery Branch structure. This space includes relevant office resources, information and communication technologies and supporting personnel resources. As the response activities diminish in the SEOC, an alternate location, such as the JFO, may be selected to conduct long-term recovery actions.

**Recommended Training**

- ICS 100, 200, 700 (*required for all SEOC personnel*)
- IS-800.b – National Response Framework – An Introduction (*required for all SEOC personnel*)
- IS-2900 – National Disaster Recovery Framework (NDRF) Overview
- IS-2905 – Coordinating Health and Social Services Recovery

### **Macro-level**

The Social Services RSF needs to maintain communication with stakeholders statewide. This includes communication and information sharing with federal and local Social Services RSF (or equivalent function), community-based organizations, local health jurisdictions, emergency partners, nonprofit associations, faith-based organizations, community action councils, coalitions and advocacy groups and other social services organizations. When sharing information among partners, the SS RSF must exercise caution to maintain the confidentiality and security of protected health information in accordance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA). The SEOC establishes communication channels and information sharing via WebEOC or through alternative means.

## **References and Supporting Guidance**

### **American Planning Association PAS Report 576, Planning for Post-Disaster Recovery: Next Generation**

*This is a resource outlining key recovery concepts and guides recovery planning at the state and local level.*

### **Developmental Disabilities Administration Guiding Values (DSHS)**

*The 2016 DDA Guiding Values document provides guiding principles for all DDA services and supports. The document was developed with a diverse audience including advocates, staff, families, residential service providers and employment providers.*

### **Disaster Case Management Guidelines, National Voluntary Organizations Active in Disaster (NVOAD)**

*This document provides an overview of disaster case management. The document also provides guidance on the process for initiating disaster case management from initial outreach, screening and intake to closure, and discusses the connection to disaster casework.*

### **FEMA National Disaster Recovery Framework (NDRF)**

*Provides a framework for how the federal government organizes for recovery. The framework introduces basic recovery concepts such as recovery support functions and identifies key considerations in each recovery area.*

### **FEMA National Response Framework (NRF)**

*Contains guiding principles for domestic response partners to prepare for and provide a unified response to disasters and emergencies.*

### **Guide for Developing High-Quality School Emergency Operations Plans (2013)**

*This guide was developed by the U.S. Department of Education in coordination with a number of other federal agencies to introduce the principles of school emergency management planning, provide*

*guidance for developing and implementing a school Emergency Operations Plan and align school planning with state and federal emergency management planning efforts.*

**Healthy, Resilient, and Sustainable Communities After Disasters: Strategies, Opportunities, and Planning for Recovery (2015)**

*Committee on Post-Disaster Recovery of a Community's Public Health, Medical, and Social Services, Board on Health Sciences Policy - Institute of Medicine contributed to this report which includes recovery planning guidance and best practices pertaining to health and social services recovery.*

**National Mass Care Strategy, A Roadmap for the National Mass Care Service Delivery System**

*Developed in 2012 by dozens of agencies and organizations involved in mass care operations, this document provides recommended actions and strategic goals related to the delivery of mass care services. Mass care services support survivors in their transition from response to recovery.*

**Readiness and Emergency Management for Schools Technical Assistance (REMS TA) Center**

*The U.S. Department of Education, Office of Safe and Supportive Schools administers the REMS Technical Assistance Center. The REMS TA Center offers trainings, guidance, resources and tools for schools, school districts, institutions of higher education and community partners.*

**Washington Restoration Framework (WRF)**

*This RSF is a functional recovery operational plan supporting the WRF. The WRF is an interagency framework that provides direction across all organizations within state government concerned with the Recovery Mission Area, including the Health and Social Services Recovery Core Capability. The WRF can activate at distinct levels to mobilize resources in support of local or regional disasters or activate fully in support of catastrophic disasters.*



## Social Services Recovery

### Recovery Support Function

#### Attachment – Social Services RSF

#### Coordinating, Primary, and Supporting Agencies Program Matrices

Below is a list of state, federal and other governmental and non-governmental entity programs supporting social services restoration following a disaster. The list of programs is not exhaustive and the availability of funding, the program eligibilities and stipulations, the program actions and the contact information are subject to change. The information listed below is reviewed on a regular basis with each entity to check for inaccuracies.

#### Washington Military Department Emergency Management Division (EMD)

##### *Summary of Agency Activities*

The Washington Emergency Management Division is responsible for the overall coordination of disaster response and recovery activities in Washington State. EMD manages federal recovery programs through FEMA such as Individual Assistance and Public Assistance, as well as the Hazard Mitigation Assistance programs, Hazard Mitigation Grant Program, Pre-Disaster Mitigation and Flood Mitigation Assistance. EMD also operates the SEOC and therefore works closely with responders and with local organizations to transition from response to recovery.

##### *Agency designees for RSF representation*

Stacey McClain, Mitigation & Recovery Section Manager  
[stacey.mcclain@mil.wa.gov](mailto:stacey.mcclain@mil.wa.gov); (253) 512-7071

Travis Linares-Hengen, Human Services Program Supervisor  
[travis.linares-hengen@mil.wa.gov](mailto:travis.linares-hengen@mil.wa.gov); (253) 512-7028

<b>EMD Program</b>	<b>Eligibility/Stipulations</b>	<b>Action</b>	<b>Contact Information</b>
Individual and Households Program	Requires a Federal Disaster Declaration for Individual Assistance.	The Individual and Households Program is a FEMA program that provides assistance for individuals and families, including interim housing assistance, cash for necessities and other benefits up to approximately \$35,500. The average award is much lower at \$5000. EMD employs Disaster Reservists to support damage assessments and program delivery for IA Declarations.	Travis Linares-Hengen (253) 512-7028 <a href="mailto:travis.linares-hengen@mil.wa.gov">travis.linares-hengen@mil.wa.gov</a> ;
Disaster Case Management (DCM)	Requires a Federal Disaster Declaration for Individual Assistance.	DCM addresses human services needs following a disaster through partner integration, capacity building and state level program development. The DCM program delivers personalized disaster case management services.	Travis Linares-Hengen (253) 512-7028 <a href="mailto:travis.Linares-hengen@mil.wa.gov">travis.Linares-hengen@mil.wa.gov</a> ;
Crisis Counseling Assistance & Training Program	Requires a Federal Disaster Declaration for Individual Assistance.	FEMA may fund mental health assistance and training activities in coordination with the Center for Mental Health Services, Emergency Mental Health and Traumatic Stress Services Branch. The program supports individuals and communities in recovering from the effects of natural and human-caused disasters through the delivery of community-based outreach and psycho-educational services.	Travis Linares-Hengen (253) 512-7028 <a href="mailto:travis.linares-hengen@mil.wa.gov">travis.linares-hengen@mil.wa.gov</a> ;
Small Business Administration (SBA) Disaster Loans	Credit requirements; requires an SBA disaster declaration.	Upon reaching damage thresholds, which are based on uninsured damage to homes and businesses, the SBA can provide low-interest loans for home and business continuity and recovery.	Travis Linares-Hengen (253) 512-7028 <a href="mailto:travis.linares-hengen@mil.wa.gov">travis.linares-hengen@mil.wa.gov</a> ;
Disaster Recovery Technical Assistance	None	Emergency Management Division staff support local jurisdictions in developing disaster recovery plans both pre-and-post disaster, as well as with organizing Community Organizations Active in Disasters (COADs) and local volunteer management training.	Travis Linares-Hengen (253) 512-7028 <a href="mailto:travis.linares-hengen@mil.wa.gov">travis.linares-hengen@mil.wa.gov</a> ;

## Washington State Department of Social and Health Services (DSHS) – Community Services Division (CSD)

### *Summary of Agency Activities*

The Department of Social and Health Services serves millions of Washington citizens each month and supports programs including Temporary Assistance for Needy Families and housing for disabled adults. DSHS is also a primary agency for Emergency Support Function 6, Mass Care, and is a critical partner in the transition of displaced survivors from sheltering to housing.

The Community Services Division’s mission is to transform lives by empowering individuals and families to thrive. CSD plays a vital role in helping individuals and families weather life’s storms by ensuring they can meet their foundational needs during times of crisis. In doing so, CSD’s major cash and food assistance programs alone inject over \$120M each month into local economies across the state.

CSD also helps recipients of public assistance access retraining programs and employment supports in collaboration with partner agencies, individual employers, community-based organizations and Workforce Development Councils across the state. These efforts help individuals access the resources and training they need to achieve a living wage job, while at the same time support communities have access to a well-trained workforce.

In addition to assistance programs that are regularly offered, CSD can also activate the following cash and food programs in the event of a disaster:

- Disaster Supplemental Nutrition Assistance Program (requires Federal Declaration of Disaster with Individual Assistance and approval by USDA Food and Nutrition Services)
- Disaster Cash Assistance Program (requires an Emergency Proclamation by Governor, subject to available funding)

CSD has two Mobile CSO vehicles that each operate as a fully functional Community Services Office. The vehicles are completely self-contained with electricity generators and satellite internet uplinks that can be quickly deployed to disaster areas to deliver critical services. These vehicles can be utilized by partner agencies in a disaster.

### *Agency designees for RSF representation*

Kim Chea, Executive Assistant to the CSD Director  
ESA/CSD

[kimberly.chea@dshs.wa.gov](mailto:kimberly.chea@dshs.wa.gov); (360) 725-4598



DSHS CSD Program	Eligibility/Stipulations	Action	Contact Information
Additional Requirements for Emergent Needs (AREN)	<p>Families must:</p> <ul style="list-style-type: none"> <li>• Receive Temporary Assistance to Needy Families (TANF); State Family Assistance (SFA), or Refugee Cash Assistance (RCA);</li> <li>• Have an emergency housing or utility need</li> <li>• Have a good reason for not having enough money to pay for housing or utility costs; and</li> <li>• Have not previously received the AREN maximum limit of \$750 in a 12-month period</li> </ul>	<p>Provides a cash payment in addition to a cash grant to meet emergent housing or utility needs. Benefits may be authorized multiple times in the recipient's lifetime if they meet the eligibility requirements. Payments are issued directly to housing and utility vendors. Payments may be used to:</p> <ul style="list-style-type: none"> <li>• Prevent eviction or foreclosure;</li> <li>• Secure housing if homeless or domestic violence victim;</li> <li>• Secure or prevent shut-off of utilities related to health and safety; or</li> <li>• Repair damage to a home if it poses a health or safety risk.</li> </ul>	<p>Kim Chea  <a href="mailto:kimberly.chea@dshs.wa.gov">kimberly.chea@dshs.wa.gov</a>  (360) 725-4598</p>
Temporary Assistance for Needy Families (TANF)	<p>Please see DSHS program manual for full requirements. Requirements include children, income, residency, citizenship, and lifetime benefits limits.</p>	<p>Provides benefits for low-income families. TANF provides cash assistance and the WorkFirst program provides services to families who need to work, look for work, prepare for work or get a better job.</p>	<p>Kim Chea  <a href="mailto:kimberly.chea@dshs.wa.gov">kimberly.chea@dshs.wa.gov</a>  (360) 725-4598</p>

DSHS CSD Program	Eligibility/Stipulations	Action	Contact Information
Diversion Cash Assistance	<ul style="list-style-type: none"> <li>• Must meet TANF eligibility criteria but not receiving TANF</li> <li>• Cannot have received DCA within the last 12 months</li> <li>• Cannot have an adult in the family who is ineligible for cash assistance for any reason other than one adult receiving SSI in a two-adult family</li> <li>• If the families go on TANF within 12 months of receiving DCA, a prorated amount of the DCA payment must be repaid to the state by monthly deductions equal to 5% of the cash grant</li> <li>• Benefits may be authorized for only 30 days in a 12-consecutive month period</li> </ul>	Provides an emergency cash benefit of \$1,250, limited to 30-day period every 12 months to families that meet eligibility criteria for TANF or SFA but do not need ongoing monthly cash assistance.	Kim Chea <a href="mailto:kimberly.chea@dshs.wa.gov">kimberly.chea@dshs.wa.gov</a> (360) 725-4598
Disaster Cash Assistance (DCAP)	<ul style="list-style-type: none"> <li>• Must be residents of Washington</li> <li>• Must be in emergent need and have no resources to meet that need</li> <li>• Family income must be less than 90% of the TANF payment standard for a household with shelter cost</li> </ul>	<p>Provides program benefits to alleviate emergent conditions resulting from insufficient income and resources to provide for food, shelter, clothing, medical care, or other necessary items.</p> <p>Disaster Cash Assistance Program (DCAP) is a cash program made available when a disaster is proclaimed by the Governor. It is paid through the Consolidated Emergency</p>	Kim Chea <a href="mailto:kimberly.chea@dshs.wa.gov">kimberly.chea@dshs.wa.gov</a> (360) 725-4598

DSHS CSD Program	Eligibility/Stipulations	Action	Contact Information
	<ul style="list-style-type: none"> <li>• Payment is limited to payment maximums for individual emergent need items or the TANF payment standard for a household with shelter cost, whichever is lower</li> <li>• Benefits may be authorized for 30 consecutive days only in any consecutive 12-month period</li> <li>• Emergency Declaration is required</li> </ul>	Assistance Program (CEAP) and is designed to provide cash assistance to individuals and families who face an emergency and do not have the money to meet their basic needs.	
Consolidated Emergency Assistance Program	<ul style="list-style-type: none"> <li>• Must be a resident of Washington</li> <li>• Must have an emergent need and have no resources to meet that need</li> <li>• Family income must be less than 90% of the TANF payment standard for a household with shelter cost</li> <li>• Payment is limited to payment maximums for individual emergent need items or the TANF payment standard for a household with shelter, whichever is lower</li> </ul>	Provides cash grants to needy families who are ineligible for any other program, including families who have stopped receiving TANF or SFA grant due to WorkFirst sanction, to alleviate emergent conditions resulting from insufficient income and resources to provide food, shelter, clothing, medical care, or other necessary items. Benefits may be authorized for 30 consecutive days only in any consecutive 12-month period, as funding allows.	Kim Chea <a href="mailto:kimberly.chea@dshs.wa.gov">kimberly.chea@dshs.wa.gov</a> (360) 725-4598
Supplemental Nutritional Assistance	Please see DSHS program manual for full requirements.	Basic Food / FAP provides food benefits to eligible individuals and families.	Kim Chea

DSHS CSD Program	Eligibility/Stipulations	Action	Contact Information
Program (referred to as Basic Food in WA) / Food Assistance Program for Legal Immigrants (FAP)	<p>Requirements include income, residency, and citizenship / immigration status.</p> <p>In Washington State, the federally funded food program is called Basic Food and the state funded program is called Food Assistance Program for Legal Immigrants (FAP).</p>		<a href="mailto:kimberly.chea@dshs.wa.gov">kimberly.chea@dshs.wa.gov</a> (360) 725-4598
Disaster Supplemental Nutrition Assistance Program (D-SNAP)	<ul style="list-style-type: none"> <li>• Requires Presidential disaster declaration of Individual Assistance from FEMA</li> <li>• Must reside or work in affected area</li> <li>• Limited to one month's worth of assistance</li> <li>• Program approved to operate for a limited time, typically seven (7) days</li> </ul>	<p>Provides short-term food benefits to individuals and families suffering in the wake of a disaster. Households use a simplified version of the Basic Food application and benefits are issued to eligible households within 72 hours.</p> <p>Households normally ineligible for assistance may qualify because of their disaster related expenses such as loss of income, property damage, relocation expenses, or loss of food due to power outages. Ongoing SNAP recipient households can also receive DSNAP during a disaster.</p>	Kim Chea <a href="mailto:kimberly.chea@dshs.wa.gov">kimberly.chea@dshs.wa.gov</a> (360) 725-4598

## Washington State Department of Social and Health Services (DSHS) – Economic Services Administration (ESA)

### *Summary of Agency Activities*

“Nearly one out of every four Washington residents turns to the Economic Services Administration (ESA) in the Department of Social and Health Services for assistance with cash, food, child support, disability determination, transition to employment, and other services. Each day, more

than 4,000 ESA employees provide families and individuals across the state with the resources and support they need to build better lives. In 2013, ESA served more than 1.5 million people – representing approximately 22 percent of all Washington State residents.” –Visit [About ESA](#) to learn more.

*Agency designees for RSF representation*

Lori Pfingst, Senior Director

DSHS ESA

[lori.pfingst@dshs.wa.gov](mailto:lori.pfingst@dshs.wa.gov); (360) 890-0690

Type of Assistance	DSHS ESA Program/Purpose	Eligibility Stipulations	Links to RCW, WAC, & CFR	Opportunity to Draw Down Federal Funds Using State Match (Yes/No)
<b>Diversion &amp; Emergency Assistance Programs</b>	<b>Diversion Cash Assistance.</b> Provides an emergency cash benefit of \$1,250, limited to 30-day period every 12 months to families that meet eligibility criteria for TANF or SFA but do not need ongoing monthly cash assistance.	<ul style="list-style-type: none"> <li>• Must meet TANF eligibility criteria but not receiving TANF; Cannot have received DCA within the last 12 months</li> <li>• Cannot have an adult in the family who is ineligible for cash assistance for any reason other than one adult receiving SSI in a two-adult family</li> <li>• If the families go on TANF within 12 months of receiving DCA, a prorated amount of the DCA payment must be repaid to the state by monthly deductions equal to 5% of the cash grant;</li> <li>• Benefits may be authorized for only 30 days in a 12-month consecutive period</li> </ul>	<a href="#">WAC 388-432-0005</a>	NO
	<b>Additional Requirements for Emergent Needs (AREN).</b> Provides a cash payment in addition to a cash grant to meet	Families must: <ul style="list-style-type: none"> <li>• Receive Temporary Assistance to Needy Families (TANF); State Family</li> </ul>	<a href="#">RCW 74.08.090;</a> <a href="#">RCW 74.04.050;</a>	NO

Type of Assistance	DSHS ESA Program/Purpose	Eligibility Stipulations	Links to RCW, WAC, & CFR	Opportunity to Draw Down Federal Funds Using State Match (Yes/No)
<b>Diversion &amp; Emergency Assistance Programs</b>	<p>emergent housing or utility needs. Benefits may be authorized multiple times in the recipient’s lifetime, if they meet the eligibility requirements. Payments are issued directly to housing and utility vendors. Payments may be used to:</p> <ul style="list-style-type: none"> <li>• Prevent eviction or foreclosure;</li> <li>• Secure housing if homeless or domestic violence victim;</li> <li>• Secure or prevent shut-off of utilities related to health and safety; or</li> <li>• Repair damage to a home if it poses a health or safety risk.</li> </ul>	<p>Assistance (SFA), or Refugee Cash Assistance (RCA);</p> <ul style="list-style-type: none"> <li>• Have an emergency housing or utility need</li> <li>• Have a good reason for not having enough money to pay for housing or utility costs; and</li> <li>• Have not previously received the AREN maximum limit of \$750 in a 12-month period</li> </ul>	<p><a href="#">WAC 388-436-0002</a></p>	
<b>Cash Assistance/Child Support</b>	<p><b>Disaster Cash Assistance.</b> Provides program benefits to alleviate emergent conditions resulting from insufficient income and resources to provide for food, shelter, clothing, medical care, or other necessary items.</p> <p>Disaster Cash Assistance Program (DCAP) is a cash program made available when a disaster is proclaimed by the Governor. It is paid through the</p>	<ul style="list-style-type: none"> <li>• Must be residents of Washington</li> <li>• Must be in emergent need and have no resources to meet that need</li> <li>• Family income must be less than 90% of the TANF payment standard for a household with shelter cost</li> <li>• Payment is limited to payment maximums for individual emergent need items or the TANF payment standard for a household with shelter cost, whichever is lower</li> </ul>	<p><a href="#">RCW 74.04.660</a>, <a href="#">WAC 388-436-0055</a></p>	<p>YES RCW requires seeking federal reimbursement</p>

Type of Assistance	DSHS ESA Program/Purpose	Eligibility Stipulations	Links to RCW, WAC, & CFR	Opportunity to Draw Down Federal Funds Using State Match (Yes/No)
Cash Assistance/Child Support	Consolidated Emergency Assistance Program (CEAP) and is designed to provide cash assistance to individuals and families who face an emergency and do not have the money to meet their basic needs.	<ul style="list-style-type: none"> <li>• Benefits may be authorized for 30 consecutive days only in any consecutive 12-month period</li> <li>• Emergency Declaration is required</li> </ul>		
	<p><b>Consolidated Emergency Assistance Program.</b> Provides cash grants to needy families who are ineligible for any other program, including families who have stopped receiving TANF or SFA grant due to WorkFirst sanction, to alleviate emergent conditions resulting from insufficient income and resources to provide food, shelter, clothing, medical care, or other necessary items. Benefits may be authorized for 30 consecutive days only in any consecutive 12-month period, as funding allows</p>	<ul style="list-style-type: none"> <li>• Must be a resident of Washington</li> <li>• Must have an emergent need and have no resources to meet that need</li> <li>• Family income must be less than 90% of the TANF payment standard for a household with shelter cost</li> <li>• Payment is limited to payment maximums for individual emergent need items or the TANF payment standard for a household with shelter, whichever is lower</li> </ul>	<a href="#">RCW 74.04.660</a> ; <a href="#">WAC 388-436-0015</a> ; <a href="#">WAC 388-436-0020</a> ; <a href="#">WAC 388-436-0030</a> ; <a href="#">WAC 388-436-0035</a> ; <a href="#">WAC 388-436-040</a> ; <a href="#">WAC 388-436-0045</a> ; <a href="#">WAC 388-436-0050</a> .	<p>POSSIBLY</p> <p>100% State-non-MOE</p>

Type of Assistance	DSHS ESA Program/Purpose	Eligibility Stipulations	Links to RCW, WAC, & CFR	Opportunity to Draw Down Federal Funds Using State Match (Yes/No)
Cash Assistance/Child Support	<p><b>TANF/State Family Assistance.</b> Provides cash assistance to parents/caregivers with children and pregnant individuals to bolster their ability to meet their foundational needs. Persons who are caring for a relative's child, are legal guardians or who are acting in the place of a parent, are also able to apply for TANF benefits on behalf of these children.</p>	<p>Please see DSHS program manual for full requirements. Requirements include children, income, residency, citizenship, and lifetime benefits limits.</p>	<p><a href="#">42 U.S.C. 601-619</a>; <a href="#">45 CFR Part 260</a>; <a href="#">RCW 74.08A</a>; <a href="#">RCW 74.12</a>; <a href="#">WAC 388-310</a>; <a href="#">WAC 388-315</a>; <a href="#">WAC 388-400</a>; <a href="#">WAC 388-404</a>; <a href="#">WAC 388-406</a>; <a href="#">WAC 388-408</a>; <a href="#">WAC 388-410</a>; <a href="#">WAC 388-412</a>;</p>	<p>NO</p> <p>Federally funded, requires state MOE to receive federal funding.</p>
	<p><b>Child Support Program.</b> Provides services for the establishment of paternity, and the establishment, modification and enforcement of child support orders (financial and medical) to help families become or remain economically secure.</p>		<p><a href="#">Title IV-D of the Social Security Act</a>; <a href="#">45 CFR Chapter 3</a>; <a href="#">Chapter 74.20 RCW</a>; <a href="#">Chapter 74.20A RCW</a>; <a href="#">Chapter 388-14A WAC</a></p>	<p>YES</p> <p>Admin cost's federal participation rate is 66%. Retained child support collections follow FMAP rate for federal portion.</p>
	<p><b>Refugee Cash Assistance.</b> Provides cash assistance to refugees to achieve</p>	<ul style="list-style-type: none"> <li>Available for persons with eligible immigration status (refugee, asylee,</li> </ul>	<p><a href="#">WAC 388-466-0005</a>; <a href="#">WAC 388</a></p>	<p>YES</p>



Type of Assistance	DSHS ESA Program/Purpose	Eligibility Stipulations	Links to RCW, WAC, & CFR	Opportunity to Draw Down Federal Funds Using State Match (Yes/No)
	economic stability and integration into Washington communities.	Special Immigrant Visa Holder, Certified Victim of Human Trafficking, Cuban-Haitian entrant, Amerasian); <ul style="list-style-type: none"> <li>• Cannot receive for TANF or SSI (single or married adults without dependents);</li> <li>• Meet income and resource requirements.</li> </ul>	<a href="#">466-0120</a> ; <a href="#">WAC 388-466-0140</a> ; <a href="#">WAC 388-466-0150</a> ; <a href="#">RCW 74.04.050</a> ; <a href="#">RCW 74.04.055</a> ; <a href="#">45 CFR 400.45</a> to 400.69 Subpart E – Refugee Cash Assistance	100% federal funds within the federal allotment.
Food Assistance	<b>SNAP/ State Food Assistance.</b> The SNAP program, formerly known as Food Stamps, provides food assistance to eligible low-income individuals and families. In Washington State, the federally funded food program is called Basic Food and the state funded program is called Food Assistance Program for Legal Immigrants (FAP).	<ul style="list-style-type: none"> <li>• Please see DSHS program manual for full requirements. Requirements include income, residency, and citizenship / immigration status.</li> </ul>	<a href="#">WAC 388-400</a>  <a href="#">RCW 74.04.500</a>  <a href="#">7 CFR SUBTITLE B CHAPTER II SUBCHAPTER C</a>	NO  Benefits 100% federally funded. Administrative costs 50% federally funded.
	<b>Disaster Food Assistance.</b> Provides short-term food benefits to individuals and families suffering in the wake of a disaster. Households use a simplified version of the Basic Food application and benefits are issued to eligible households within 72 hours.	<ul style="list-style-type: none"> <li>• Requires Presidential disaster declaration of Individual Assistance from FEMA</li> <li>• Must reside or work in affected area</li> <li>• Limited to one month’s worth of assistance;</li> </ul>	<a href="#">WAC 388-437-0001</a>	YES  Benefits 100% federally funded. Administrative costs 50%

Type of Assistance	DSHS ESA Program/Purpose	Eligibility Stipulations	Links to RCW, WAC, & CFR	Opportunity to Draw Down Federal Funds Using State Match (Yes/No)
	Households normally ineligible for assistance may qualify because of their disaster related expenses such as loss of income, property damage, relocation expenses, or loss of food due to power outages. Ongoing SNAP recipient households can also receive DSNAP during a disaster.	<ul style="list-style-type: none"> <li>• Program approved to operate for a limited time, typically seven (7) days</li> </ul>		federally funded.
Cash/Medical	<p><b>DDS/SSDI/SSI:</b> Under Social Security regulations, the DDS disability specialists, staff physicians, and psychologists determine eligibility of Washington applicants for three disability programs: Social Security Disability Insurance(SSDI); Supplemental Security Income (SSI); Non-Grant Medical Assistance (NGMA)</p>	<ul style="list-style-type: none"> <li>• Definition of Disability: Under title II and title XVI, we consider a person disabled under Social Security rules if he or she has a medically determinable physical or mental impairment (or combination of impairments):</li> <li>• That prevents him or her from doing any substantial gainful activity (SGA), and</li> <li>• Has lasted or is expected to last for a continuous period of at least 12 months or is expected to result in death.</li> </ul>	Social Security Act, <a href="#">Section 216(i)</a> , <a href="#">Section 223(d)(1)</a> , and Section 1614(a)(3)(C) <a href="#">20 CFR 404.1505</a> , <a href="#">416.905</a> , <a href="#">416.906</a>	YES  100% federal funded; the NGMA determination is funded at 50%/50% rate.
	<p><b>Aged, Blind, or Disabled Program.</b> Provides cash assistance, a referral to the Housing and Essential Needs (HEN) program, and help accessing federal disability benefits to low-income adults who are age 65 or older, blind, or determined likely to meet federal</p>	<p>Must be:</p> <ul style="list-style-type: none"> <li>• Age 65 or older, blind, or have a long-term medical condition that is likely to meet federal disability criteria</li> <li>• Are at least 18 years old or, if under 18, a member of a married couple</li> </ul>	<a href="#">WAC 388-400-0060</a>	NO  100% State Funded

Type of Assistance	DSHS ESA Program/Purpose	Eligibility Stipulations	Links to RCW, WAC, & CFR	Opportunity to Draw Down Federal Funds Using State Match (Yes/No)
	Supplemental Security Income (SSI) disability criteria.	<ul style="list-style-type: none"> <li>• Meet income and resource requirements</li> <li>• Meet citizenship requirements.</li> </ul>		
<b>Education, Emp. &amp; Training</b>	<b>Basic Food Employment &amp; Training.</b> The Washington State Basic Food Employment and Training (BFET) program provides job search, job search training, job search, educational services and skills training to federally funded Basic Food recipients who are not recipients of the Temporary Assistance for Needy Families (TANF) program.	<p>Please see DSHS program manual for full requirements.</p> <p>Must receive federally funded basic food benefits, Supplemental Nutrition Assistance Program (SNAP) and not receiving Temporary Assistance for Needy Families (TANF).</p>	<a href="#">WAC 388-444-0015</a>	<p>YES</p> <p>100% Funding based on the federal formula related to the number of work registrants in the State</p> <p>50% Reimbursement Funding Model for Administrative Cost and Participant Reimbursements</p>
	<b>Employment and Training Programs for Refugees and Immigrants.</b> The Washington Office of Refugee and Immigrant Assistance offers job search, job search training, job search, educational services and skills training	<ul style="list-style-type: none"> <li>• People with limited English proficiency and TANF recipients;</li> <li>• People eligible to receive federally funded refugee services, including (refugee, asylee, Special Immigrant Visa Holder, Certified Victim of Human</li> </ul>	<a href="#">WAC 388-466-0150</a> ; <a href="#">RCW 74.08A.320</a> ; <a href="#">WAC 388-310-0900</a> ;	<p>NO</p> <p>Funded by Federal ORR funding; TANF funding; and</p>

Type of Assistance	DSHS ESA Program/Purpose	Eligibility Stipulations	Links to RCW, WAC, & CFR	Opportunity to Draw Down Federal Funds Using State Match (Yes/No)
	<p>through federal and state funded programs. By partnering with service providers that specialize in culturally relevant and linguistically appropriate services, clients with limited English proficient are able to effectively participate. Foreign-educated and skilled immigrants and refugees are able to receive customized services to find a career pathway to reenter their chosen profession. These services are provided through the LEP Pathway Employment and ESL Program, ORIA BFET Program, and the CLEVER Program.</p>	<p>Trafficking, Cuban-Haitian entrant, Amerasian)</p> <ul style="list-style-type: none"> <li>• People from refugee and immigrant backgrounds receiving Basic Food</li> </ul>	<p><a href="#">45 CFR § 400.70</a>;  <a href="#">45 CFR 400.140</a>  45 CFR 400.154</p>	<p>General State Funds</p>
	<p><b>Employment Pipeline:</b> The Employment Pipeline staff work to align with and leverage state and local employment and training services to help participants get into the jobs and careers they want, as well as continue along and grow within their field of choice, leading to promotions and salary increases, earning more money over time. Areas of assistance include: Connecting with pre-employment skills building and job search assistance, referrals to resources to support household needs and employability support, follow along and</p>	<p>DSHS/ESA/CSD determines eligibility. Currently the eligibility requirement is having a DSHS departmental “touch” or service within household. Voluntary participation.</p>	<p>N/A</p>	<p>NO</p>

Type of Assistance	DSHS ESA Program/Purpose	Eligibility Stipulations	Links to RCW, WAC, & CFR	Opportunity to Draw Down Federal Funds Using State Match (Yes/No)
	job retention for up to one year after employment is secured.			
	<b>WIOA Collaboration and Partnerships</b>	Per the Workforce Innovation and opportunity Act of 2014, ESA/CSD participates as a partner in developing the statewide and regional workforce development system structures and provides access to services at certified WorkSource one-stop centers. This includes a proportionate share of the financial costs relative to the costs of operating the certified centers in each of the 12 WDC areas	Eligibility for WIOA services is based upon which of the 4 core titles: Title I – Adult, Dislocated Worker, and Youth; Title II: Basic Education for Adults Title III: Wagner-Peyser Title IV: Vocational Rehabilitation. TANF and SNAP participants can be co-enrolled within WIOA Titles when meeting eligibility within those titles.	NO  DSHS does not administer WIOA funds or provide WIOA services, but serves as a mandatory partner within the WIOA defined system; and a voluntary partner to the WIOA Combined State Plan

Type of Assistance	DSHS ESA Program/Purpose	Eligibility Stipulations	Links to RCW, WAC, & CFR	Opportunity to Draw Down Federal Funds Using State Match (Yes/No)
			SNAP eligible individuals are eligible for WIOA Title 1 services, specifically, as identified in the Act.	
	<p><b>Washington Office of Refugee and Immigrant Assistance.</b> ORIA invests federal resources into contracted service providers to offer social services for people from refugee backgrounds to support their economic stabilization and integration into our communities. These services include the following services and programs: Refugee Health Screenings, Refugee Health Promotion Program, Refugee Mental Health, Refugee Elders Services, PRIME Program (e.g. case management, emergency housing supports, and immigration assistance), Refugee School Impact Program, Refugee Youth Mentoring Program, and Unaccompanied Refugee Minor Program.</p>	<ul style="list-style-type: none"> <li>• People eligible to receive federally funded refugee services, including (refugee, asylee, Special Immigrant Visa Holder, Certified Victim of Human Trafficking, Cuban-Haitian entrant, Amerasian)</li> <li>• Refugees and humanitarian immigrants who have been in the country for less than five years.</li> </ul>	45 CFR Part 400 Refugee Resettlement Program	NO  Federal funding only
<b>Essential Social Services</b>	<b>Naturalization Services Program.</b> The Washington Office of Refugee and	<ul style="list-style-type: none"> <li>• People receiving public benefits that are eligible to naturalize.</li> </ul>	RCW 74.08A.130	NO

Type of Assistance	DSHS ESA Program/Purpose	Eligibility Stipulations	Links to RCW, WAC, & CFR	Opportunity to Draw Down Federal Funds Using State Match (Yes/No)
	Immigrant Assistance administers the state-funded naturalization services program. This program helps people receiving public benefits to apply and prepare for citizenship.			General State Funds
	<b>Domestic Violence Victim Services.</b> Local community-based domestic violence programs provide emergency shelter and supportive services for victims of domestic violence and their dependent children. Supportive services include crisis intervention, safety planning, advocacy, legal assistance, access to support groups and other specialized services based on each person’s unique needs.	<ul style="list-style-type: none"> <li>• People who have been hurt or harmed by domestic violence are eligible for services provided through contracts with community-based and local government agencies.</li> </ul>	RCW 70.123.020; RCW 70.123; WAC 388-61A; 42 U.S.C. 10404; 42 U.S.C. 10603	NO  Funded by 25% state; 75% federal; admin funds 100% federal; federal funds require 20% state match.
<b>Supported Housing &amp; Employment</b>	<b>Housing &amp; Essential Needs.</b> Provides a referral to the Housing and Essential Needs (HEN) program, which offers potential access to housing supports and essential needs items (e.g., bus passes and personal care items). Eligibility for HEN assistance is determined by the Department of Commerce through a network of local grantees.	<ul style="list-style-type: none"> <li>• HEN Referral is available to ABD recipients and those who are ineligible for ABD but are:</li> <li>• Unable to work for at least 90 days due to a physical/mental incapacity;</li> <li>• Are at least 18 years old or, if under 18, a member of a married couple</li> <li>• Meet income and resource requirements</li> <li>• Meet citizenship requirements.</li> </ul>	<a href="#">WAC 388-400-0070</a>	NO  100% State Funded

Type of Assistance	DSHS ESA Program/Purpose	Eligibility Stipulations	Links to RCW, WAC, & CFR	Opportunity to Draw Down Federal Funds Using State Match (Yes/No)
	<b>Supported Housing &amp; Employment.</b> Provides emergency and/or transitional housing (time-limited) related supportive services for people complex physical and/or behavioral health needs, and for people moving from homelessness to independent, supportive living.	<ul style="list-style-type: none"> <li>• 18 or older</li> <li>• Medicaid-eligible</li> <li>• Must meet other health needs and risk factors to be eligible</li> </ul>	<a href="#">Factsheet</a>	NO

## Washington State Department of Labor and Industries (LNI)

### *Summary of Agency Activities*

The Department of Labor and Industries regulates contractors and workplace safety. LNI also helps homeowners avoid unregistered contractors. Finally, as resources permit, LNI may assist local building inspectors in conducting occupancy inspections and damage assessments.

### *Agency designees for RSF representation*

Annette Taylor, Deputy Assistant Director for Field Services & Public Safety

[taya235@LNI.WA.GOV](mailto:taya235@LNI.WA.GOV); (360) 902-4334

LNI Program	Eligibility/Stipulations	Action	Contact Information
Contractor Compliance	In response to complaints and through random stops or scheduled compliance sweeps of impacted areas.	Inspectors determine, enforce, and promote compliance through onsite visits by issuing infractions/citations, making referrals to worker's compensation and other program areas, and by participating in industry and community outreach.	Dean Simpson Desk: (360) 902-5571 Cell: (360) 584-7954 <a href="mailto:dean.simpson@lni.wa.gov">dean.simpson@lni.wa.gov</a>



Electrical	Structures that have electrical system damage must have repairs performed by a licensed electrical contractor.	The electrical contractor is responsible for obtaining an electrical permit, making the repairs, and calling for an electrical inspection per the department's routine electrical permit/inspection process.	Steve Thornton Desk: (360) 9026234 Cell: (360) 480-5673 <a href="mailto:electricalprogram@lmi.wa.gov">electricalprogram@lmi.wa.gov</a>
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## Washington State Department of Veterans Affairs (WDVA)

### Summary of Agency Activities

The Washington State Department of Veterans Affairs (WDVA) serves the 593,350 Veterans, 44,397 Active Duty, 18,872 Guard and Reserve Members, and over 2,000,000 Family Members who live and work in Washington. Programs supported by the Department offer direct services to house and provide financial assistance to eligible individuals and connects veterans and their family members to benefits and services offered through other organizations. WDVA assists displaced veterans and family members in affected areas, allowing housing recovery partners to focus on other populations in need. Visit <http://www.dva.wa.gov/> for additional information.

### Agency designees for RSF representation

Crystal Hauck, Emergency Preparedness & Safety Manager

[CrystalH@dva.wa.gov](mailto:CrystalH@dva.wa.gov); (360) 725-2234

WDVA Program	Eligibility/Stipulations	Action	Contact Information
Veterans Innovations Program	Eligibility requirements apply, see WDVA website for details.	Limited funding provides crisis and emergency relief to veterans and their families due to deployments in support of the wars in Iraq and Afghanistan.	Paul Cruz Desk: (360) 725-2232 Cell: (360) 972-0435 <a href="mailto:paulcr@dva.wa.gov">paulcr@dva.wa.gov</a>
Homeless Assistance Stewardship Fund	Eligibility requirements apply, see WDVA website for details.	WDVA can receive and administer funds from public or other veteran service organizations. Funds from license plate sales supplement this fund, too.	Paul Cruz Desk: (360) 725-2232 Cell: (360) 972-0435 <a href="mailto:paulcr@dva.wa.gov">paulcr@dva.wa.gov</a>

Call Center/Service Center	Eligibility requirements apply, see WDVA website for details.	Center staff connect veterans and family members to other resources at the state, regional, county, and local levels. Examples include: housing authorities, faith-based organizations, county veteran’s programs, USDA, VA.	Paul Cruz Desk: (360) 725-2232 Cell: (360) 972-0435 <a href="mailto:paulcr@dva.wa.gov">paulcr@dva.wa.gov</a>
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## Washington State Department of Children, Youth, and Families

### Summary of Agency Activities

“DCYF is the lead agency for state-funded services that support children and families to build resilience and health, and to improve educational outcomes. DCYF is the state’s newest agency. It oversees several services previously offered through the state Department of Social and Health Services and the Department of Early Learning. These include all programs from the Children’s Administration in DSHS such as Child Protective Services’ investigations and Family Assessment Response, licensed foster care, and adoption support. Also included are all DEL services, such as the Early Childhood Education and Assistance Program for preschoolers, Working Connections Child Care, and Home Visiting. DCYF also administers programs offered by the Juvenile Rehabilitation division and the Office of Juvenile Justice in DSHS. Those programs include juvenile rehabilitation institutions, community facilities and parole services.”

### Agency designees for RSF representation

T Simmons, Field Operations

[t.simmons@dcyf.wa.gov](mailto:t.simmons@dcyf.wa.gov); (360) 725-4927

DCYF Program	Eligibility/Stipulations	Action	Contact Information
Child Care	Licensed child care facilities for children up to 12 years of age.	Supports safe and quality learning environments for children in child care through the training and licensing for child care facilities.	T Simmons Field Operations <a href="mailto:t.simmons@dcyf.wa.gov">t.simmons@dcyf.wa.gov</a> ; (360) 725-4927
Foster Care	Licensed foster care homes for children up to 21 years of age.	Supports safe and healthy environments for children in foster care. Provide training and licensing for foster care.	T Simmons Field Operations <a href="mailto:t.simmons@dcyf.wa.gov">t.simmons@dcyf.wa.gov</a> ; (360) 725-4927
Juvenile Rehabilitations	Programs include juvenile rehabilitation institutions,	Services and rehabilitative treatment for juvenile offenders.	T Simmons Field Operations

DCYF Program	Eligibility/Stipulations	Action	Contact Information
	community facilities and parole services.		<a href="mailto:t.simmons@dcyf.wa.gov">t.simmons@dcyf.wa.gov</a> ; (360) 725-4927
Early Childhood Education and Assistance Program (ECEAP) / Head Start	ECEAP Funded by Washington State for children 3 and 4. Head Start funded by the federal government for children ages 3 and 4. Eligibility based on their age and family income.	State program delivering early childhood education for low-income individuals. DCYF monitors actions to ensure ECEAP facilities meet the licensing conditions.	T Simmons Field Operations <a href="mailto:t.simmons@dcyf.wa.gov">t.simmons@dcyf.wa.gov</a> ; (360) 725-4927