Mass Care, Emergency Assistance, Temporary Housing, and Human Services

Emergency Support Function (ESF) 6

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Coordinating:	
Military Department, Emergency Management Division (EMD)	
Primary:	
Washington State Department of Social and Health Services (DSHS)	American Red Cross (ARC)
Supporting:	
Washington State Department of Children, Youth & Families (DCYF)	Washington Statewide Independent Living Council – Coalition on Inclusive Emergency Planning (WASILC CIEP)
Washington State Department of Ecology - Washington Conservation Corps (ECY WCC)	The Salvation Army (TSA)
Washington State Department of Enterprise Services (DES)	Office of Financial Management – Serve Washington Citizen Corps Program (OFM)
Washington State Department of Health (DOH)	Washington State Department of Agriculture (WSDA)
Washington State Health Care Authority (HCA)	Washington State Department of Commerce (COM)
Washington State Office of the Superintendent of Public Instruction (OSPI)	Washington Voluntary Organizations Active in Disasters (WAVOAD)

Purpose

This document is a supporting annex of the Comprehensive Emergency Management Plan (CEMP) and operates in conjunction with all its annexes. Emergency Support Function (ESF) 6 – Mass Care, Emergency Assistance, Temporary Housing, and Human Services coordinates the delivery of mass care and emergency assistance by ensuring the proper execution of the Mass Care Core Capability and supporting the following 11 Core Capabilities based on the intersecting activities with other ESFs: Planning; Public Information and Warning; Operational Coordination; Environmental Response/Health and Safety; Fatality Management Services; On-Scene Security, Protection, and Law Enforcement; Operational Communications; Public Health, Healthcare, and Emergency Medical Services; Situational Assessment; Logistics and Supply Chain Management; and Critical Transportation.

ESF 6 coordinates the delivery of mass care and emergency assistance, and provides lifesaving and life-sustaining resources, essential services, and statutorily required programs when the needs of disaster survivors exceed the local (county or tribal) government capabilities.

Emergency Support Function (ESF) 6

This ESF reflects the actual combined capabilities of agencies and organizations that cooperate at the state level to bring all available resources to provide life-sustaining support to individuals and households who survive emergencies and disasters. State agencies and other organizations work together to provide mass care, emergency assistance, temporary housing, and human services to support the delivery of life-sustaining assistance to emergency and disaster survivors. The four primary functions of ESF 6 are: Mass Care, Emergency Assistance, Temporary Housing, and Human Services.

The following are the Core Capabilities this ESF may be involved in based on the roles and responsibilities of the ESF. Primary Core Capabilities are the responsibility of this ESF while other ESFs may support them; similarly, the Supporting Core Capabilities are those this ESF supports while another ESF is primarily responsible. See pages 18-20 for the associated critical tasks.

Primary Response Core Capability	
Mass Care Services	Provide life-sustaining resources and human services to the affected population, to include hydration, feeding, sheltering, temporary housing, evacuee support, reunification, and distribution of emergency supplies.

Support Response Core Capabilities	
Planning	Conduct a systematic process engaging the whole community as appropriate in the development of executable strategic, operational, and/or tactical-level approaches to meet defined objectives.
Public Information and Warning	Deliver coordinated, prompt, reliable, and actionable information to the whole community using clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard, as well as the actions being taken, and the assistance being made available, as appropriate.
Operational Coordination	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities.
Environmental Response/Health and Safety	Conduct appropriate measures to ensure the protection of the health and safety of the public and workers, as well as the environment, from all hazards in support of responder operations and the affected communities.
Fatality Management Services	Provide fatality management services, including decedent remains recovery and victim identification, and work with local, state, tribal, territorial, insular area, and Federal authorities to provide mortuary processes, temporary storage or permanent internment solutions,

Support Response Core Capabilities	
	sharing information with mass care services for the purpose of reunifying family members and caregivers with missing persons/remains, and providing counseling to the bereaved.
On-Scene Security, Protection, and Law Enforcement	Ensure a safe and secure environment through law enforcement and related security and protection operations for people and communities located within affected areas and also for response personnel engaged in lifesaving and life-sustaining operations.
Operational Communications	Ensure the capacity for timely communications in support of security, situational awareness, and operations, by any and all means available, among and between affected communities in the impact area and all response forces.
Public Health, Healthcare, and Emergency Medical Services	Provide lifesaving medical treatment via Emergency Medical Services and related operations and avoid additional disease and injury by providing targeted public health, medical, and behavioral health support and products to all affected populations.
Situational Assessment	Provide all decision makers with decision-relevant information regarding the nature and extent of the hazard, any cascading effects, and the status of the response.
Logistics and Supply Chain Management	Deliver essential commodities, equipment, and services in support of impacted communities and survivors, to include emergency power and fuel support, as well as the coordination of access to community staples. Synchronize logistics capabilities and enable the restoration of impacted supply chains.
Critical Transportation	Provide transportation (including infrastructure access and accessible transportation services) for response priority objectives, including the evacuation of people and animals, and the delivery of vital response personnel, equipment, and services into the affected areas.

Authorities, Policies, References and Plans

Federal

Americans with Disabilities Act of 1990, As Amended

This authority states no qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of services, programs, or activities of a public entity, or be subjected to discrimination by any such entity. In addition, no individual shall be discriminated against on the basis of disability in the full and equal enjoyment of the goods, services, facilities, privileges, advantages, or accommodations of any place of public accommodation by any person who owns, leases (or leases to), or operates a place of public accommodation.

Pets Evacuation and Transportation Standards Act of 2006

> This authority amends the Robert T. Stafford Disaster Relief and Emergency Assistance Act to require the Director of the Federal Emergency Management Agency (FEMA) to ensure that state and local emergency preparedness operational plans address the needs of individuals with household pets and service animals prior to, during, and following a major disaster or emergency. Authorizes federal agencies to provide, as assistance essential to meeting threats to life and property resulting from a major disaster, rescue, care, shelter, and essential needs to individuals with household pets and service animals and to such pets and animals.

The American National Red Cross (USC 36 §300101-300111), amended in 2007

> Doctrine outlining the roles, responsibilities, and structure of The American Red Cross and how the organization fits into United States disaster response. **Public Health Service Act, as amended in 2021.**

> Act states what form of Federal assistance is available and can be activated to support emergency operations and disaster response personnel for a public health emergency. Resources listed in this doctrine align with roles and responsibilities listed within the ESF 6 plan for the support of health services.

Child Care and Development Block Grant (CCDBG) Act of 2014

- Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (Public Law 104- 193)
- Consolidated Appropriations Act of 2004 (Public Law 108-199)
- 45 CFR, Parts 98 and 99 (Child Care and Development Fund Final Rule)

This law governs childcare programs for low-income working families and authorizes discretionary appropriations to support grants to state, territorial, and tribal lead agencies. These laws require states to develop a plan that demonstrates how they will coordinate activities to address needs of children in childcare services during emergencies.

Revised Code of Washington (RCW) and Executive Order

43.20: State Board of Health

> This RCW outlines programs and resources available through the State Board of Health that may be beneficial to disaster survivors in an ESF 6 capacity. These resources include, but are not limited to, mobile food units, food service rules, and public water systems.

43.20A: Department of Social and Health Services

> RCW 43.20A addresses the capabilities and legal authority of the Department of Social and Health Services (DSHS), a primary agency for ESF 6. This code also outlines the programs

under the authority of DSHS which are addressed in the ESF 6 plan such as long-term care, homeless support systems, and services for people with disabilities.

43.220: Washington Conservation Corps

The legal authority for the Washington Conservation Corps. (6)(a) Corps members are to be always available for emergency response services coordinated through the department or other public agency. Duties may include sandbagging and flood cleanup, oil spill response, wildfire suppression, search and rescue, and other functions in response to emergencies.

43.31: Department of Commerce

This RCW addresses the legal authority of the Department of Commerce (COM), a supporting agency of ESF 6. The code also outlines resources and programs under the authority of COM that align with the ESF 6 plan including childcare and landlord mitigation.

Executive Order 04-05 Washington Statewide Independent Living Council (WASILC)

This executive order establishes the Washington Statewide Independent Living Council and outlines its role. The council's responsibilities that complement the ESF 6 plan include coordinated activities with the State Rehabilitation Council, the State Rehabilitation Council for the Blind, and other councils that address the needs of populations with disabilities.

71A: Developmental Disabilities

This RCW outlines the services and resources available to populations with developmental disabilities including habilitative services and a minimum standard for such services.

Washington Administrative Code (WAC)

Title 110: Children, Youth and Families, Department of

WAC Title 110 contains the regulations of the Department of Children, Youth, and Families (DCYF). The chapters within this WAC that relate to the ESF 6 plan include family reconciliation services and child welfare.

Title 118: Military Department, Emergency Management

WAC Title 118-11 State disaster individual assistance program establishes eligibility, activation, funding, and programmatic criteria for a Washington state disaster individual assistance (IA) program. The state IA program is designed to provide supplemental state assistance for disaster survivors. Assistance to businesses damaged, destroyed, or otherwise closed due to a disaster or for individuals to replace lost wages caused by a disaster are ineligible for the IA program. Funding is issued through reimbursements to eligible county or tribal governments for most aspects of the state IA program. Assistance is provided from the eligible county or tribal government directly to the eligible individuals, with support provided as needed by the Washington military department, emergency management division. The extended sheltering assistance and disaster case management programs are issued in the form of grants to eligible county or tribal governments.

Title 130: Commerce, Department of

WAC Title 130 contains the regulations of the Department of Commerce (COM). The chapter within this WAC that relate to the ESF 6 plan includes the childcare facility fund rules.

Title 246: Health, Department of

WAC Title 246 contains the regulations of the Department of Health (DOH). The chapters within this WAC that relate to the ESF 6 plan include public water supplies and systems, hospital charity care, children and youth with special health care needs (CYSHCN) program, auditory and visual standards, and emergency medical services and trauma care systems.

Title 388: Social and Health Services, Department of

WAC Title 388 contains the regulations of the Department of Social and Health Services (DSHS). The chapters within this WAC that relate to the ESF 6 plan include limited-English proficient services, housing and essential needs referral, and deaf and hard of hearing services, and an emergency cash assistance program.

Important Agency/Organization Policies

Centennial Accord between the Federally Recognized Indian Tribes of Washington State and the State of Washington

This doctrine outlines what resources are provided to Federally Recognized Indian Tribes by Washington State for preparedness, mitigation, response and recovery from disasters.

Emergency Food Assistance for Victims of Disasters

This is an agreement between the U.S. Department of Agriculture and the Washington State Department of Social and Health Services for the administration of the Disaster Supplemental Nutrition Assistance Program (D-SNAP). This is authorized under 7CFR 280.1 and WAC 388-437-0001.

WMD Volunteer Program HR-231-10

This policy governs the use and assignment of duties for volunteers of the Washington Military Department (WMD).

Situation Overview

Emergencies and disasters may displace people, service animals, and pets from their homes requiring the rapid delivery of major ESF 6 services, such as sheltering, feeding and distribution of emergency supplies. The ability of Washington State jurisdictions to meet the mass care needs of their residents varies from one county and tribe to the next. Some have considerable resources and staffing to meet immediate needs and may not require state level support. Others are likely to need additional support shortly after the disaster occurs or as the incident is unfolding. Additionally, Washington State is prone to dozens of natural and human-caused

hazards, each of which presents unique risks and vulnerabilities to communities across the state in both urban and rural areas.

Emergencies and disasters may disproportionally impact people who are economically disadvantaged, have limited English proficiency, or people with disabilities and others with access or functional needs. The impacts of the disaster may affect the natural support system, capabilities, or resources in communities upon which individuals with disabilities and others with access and functional needs rely. Natural supports are those services which provide assistance to individuals in the areas of Communication, Maintaining Health, Independence, Support, Safety, Self-determination, and Transportation (CMIST). For example, a disaster may impact an individual's ability to access medications or limit their ability to operate assistive medical devices and equipment (i.e., the disaster impacts their ability to independently maintain their health). Emergencies and disasters may also impact nursing homes, assisted living facilities, childcare centers, and other critical services in the community that provide care to individuals.

The state does not serve as a shelter provider. This means the state is not resourced with trained shelter staff nor does it have public facilities identified for use as shelters. Such facilities may be identified, leased, and supplied by the Washington State Department of Enterprise Services through a request from one or more jurisdictions that have exhausted their local resources. A request for shelter resources such as staff, cots, food, and water may also be made by one or more jurisdictions that have exhausted their local resources.

The state does not stockpile food or water for emergencies. However, government commodities may be released under authorization by the U.S. Department of Agriculture when a federal disaster declaration is in place to meet the immediate needs of survivors. A federal disaster declaration allows for the administration of the Disaster Supplemental Nutrition Program (D-SNAP).

The state does not stockpile livestock feed, pet food, or other animal resources. However, the government can provide coordination with non-governmental organizations to aid in animal resource needs.

Alert and warning communications, mass care announcements, and other public outreach efforts must account for individuals with communication accessibility needs, including diverse language and interpretation needs.

Voluntary Organizations Active in Disaster and other non-governmental organizations deploy in accordance with their individual missions to the extent of their capabilities to meet the mass care needs of survivors.

Concept of Operations

Functions of Mass Care

Some functions of this ESF may include, but are not limited to:

- Mass care
- Emergency assistance
- Temporary housing
- Human services

Mass care, emergency assistance, temporary housing, and human services agencies and organizations at the local, state, tribal, and federal levels work together to provide life-sustaining assistance to disaster survivors. The following functions and activities highlight actions ESF 6 partners may conduct or coordinate during a response.

Mass Care

Sheltering: Provides life-sustaining services in congregate facilities that host a safe, sanitary, and secure environment for individuals and households displaced by disasters. Also includes support to survivors sheltering in place and in medical shelters. Primary and supporting agencies will help with sheltering upon the local jurisdictions' request. The state monitors and reports information on sheltering locations, capacity, and hours. Additionally, the state takes special requests for access and functional needs that require extra support and routes these requests to an entity that can provide the resource. WAVOAD has several member organizations that provide shelter. Washington Department of Agriculture supports local coordination with a focus on care for small and large animals, pets, and service animals brought to emergency shelter locations. ESF 6 primary and supporting agencies' responsibilities are listed in the Response Mission Area section.

Non-congregate/Transitional Sheltering: When traditional sheltering is not available or feasible, or the impact of the disaster is of such magnitude that extended shelter operations are required. Non-congregate/transitional sheltering include:

- Hotels/motels
- Soft-sided non-congregate units and similar facilities
- Dormitories
- Prefabricated and modular facilities
- Recreational vehicles/campers
- Berthing vessels
- Campgrounds
- Shelter-in-place

The state may request FEMA for Transitional Sheltering Assistance (TSA) under an emergency or major disaster declarations that include federal assistance to individuals and households. Depending on the scale of the disaster, Federal ESF 6 (FEMA and ARC) co-lead provision of shelter support through Mass Care/Cat B.

Feeding: Provides feeding services at fixed sites and distribution sites, and through mobile feeding units. Feeding services may include hot or shelf-stable meals, infant formula, baby food, snacks, beverages, and food packages, as well as diverse dietary and culturally appropriate meals (e.g., low sodium, low fat, vegetarian/vegan, halal, kosher). ESF 6 works in concert with ESF 11 and local, state, and tribal governments, NGOs, and the private sector to acquire, prepare, cook, and/or distribute food and food supplies. Additional support may include the provision of technical assistance for the development of state feeding plans.

The Washington Emergency Management Division has a memorandum of understanding (MOU) with Operation BBQ Relief (OBR). OBR provides assistance in local disaster relief efforts and takes part in many other humanitarian efforts including feeding those in need and community training to empower individuals. Given capacity, a variety of meals including halal, kosher and vegetarian options may be available.

Hydration: Coordination with ESF 7 to identify and fulfill hydration and water requirements. Hydration is a critical need that requires the whole community to ensure that distribution of appropriate liquids will reach the entire affected population and sustain life. Additional individual filtration devices and equipment may be purchased by designated departments or agencies, as directed, for the distribution of potable water to disaster survivors. Additional water will be necessary for portable showers and sanitation units at individual shelter and feeding sites.

Reunification Services: Provides facilitated assistance for children separated from their parent(s)/legal guardian(s), as well as adults from their families, due to disaster. Supports reunification efforts at the local, state, and tribal levels with technical assistance. WSDA supports reunification of animals brought to emergency animal shelter locations through MOU agreements and NGOs.

Reunification is supported through:

- Deployment of reunification teams
- National Emergency Family Registry and Locator System (NEFRLS) – *For adults*
- National Center for Missing & Exploited Children: Team Adam reunification teams – *For children*
- National Center for Missing & Exploited Children - *For children*

- The American Red Cross Reunification program
- Social media sites

Distribution of Emergency Supplies: Acquires and delivers life sustaining resources, hygiene items, and cleanup items to meet the urgent needs of disaster survivors. Additional support includes transportation, warehousing, equipment, technical assistance, and other mission-critical services.

Essential Community Relief Services: Coordinates and executes debris removal from disaster survivor residences; sandbagging; mud-out; tear-out; chainsaw work; warehouse management; transportation and distribution coordination; childcare services; emotional and spiritual care and counseling; financial assistance; financial counseling; disaster-related case work and case management; and other essential services.

Emergency Assistance

Coordinates resources and emergency assistance in support of local, state, tribal, territorial, and insular area governments as well as NGOs and the private sector.

Children Support: Involves the provision of support for the physical, behavioral, and emotional needs of children during disasters. Assistance can include the provision of infant/toddler supplies, including infant formula, baby food, diapers, and other life-sustaining resources; reimbursement to states, tribal nations, territories, and insular areas for childcare services; and behavioral and emotional support.

Voluntary Agency Coordination: Facilitates the coordination of NGOs, places of worship, and the private sector to ensure that capabilities, resources, and services are integrated into local, state, tribal, territorial, and insular area response. WAVOAD coordinates directly with its members and partners who provide a variety of capabilities based on their organizational mission. WAVOAD is ESF 6's primary access to voluntary agencies throughout Washington.

Donations and Volunteer Management: Involves the management of unaffiliated volunteers, unaffiliated organizations, and unsolicited donated goods. Coordinate with NGOs, volunteer centers, and private sector entities through local VOAD to participate in preparedness activities including planning, establishing appropriate roles and responsibilities, training, and exercising. Additional activities include:

- Establishing a hotline/call center operation to support the processing of donation offers
- Setup of warehouses to store unsolicited donated goods
- Setup of Volunteer Reception Centers to process unaffiliated volunteers

- Development of public messaging to educate individuals and the private sector on effective and appropriate ways to volunteer and donate
- Provide support for access and functional needs

The Adventist Community Services will support multi-agency warehouse activities through the MOU with the Washington Emergency Management Division to include delivery of goods to organizations that have a distribution program and distribution site, utilize an agreed upon method of inventory control, and provide volunteers working in the warehouse.

Support for Access and Functional Needs: Coordinates and provides equipment, supplies, and services required to assist children and adults with disabilities and others with access and functional needs to maintain their independence. CIEP provides technical advice and have a statewide network to coordinate potential resources to support AFN. DSHS's Developmental Disabilities Administration provides services to those with developmental disabilities, and the Home and Community Services Division in the Aging and Long-term Support Administration provides services and the means to obtain services for elderly and disabled people.

Household Pets and Service Animals: Coordinates and provides rescue, transportation, shelter, reunification, care, and essential needs of household pets and service animals during response operations to ensure their safety and well-being. Service animals are not pets and may not be separated from the individual with a disability or other access and functional need; service animals should be permitted anywhere the public goes.

WSDA facilitates multi-agency coordination with NGOs for response for service animals and household pets.

Mass Evacuee Support: Supports affected and host jurisdiction mass evacuation activities, including provision of mass care services and tracking the movement of evacuees, their household pets, service animals, and medical equipment. In coordination with ESF 8, provides mass care services to medical patient evacuees. (Note: Evacuees who have chronic medical conditions may be evacuated with the general population. For evacuation of patients, refer to ESF 8.)

During mass evacuations, mass care services may be provided to evacuees at points of collection, embarkation, and debarkation, along the evacuation route, at transportation hubs, reception processing sites, shelters, and other locations. To ensure that lifesaving and life-sustaining services are provided, mass evacuee support will have complex operational considerations for groups such as:

- Individuals with access and functional needs

- Individuals living in congregate settings
- Tourists/Visitors
- International/Exchange students
- Long-term Care Facility residents

Temporary Housing

This ESF works closely with recovery staff, specifically the Housing Recovery Support Function (RSF), to support disaster survivors with temporary housing needs. A Multi-Agency Shelter Transition Team (MAST Team), consisting of federal, state, local, tribal, and nonprofit representatives may be used to support survivors in finding temporary housing options and identifying solutions to known challenges in accessing housing. The ESF 21 – Recovery staff support ESF 6 in the transition to recovery and by disseminating information on disaster assistance programs and other resources. This includes information sharing with ESF 6 partners focused on connecting individuals to resources, how individuals can apply for or access resources such as federal and state disaster assistance programs, and updates on recovery activities related to the disaster. While ESF 6 supports the communication of this information to those impacted by a disaster, it generally does not provide the actual activity or support of the various available programs. The provision of these programs is typically executed through the Housing RSF during the transition to and fully employed recovery phase of a disaster.

Human Services

WA EMD Human Services, in coordination with identified state agencies and VOAD partners, provides assistance to address the non-housing needs of individuals and families. These types of assistance are primarily accessed toward the end of response or during recovery. ESF 6 works closely with the activated recovery team to coordinate activities and information sharing regarding access to available assistance. As response slows down, much of the human services assistance will be completely transferred to the appropriate Recovery Support Function (RSF). Most of these services are turned on after the approval of a Federal Individual Assistance disaster declaration.

Please see Transition to Recovery under the Mass Care Operations section for more information on when and how these activities are transferred to the RSFs.

Crisis Counseling: Coordinates crisis counseling, mental health services, and other similar immediate, short-term psychological assistance to disaster survivors.

Disaster Case Management: Assists eligible survivors with developing and carrying out a disaster recovery plan. Streamlines assistance, prevents duplication of benefits, and provides an efficient referral system.

Legal Services: Provides low-income survivors with free legal advice.

Unmet Needs: Helps disaster survivors with medical, dental, funeral, personal property, transportation, moving/storage, and other expenses.

Supplemental Nutrition Assistance: Provides eligible households with supplemental nutrition assistance through established programs when disaster expenses approach or exceed available income and liquid resources.

DSHS operates the Supplemental Nutritional Assistance Program (SNAP) for qualifying low-income families. If approved, DSHS also operate D-SNAP designed to help those who wouldn't qualify under the regular program rules. Individuals and families who currently receive SNAP benefits may qualify for replacement of their food assistance and/or supplemental issuance to bring them to the maximum allowable benefit for their household size.

Support agencies also coordinate with DSHS to assist application of the appropriate emergency food or nutrition program such as Temporary Emergency Food Assistance Program (TEFAP) when needed.

Tax Relief: State, territorial, and federal governments provide reimbursement or tax relief to survivors with substantial verified disaster-caused losses.

Transportation Assistance: Provides physically accessible transportation assistance to relocate or return individuals displaced from their pre-disaster primary residences or to and from alternative locations as a result of a declared disaster.

Unemployment Assistance: Provides survivors who have lost their jobs due to a disaster with unemployment benefits.

Additional Essential Functions of Mass Care
Essential Care: Promote the well-being of evacuees throughout the entire process is accomplished through coordination across ESF 6 primary and supporting agencies as described in the aforementioned functions and in the Roles and Responsibilities section.

State and local Community Emergency Response Teams (CERT) in Washington State and WA CIEP will provide technical support to emergency management agencies around access and functional needs and reach out to local networks to resolve potential gaps. A CERT is comprised of volunteers who receive training in basic disaster response, team organization, fire safety protocol, and light search and rescue. CERT members provide assistance to their community members, allowing first responders to focus on critical and more complex response activities. CERT members bring a variety of skills to the table, with some being in a position to provide AFN support. CIEP works with emergency management to provide a variety of resources to

meet the access and functional needs of survivors with disabilities and other marginalized groups. Through outreach to CIEP's network, durable medical equipment can potentially be replaced, and they can connect requestors to local community-based resources. CIEP's technical advice encourages program modifications, physical modifications, and effective communication with three components: integration, equal access, and no additional charges for people with disabilities.

DSHS will provide care and support for institutionalized populations, individuals with disabilities, and others with access and functional needs through its programs, Adult Long-Term Services Administration, Developmental Disabilities Administration, and Behavioral Health Administration.

Agencies are adaptable where needed to support ESF 6 in aiding the whole community.

Mass Care Operations

Steady-State Operations ("Blue Skies")
To maintain a state of readiness, state ESF 6 partners meet virtually on a monthly basis. The purpose of the meetings is to discuss agency or organizational programmatic updates. The group may discuss upcoming trainings and exercises, past activations, and hear from guest speakers. As the coordinating agency, EMD is responsible for coordinating these monthly meetings and communicating any changes to the plan to the ESF 6 partners.

Activation
When the Washington State Emergency Operations Center (SEOC) Supervisor determines that a state level ESF 6 response is needed, a notification is sent to the ESF 6 Group Supervisor and/or Mass Care Lead at Washington Emergency Management Division currently identified to coordinate ESF 6. The Mass Care Lead will then contact the two primary agencies, DSHS and the American Red Cross, to identify which supporting agencies need to be notified of an initial coordination call. The coordinating agency will be the primary contact for the SEOC Operations Section Chief (OSC).

The ESF 6 coordinating agency contacts all primary and supporting agencies with notification of the ESF 6 activation and information specific to the incident. As part of the initial notification to supporting agencies, the coordinating agency provides an initial briefing of the situation as it pertains to mass care and immediate action requests, as indicated.

Initial Operations
The ESF 6 coordinating agency at the SEOC coordinates actions with the OSC and the American Red Cross liaison assigned to the ESF 6 desk. All staff arrivals, departures, resource requests, situation reports and other required reports, significant events, and essential elements of

information are logged into WebEOC. Additional supporting agencies are activated based on incident impacts and operational objectives.

Coordination

Coordination is achieved through direct communication with partners and stakeholders, email, and scheduled virtual calls.

Deployment

In certain instances, the ESF 6 group supervisor may determine it is beneficial to deploy staffing resources to the location(s) impacted by the disaster. All deployments are coordinated in advance with the OSC and Logistics Section Chief (LSC). Deployed ESF 6 personnel are instructed to alert the OSC and LSC of any changes to travel, as well as updating the two positions when arriving and departing from the intended locations.

Task Forces

The response to major disasters in other parts of the country in recent years has been conducted in part through the employment of effective task forces for feeding and sheltering. The ESF 6 Group Supervisor, in coordination with the Red Cross liaison, determines when a task force may be beneficial to meet the sheltering and feeding needs. The ESF 6 Group Supervisor may also designate additional task forces to meet the needs of children or other specific demands.

Shelter and Feeding Support Coordination

The Red Cross maintains memoranda of understanding with hundreds of accessible venues across the state for use as shelters during disasters. The Red Cross will work with these resources to identify facilities that are adequate to meet the immediate and short-term shelter needs of disaster displaced populations. Once the shelter is stood up, the Red Cross provides dormitory services including cots, blankets, food, water, psychological first aid, medical triage, and case work. The American Red Cross services are provided to the extent of their resource capabilities at the time of the disaster, which may be limited due to responses already underway. During disasters close communication with the State about capacity and capabilities will be a recurring priority.

The Red Cross liaison in the SEOC, working with the ESF 6 Group Supervisor, may submit resource requests for government support of shelter and feeding operations. Such support may include but is not limited to additional food, water, or related supplies; durable or consumable medical equipment or supplies; wheelchair ramps; childcare services; personal assistance services; portable toilets and showers; laundry equipment; security services; and so forth. Requests for this support are submitted by the Red Cross liaison or ESF 6 Group Supervisor through the Resource Tracker module in WebEOC.

Cost Accounting and Cost Recovery

Depending on the dollar amount and whether a Governor's Proclamation has been issued, the SEOC Supervisor, State Coordinating Officer, or the Governor's Appointed Representative is responsible for authorizing any costs related to ESF 6 and all related cost recovery that may be available under the Stafford Act during federally declared disasters. [Please see the SEOC Standard Operating Procedures (SOP) > FIN 05 for dollar amounts and the corresponding purchase order authority.] Any authorized purchase order will then be tracked by the SEOC Finance and Administration Section. All costs, including staff time, must be appropriately documented on forms stipulated by the Finance and Administration Section. The ESF is responsible for keeping, tracking, and submitting all expenditure documentation (i.e., receipts) to the Finance and Administration Section for documentation retention and tracking. If another section makes a purchase on behalf of ESF 6 (e.g., Logistics), then that section will turn in all appropriate paperwork and documentation to the Finance and Administration Section for tracking, procurement, and approval as appropriate.

ESF 6 does not have expenditure authority on behalf of the SEOC, and any expenses incurred must be within the area of authority of the supporting agency. Specifically, DSHS does not have ESF 6 spending authority and no employee of DSHS acting on behalf of ESF 6 at the SEOC may authorize expenditures at any level without delegated authority. Unless a contract, written authorization, or other like substitute is used, procurement follows the SEOC SOPs and designated expenditure authorities.

Demobilization and Deactivation

ESF 6 supports the stabilization of lifelines, both lifesaving and life sustaining. ESF 6 should not deactivate until all sheltering operations have closed, all resource requests have been completed and resources demobilized, and no additional resource requests have been made for an extended period of time (e.g., 72 hours) by impacted jurisdictions. Deactivation of ESF 6 will be incident dependent; however, once lifelines have been stabilized and emergency sheltering operations have concluded, ESF 6 may begin discussions among its primary and supporting agencies and with the Operations Section Chief (OSC)on deactivating and transitioning remaining temporary housing missions to the Housing RSF. Upon demobilization, the ESF 6 Group Supervisor in the SEOC will coordinate with the OSC to perform an information hand off and verify appropriate timing of resource demobilization and ESF 6 deactivation.

Transition to Recovery

For a successful transition to recovery, it is vital that ESF 21 – Recovery be included in ESF 6 meetings and coordination from the beginning of the activation. ESF 6 should also collaborate with ESF 21 during deactivation to ensure all recovery efforts have been documented and/or transitioned to the appropriate recovery function. (e.g., ESF 6 may have shared information on

housing services to disaster survivors, so this should be communicated with the Housing RSF to ensure they are aware of the programs that they may be asked to support, including temporary roof repair, repair program, replacement program, housing resource database, rental assistance, transportation to other locations, hotel/motel program, direct housing operations, or mortgage relief.) Transition to recovery should begin when initial incident stabilization is beginning to move to a more permanent stabilization and active response operations are shifting to recovery. Examples of when this might occur include when shelter populations have peaked and people are beginning to return home, evacuation levels have been reduced locally from Level 3 "Go Now," and local disaster recovery assistance centers are being established or there are plans for them to be established in the near future.

Critical Tasks

The following list of Critical Tasks are the operationally focused tasks that fall under their respective Core Capability; these are the tasks necessary to measure the success and ensure the successful execution of the Core Capabilities. Critical Tasks are unique to, and vary depending on, each Core Capability; this means Critical Task identifier #1 for one Core Capability is completely different from the Critical Task identifier #1 of a different Core Capability. Not all Critical Tasks are the requirement of every ESF, due to the collaborative nature of response and the ESF structure; successful Core Capability execution may be the shared responsibility of multiple ESFs. For example, one ESF may execute activities to fulfill its roles and responsibilities within response that support the completion of Critical Tast identifier #1 under a specific Core Capability, while a different ESF executes activities to complete Critical Task identifier #2.

Mass Care Services	
Critical Task I.D.	Critical Task Description
1	Move and deliver resources and capabilities to meet the needs of disaster survivors, including individuals with access and functional needs.
2	Establish, staff, and equip emergency shelters and other temporary housing options (including accessible housing) for the affected population.
3	Move from congregate care to non-congregate care alternatives and provide relocation assistance or interim housing solutions for families unable to return to their pre-disaster homes.

Planning	
Critical Task I.D.	Critical Task Description
1	Develop operational plans that adequately identify critical objectives based on the planning requirement, provide a complete and integrated picture of the sequence

Planning	
Critical Task I.D.	**Critical Task Description**
	and scope of the tasks to achieve the objectives, and are implementable within the timeframe contemplated in the plan using available resources.

Public Information and Warning	
Critical Task I.D.	**Critical Task Description**
2	Deliver credible and actionable messages to inform ongoing emergency services and the public about protective measures and other life-sustaining actions, and facilitate the transition to recovery.

Operational Coordination	
Critical Task I.D.	**Critical Task Description**
1	Mobilize all critical resources and establish command, control, and coordination structures within the affected community, in other coordinating bodies in surrounding communities, and across the Nation, and maintain as needed throughout the duration of an incident.
2	Enhance and maintain command, control, and coordination structures consistent with the National Incident Management System (NIMS) to meet basic human needs, stabilize the incident, and transition to recovery.

Environmental Response/Health and Safety	
Critical Task I.D.	**Critical Task Description**
1	Identify, assess, and mitigate worker health and safety hazards, and disseminate health and safety guidance and resources to response and recovery workers.
2	Minimize public exposure to environmental hazards through assessment of the hazards and implementation of public protective actions.
3	Detect, assess, stabilize, and clean up releases of oil and hazardous materials into the environment, including buildings/structures, and properly manage waste.

Fatality Management Services	
Critical Task I.D.	**Critical Task Description**
2	Mitigate hazards from remains, facilitate care to survivors, and return remains for final disposition.

On-Scene Security, Protection, and Law Enforcement	
Critical Task I.D.	**Critical Task Description**
1	Establish a safe and secure environment in an affected area.

Operational Communications	
Critical Task I.D.	**Critical Task Description**
1	Ensure the capacity to communicate with both the emergency response community and the affected populations and establish interoperable voice and data communications between Federal, tribal, state, and local first responders.

Public Health, Healthcare, and Emergency Medical Services	
Critical Task I.D.	**Critical Task Description**
1	Deliver medical countermeasures to exposed populations.
2	Complete triage and initial stabilization of casualties, and begin definitive care for those likely to survive their injuries and illnesses.

Situational Assessment	
Critical Task I.D.	**Critical Task Descriptions**
1	Deliver information sufficient to inform decision making regarding immediate lifesaving and life-sustaining activities, and engage governmental, private, and civic sector resources within and outside of the affected area to meet basic human needs and stabilize the incident.
2	Deliver enhanced information to reinforce ongoing lifesaving and life-sustaining activities, and engage governmental, private, and civic sector resources within and outside of the affected area to meet basic human needs, stabilize the incident, and transition to recovery.

Logistics and Supply Chain Management	
Critical Task I.D.	**Critical Task Descriptions**
1	Mobilize and deliver governmental, nongovernmental, and private sector resources to save lives, sustain lives, meet basic human needs, stabilize the incident, and transition to recovery, to include moving and delivering resources and services to meet the needs of disaster survivors.

Critical Transportation	
Critical Task I.D.	**Critical Task Descriptions**
2	Ensure basic human needs are met, stabilize the incident, transition into recovery for an affected area, and restore basic services and community functionality.

Whole Community

ESF 6 partner agencies and organizations reflect the full spectrum of the Washington population. ESF 6 is supported by multiple state agencies and non-governmental organizations, many of which have specific missions to serve or advocate on behalf of children, the elderly, people who live in poverty, people who are institutionalized, disabled, have Limited English Proficiency (LEP), and others with access and functional needs (AFN). Many of the state agencies that support ESF 6 engage a wide range of stakeholders in program development and service delivery operations, in accordance with and within the limitations of their respective enabling legal authorities, missions, and funding sources.

ESF 6 partner agencies routinely engage many other organizations in their day-to-day missions, including community councils, Voluntary Organizations Active in Disasters, faith-based organizations, community leaders, disability services, private business, home care services, medical suppliers, advocacy groups, the media, transportation providers, and many others.

This ESF communicates with the Whole Community as needed during emergency response and disaster recovery operations. The Whole Community includes but is not limited to individuals with disabilities and AFN, LEP, and those who are culturally diverse. Any agency or organization that receives federal funding is required to have a plan or policy for addressing the needs of individuals with LEP, pursuant to Title VI, the Civil Rights Act. The Washington State Emergency Management Division and this ESF expect all agencies and organizations to comply with federal law. For more information on how each agency or organization complies with federal law, please contact the individual agency or organization.
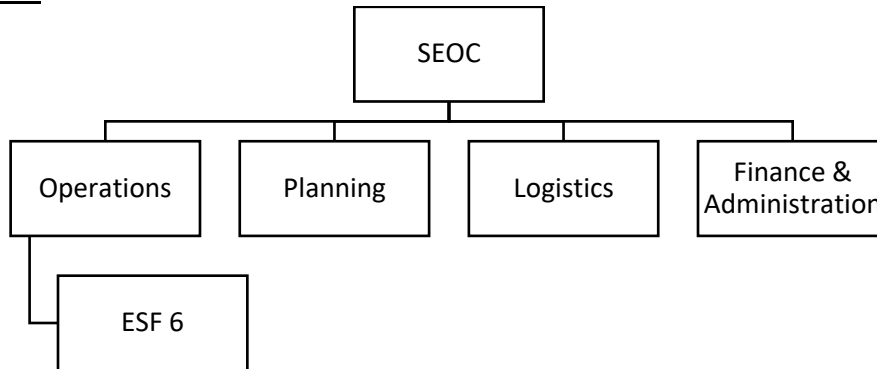
Organization

ESF 6 is a cooperative affiliation of many state agencies and non-governmental organizations, primarily those that are identified in this plan. State employees at the ESF 6 desk at the SEOC work closely with the Red Cross, The Salvation Army, and other non-governmental organizations to anticipate, identify, and respond to the mass care needs of survivors.

Structure

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Direction, Control & Coordination

All incidents and hazards have the potential to put communities at risk and present the opportunity for loss of life beyond the initial impact of the hazard itself. State-led mass care operations rely heavily on coordination between other agencies, departments, non-profits, and the private sector, as well as federal resource support.

Local jurisdictions will submit resource requests to the SEOC once the capability to respond is beyond local capacity. Non-profits and their local chapters have a unique relationship with each jurisdiction and can understand certain levels of mass care information and potential arising needs before resource requests are submitted to the SEOC.

As an incident occurs and the SEOC level is increased, the ESF 6 coordinating agency will contact the ESF 6 primary organizations to share and gather information on their current operations with the impacted jurisdiction(s). This information will be shared with the SEOC and help guide decision-making for when to activate ESF 6 and anticipate potential resource requests before they are submitted.

In the SEOC, the ESF 6 coordinating agency coordinates actions with the OSC following the incident command system. The government lead for ESF 6 coordinates closely with the American Red Cross liaison assigned to ESF 6.

Unified Coordination Group (UCG) and Policy Group
During complex and wide-spread incidents, the UCG and Policy Group will be responsible for providing the overall direction of mass care services' priorities and should clearly establish and communicate leadership's intent and strategic goals to response personnel.

Clear and consistent communication from the UCG and Policy Group will allow ESF 6 to take effective and efficient action when resources are scarce especially for expenditures and employment field personnel.

Horizontal Integration

Horizontal integration describes the coordination of ESF 6 and this annex across other ESFs, ESF annexes, state agencies, state agency plans, tribal neighbors, and tribal plans. ESF 6 hosts and participates in exercises to practice plans and procedures for executing assigned responsibilities across the ESF partners. Each agency is assigned roles and responsibilities as listed in this plan. Specific plans exist within some of the agencies that align with mass care operations.

This list is not exhaustive and will be updated as needed:

- Washington Statewide Independent Living Council – Coalition on Inclusive Emergency Planning has a State Plan for Independent Living that includes inclusive emergency planning. This supports how mass care is delivered.
- DSHS's Office of Emergency Management, Administration on Community Living (HHS) supports ESF 6 in executing assigned responsibilities.

In an effort to ensure clear and consistent communication and collaboration with tribal neighbors impacted by an incident, ESF 6 works with the Military Department's Tribal Liaisons. Also, in coordination with the Governor's Office of Indian Affairs (GOIA), these efforts help to ensure proper considerations are made related to identifying various potential cultural impacts.

Vertical Integration

Vertical integration describes the coordination of ESF 6 and this annex with federal partners, the federal ESF 6 annex, local partners (i.e., cities and counties), and local ESF 6 annexes. Necessary coordination with relevant federal-level entities will occur through state-level partners. This includes coordination with FEMA Region 10 and their mass care coordinator, disability integration specialist, and other appropriate staff. ESF 6 supporting agencies will coordinate with their federal counterparts as needed and in accordance with their regulatory requirements, policies, and procedures.

The federal ESF 6 Mass Care, Emergency Assistance, Temporary Housing, and Human Services annex provides an overview of the purpose, scope, core capabilities, and agency actions on a national level.

ESF 6 also coordinates with local-level mass care partners as needed to develop relationships, share information, and request their involvement in various state-level projects or coordination calls.

Each local jurisdiction has their own CEMP with varying levels of detail provided on mass care coordination.

Information Collection, Analysis, & Dissemination

Information Collection

Information is collected primarily through ESF 6 in the SEOC and supported by other activated ESFs. ESF 6 partner agencies and organizations collect essential elements of information (EEI) which support the Core Capabilities. Information is also collected from local, state, federal, and tribal entities.

Additionally, information may be shared among ESFs 8 and 21 for effective situational awareness and coordination of efforts across common Core Capabilities and Critical Tasks.

Essential Elements of Information (EEIs)

The following categories are a baseline list of EEIs which should be considered for information collection to inform state mass care operations. Each incident will likely contain unique EEIs based on the incident type, scope, magnitude, and other circumstances. Additionally, the informational needs of the participating agencies/departments will likely differ. The incident-specific EEIs need to be shared with the Planning Section within the SEOC for staff to assist in collecting information to build situational awareness.

EEIs	• Status of human and household pet shelters, people with disabilities and others with access and functional needs and people with different levels of LEP. • Status of distribution of emergency supplies and reunification services. • Status of feeding operations, including location, number of fixed sites and mobile units and the number of meals prepared and served on a daily basis. • Potential requirements for sheltering, feeding, distribution of emergency supplies, reunification, access and functional needs support, household pets and service and assistance animals and evacuee support when these activities are occurring. • Names of voluntary agencies assisting and their shortfalls/resources needed. • Status and impact of unsolicited donations and messaging to address the problems. • Percent of rental resources available. • Number and status of Individual Assistance Preparedness actions. • Number of Preliminary Damage Assessment teams on alert and deployed, the number of areas scheduled for assessment, and the number of assessments completed. • Situational Awareness information reported by teams, including: geographic areas sustaining damage; qualitative descriptions of types of damage; and any reported social (e.g., looting), economic, and political impacts (e.g., tribal). • Limiting factors or shortfalls. • Availability of resources to ensure the functional needs of individuals with disabilities, individuals with LEP, and others with access and functional needs. • Adult and long-term care facility evacuation protocols and capabilities (DSHS). • Adult and long-term care facility needs (DSHS). • Situational Awareness updates between primary and supporting agencies. • Preferred language used (for assigning interpreters). • Self-identified disability (without PII).

Information Analysis

ESF 6 collects information through its support agencies and partners. The ESF 6 Group Supervisor will contact the American Red Cross Government Liaison to verify accuracy of sheltering information, and any additional details requested by the SEOC. The shelter information is posted on WebEOC under the shelter board. In the event that an incident has not been created on WebEOC, shelter information and resource requests may be reported to the Alert and Warning Center for support and dissemination.

Using GIS mapping tools, the DSHS Office of Emergency Management in collaboration with the Aging and Long-term Support Administration and the Developmental Disabilities Administration track geographic disaster impacts to assess effects on clients at DSHS operated Residential Habilitation Centers and State Operated Living Alterative homes. This includes private sector service providers such as long-term care facilities, adult family homes, and individual service providers. Verification is not possible for all individual service providers considering there are approximately 40,000 across the state; however, it is possible when long-term care facilities (LTCF) and DSHS residential facilities are impacted. Verification is typically done through check-in calls to the facilities through our respective administrations who have the relationship.

Information Dissemination

Information is disseminated to the Operations Section Chief (or Health and Human Services Branch Director, if activated) utilizing the SEOC web-based incident management software for Emergency Operations Centers (WebEOC) or best available system as allowed under the circumstances. Information is also disseminated among mass care stakeholders and partner entities, including local, tribal, and state partners, advocacy organizations and FEMA, if applicable. Information may be disseminated in writing, verbally, electronically, and/or graphically.

Effective communication tools for videos used in warnings include open captioning/subtitles, ASL interpreters, audio description, text transcripts, simple English narration, graphics/photos.

Responsibilities

The table below outlines the responsibilities of entities in support of this ESF. These actions are tied to executing the Critical Tasks noted in the "Concept of Operations" section, which contribute to the primary and support Core Capabilities listed in the "Purpose" section. The Critical Task I.D. is used to identify the specific Critical Task the action addresses. Multiple entities can perform the same action, and an action can address more than one Critical Task.

Response Mission Area			
Core Capability	**Critical Task I.D.**	**Activity/Action**	**State Agency / Organization**
Human Services			
Mass Care Services	1	Provides mission essential functions to include: a. Cash assistance b. Continuity of medical eligibility and management c. Food assistance	DSHS
Mass Care Services	1, 2	Deploys Mobile Community Services Office (s) (CSO), two 40' trucks and six 30' trucks, to disaster impacted locations to facilitate delivery of DSHS services. Mobile CSOs may be deployed throughout the state, reaching clients where they are and helping to provide crucial services. When disasters strike, the mobile CSOs are often used as facilities to accept applications in more severely impacted areas where power has not yet been restored. Availability to be determined when needed.	DSHS
Mass Care Services **Operational Communications**	1 1	Provides certified foreign language interpreters and translators to support delivery of DSHS services.	DSHS
Stafford Act Authority			
Situational Assessment	2	Administers the Disaster Cash Assistance Program or (DCAP) under RCW 74.04.660 when the governor declares a state of emergency and issues a proclamation activating the DCAP program. DCAP issues a small grant to households impacted by the disaster.	DSHS
Mass Care Services	1	Under a federal Individual Assistance Declaration, administers the Disaster Supplemental Nutrition Assistance Program (D-SNAP) in accordance with its agreement	DSHS

Response Mission Area			
Core Capability	**Critical Task I.D.**	**Activity/Action**	**State Agency / Organization**
Operational Coordination	2	with the United States Department of Agriculture.	
Food and Nutritional Services			
Operational Coordination	1	Administers the mission request and tracking system.	EMD
Planning **Operational Coordination** **Situational Assessment**	1 1,2 2	Coordinates the transition to recovery bridging the ESF 6 and ESF 21 actions, including Individual Assistance programs, where authorized.	EMD
Mass Care Services **Operational Communications**	1 1	Administers the Individual Assistance and Other Needs Assistance Programs, with the exception of the Crisis Counseling Program and the Disaster Supplemental Nutrition Assistance Program, when authorized under a major disaster declaration. (See ESF 21 Plan.)	EMD
Mass Care Services **Logistics and Supply Chain Management**	1 1	As a statewide advisory group, Coalition on Inclusive Emergency Planning (CIEP) networks with AFN subject matter experts in the community throughout the state in addressing AFN gaps with recommendations on best practices. CIEP has "boots on the ground" through local centers for independent living (CILs) and other disability led community-based organizations such as Regional Service Centers (for deaf, hard of hearing, deafblind, and deaf with other disabilities), as well as AFN coordinators in certain local emergency management agencies. CIEP collaborates with FEMA Region 10, Department of Health, American Red Cross, and Emergency Management Division	CIEP

Response Mission Area			
Core Capability	**Critical Task I.D.**	**Activity/Action**	**State Agency / Organization**
		mostly in ESF 6, and other ESFs for Public Health, Communications, External Affairs, and other partners. Once we become aware of an emerging AFN gap, CIEP stands up and connects people with a need with those who have resources such as durable medical equipment, accessible housing, and other needs.	
Food, Shelter, and Emergency Supplies			
Mass Care Services **On-Scene Security, Protection, and Law Enforcement**	1, 2 1	During disasters, the priority of the American Red Cross is to ensure that survivors have a safe place to rest and recover, there is food and water available as well as needed emergency supplies. The American Red Cross works with all levels of government and community partners to assess needs and designate where and when to open shelters where residents will find comfort, information, and resources. The Red Cross is able to accomplish this by mobilizing the power of volunteers and the generosity of donors to support those affected by disasters in their communities via Emergency Response Vehicles (ERVs), in shelters, and at assistance centers.	ARC
Welfare Information			
Mass Care Services **Operational Communications** **Fatality Management Services**	1 1 2	Disasters often disrupt regular communication channels and can separate families. Through the Red Cross' nationwide network of chapters, family members may request welfare information regarding their loved ones. The American Red Cross Reunification Program enables people within a disaster area to let their families and friends know that they are	ARC

Response Mission Area			
Core Capability	**Critical Task I.D.**	**Activity/Action**	**State Agency / Organization**
		alright. It is also a resource to track down individuals affected by disasters when loved ones are unable to reach them. Survivors and their loved ones can reach out by calling 1-800-RED-CROSS to register and request reunification support.	
Client Casework and Recovery Planning and Assistance			
Mass Care Services **Public Information and Warning**	3 2	The American Red Cross provides client casework for survivors with disaster-related needs and pays particular attention to those who have experienced significant damage or loss to their homes. Caseworkers assesses the client's immediate needs by asking confidential questions and conducting brief confidential interviews. Caseworkers' questions and interviews are focused on brief planning processes to help identify action steps for the client to follow in the first few days or weeks after a disaster. American Red Cross caseworkers protect clients' confidentiality and only share information clients approve. They then connect clients to services which may include referrals to other local NGOs, VOAD agencies, groups, and/or financial assistance when it is available. This ensures clients have access to all available resources.	ARC
Disaster Health, Mental Health Services, and Spiritual Care			
Public Health, Healthcare, and Emergency Medical Services	1, 2	After a disaster, survivors may experience physical and mental health needs. The American Red Cross deploys licensed health, mental health, and spiritual care professionals who are trained and equipped to provide assistance at the time	ARC

Response Mission Area			
Core Capability	**Critical Task I.D.**	**Activity/Action**	**State Agency / Organization**
		of a disaster. Disaster health services professionals can provide emergency first aid and medical assessment, triage and replacement of emergency medications, financial assistance, or referrals to community partners. Disaster mental health professionals provide mental health assessments, crisis intervention and a sympathetic ear to those in need. Disaster Spiritual care professionals can assist survivors to utilize their own spiritual care resources, values, and faith in the midst of a crisis, regardless of one's faith tradition. Disaster spiritual care professionals provide spiritual and emotional support and connection to local resources.	
Mass Care Services	1	Participates in any state or federal task force to address the immediate needs of children.	DCYF
Mass Care Services	1	Coordinates the provision of child care for disaster survivors with licensed child care facilities.	DCYF
Mass Care Services	3	Coordinate the provision of temporary housing for disaster survivors with licensed foster care facilities/homes.	DCYF
Situational Assessment	1, 2	Provide situational awareness for childcare and foster care for affected areas during a disaster.	DCYF
Mass Care Services	3	Through the state's Housing Recovery Support Function, coordinates the State Led Housing Task Force to provide a process for addressing short-term housing needs of disaster survivors.	COM
Mass Care Services	3	Coordinates and supports short-term housing efforts with Washington Voluntary	COM

Response Mission Area			
Core Capability	**Critical Task I.D.**	**Activity/Action**	**State Agency / Organization**
		Organizations Active in Disasters and other community partners.	
Mass Care Services **Operational Coordination** **Situational Assessment**	1 1 1	Works with Community Action Councils (CAC) to see if CSBC funds can be used locally for the following activities: shelter, home repairs, emergency food assistance, and other emergent basic needs. (Note: CACs ultimately decide how to allocate their funds, not the state.)	COM
Mass Care Services	1	Provides teams of trained AmeriCorps members to carry out a wide range of response support actions emphasizing disadvantaged communities and residents with disabilities and others with access or functional needs.	ECY
Mass Care Services **Operational Coordination**	1 1	Volunteer Reception Center operations and volunteer management.	ECY
Public Information and Warning	2	Canvassing and information distribution for state response actions.	ECY
Mass Care Services	1, 2	Sheltering and feeding support and distribution of water, food, ice, and emergency supplies.	ECY
Environmental Response/Health and Safety	1, 2	Sandbagging, muck out, tear-out, and chainsaw work.	ECY
Environmental Response/Health and Safety	2	Debris removal from disaster survivor residences.	ECY
Mass Care Services	1	Provides resource support, in coordination with the SEOC Logistics Section for ESF 6	DES

Core Capability	Critical Task I.D.	Activity/Action	State Agency / Organization
Response Mission Area			
Operational Coordination	1	requirements, as authorized to meet the needs of the affected population.	
Logistics and Supply Chain Management	1		
Public Health and Medical Services ESF 8			
Mass Care Services	2	Provides technical assistance for shelter operations related to food safety, vector control, water safety, health inspection, and waste disposal.	DOH
Mass Care Services **Public Health, Healthcare, and Emergency Medical Services**	1 1	Assists in the provision of medical supplies and services, including consumable medical supplies and durable medical equipment.	DOH
Mass Care Services **Public Health, Healthcare, and Emergency Medical Services**	2 1, 2	Coordinates emergency medical care in shelters as needed at the request of affected county or tribe.	DOH
Mass Care Services **Public Health, Healthcare, and Emergency Medical Services**	2 1, 2	Provides technical expertise related to the assessment of health and medical needs of shelter occupants.	DOH
Mass Care Services	1	Participate in any state or federal task force to address the immediate needs of children	DOH

Mass Care, Emergency Assistance, Temporary Housing, and Human Services

Emergency Support Function (ESF) 6

Response Mission Area			
Core Capability	**Critical Task I.D.**	**Activity/Action**	**State Agency / Organization**
Situational Assessment Public Information and Warning	1, 2 1	Gathers, assesses, prioritizes, and communicates relevant public health and medical needs information to survivors in facilities where mass care services are provided.	DOH
Mass Care Services On-Scene Security, Protection, and Law Enforcement	2 1	Supports core capability service providers to ensure that ESF 6 service delivery locations are appropriately provisioned and operated in a manner that is safe, sanitary and secure.	DOH
Mass Care Services	1	Administers the Women, Infants, and Children program.	DOH
Mass Care Services Critical Transportation Logistics and Supply Chain Management	1 2 1	Serves as a resource for coordinating accessible transportation through the Medicaid Transportation Brokerage Services providers.	HCA
Operational Communications	1	Serves as a resource for non-English language translation and interpretation contracts.	HCA
Mass Care Services On-Scene Security, Protection, and Law Enforcement	1, 2 1	Provides technical assistance and guidance to local districts for the sheltering, feeding, safety and security of children in school at the time of the disaster.	OPSI

Response Mission Area			
Core Capability	Critical Task I.D.	Activity/Action	State Agency / Organization
Mass Care Services	1	Supports districts reunifying children with their families.	OPSI
Mass Care Services	1	Participates in any state or federal task force to address the immediate needs of children.	OPSI
Mass Care Services Logistics and Supply Chain Management	1 1	Assists in identifying and securing supplies of food, including U.S. Department of Agriculture Foods in school inventories to supplement those in the disaster area.	OPSI
Mass Care Services	1	Works with local Community Emergency Response Team (CERT) program sponsors and local AmeriCorps Program sponsors to connect teams of trained volunteers and/or AmeriCorps members to carry out a wide range of response support actions emphasizing disadvantaged communities and residents with disabilities and others with access or functional needs.	OFM/Serve Washington
Public Information and Warning	2	Canvassing and information distribution for state response actions.	OFM/ Serve Washington
Mass Care Services	1, 2	Sheltering and feeding support and distribution of water, food, ice, and emergency supplies.	OFM/ Serve Washington
Mass Care Services	1	Provides relief services to communities impacted by both natural and man-made disasters until the service is no longer needed by the community. When initiating a disaster relief operation, the first aim is to meet the basic needs of those who have been affected, both survivors and first responders.	TSA
Mass Care Services	1	Provides Disaster Case Management services.	TSA

Response Mission Area			
Core Capability	**Critical Task I.D.**	**Activity/Action**	**State Agency / Organization**
Mass Care Services	1	Maintains a fleet of emergency response vehicles, including mobile canteen and kitchen units.	TSA
Mass Care Services **Logistics and Supply Chain Management**	1 1	Operates warehouse facilities, stockpiles food and water.	TSA
Mass Care Services	1, 2	Provides food/hydration services to disaster victims at communal feeding sites or from a mobile unit.	TSA
Mass Care Services	1, 2	May provide or support sheltering operations in a facility identified by the state.	TSA
Mass Care Services	1	Distributes cleanup supplies such as mops, brooms, buckets, shovels, detergents, and tarps.	TSA
Operational Communications	1	Supports emergency communications through The Salvation Army Team Emergency Radio Network.	TSA
Public Health, Healthcare, and Emergency Medical Services	1	Provides spiritual comfort and emotional support upon request to survivors and emergency workers coping with the stress of a disaster.	TSA
Food and Nutrition Service			
Non-Stafford Act Authority			
Mass Care Services **Logistics and Supply Chain Management**	1 1	Locate and secure supplies of food, including U.S. Department of Agriculture (USDA) Foods to supplement those in the disaster area.	WSDA

Response Mission Area			
Core Capability	Critical Task I.D.	Activity/Action	State Agency / Organization
Mass Care Services Logistics and Supply Chain Management	1 1	In coordination with DSHS, ESF 11 and ESF 7 agencies, coordinate shipment of USDA food to staging areas within affected area.	WSDA
Mass Care Services Logistics and Supply Chain Management	1, 2 1	In coordination with ESF 6 and ESF 7 primary agencies, coordinate staging areas for food supplies and points of distribution for food with the Incident Command Post and the local and tribal Emergency Operation Centers (EOC).	WSDA
Stafford Act Authority			
Mass Care Services	1	Provides disaster food assistance in accordance with ESF 11 that includes USDA foods for emergencies and major disasters.	WSDA
Animal Health Services			
Operational Coordination	1	Facilitates multi-agency coordination with NGOs for response for service animals and household pets.	WSDA
Operational Coordination	1	Forms a coalition of nonprofit organizations that respond to disasters as part of their overall mission.	WAVOAD
Operational Coordination	1	Brings organizations together and enable them to understand each other and work together during times of disaster preparedness, response, relief, and recovery to ensure a coordinated response and limit the likelihood of duplication of effort.	WAVOAD

Resource Requirements

This plan reflects actual existing capabilities and vertically aligns with the FEMA Emergency Support Function 6 – Mass Care, Emergency Assistance, Temporary Housing, and Human Services Annex to the extent feasible. Certain elements identified in the federal ESF 6 Annex are

not included in this plan because no reliable capability exists to deliver those services without support from other states through the Emergency Management Assistance Compact (EMAC), FEMA, and/or Department of Health and Human Services.

The state relies almost entirely on voluntary organizations, particularly the American Red Cross, for direct response to the human needs of survivors. These organizations have their own missions, charters, bylaws, and procedures; they deploy independently and are not legally obligated to coordinate, much less report to, the state. As such, good working relationships between the state and these organizations are critical to a successful response. The state needs a full-time, funded mass care coordinator with appropriately delegated authority and mission assignment for ESF 6 to address a minimum level of planning and preparation, as well as response duties. This is recommended in the National Mass Care Strategy. A trained cadre of state ESF 6 responders is needed for adequate response coordination.

<u>Micro-level</u>
Training Requirements
- IS 100, 200, 700, 800, 2200
- ICS 300, 400
- SEOC Foundations Course

Recommended Training
National Training and Education Division (NTED)

- G0108 - <u>Community Mass Care and Emergency Assistance</u>

Course Description: This course provides training for local communities to prepare for and manage the Mass Care/Emergency Assistance (MC/EA) functions effectively. The goal is to prepare community agencies, organizations, and businesses to work together in coordination with Emergency Management and traditional MC providers to plan and provide MC/EA services to those affected by disaster.

- E0418 – <u>Mass Care/Emergency Assistance Planning and Operations</u>

Course Description: The purpose of this course is to prepare Mass Care/Emergency Assistance (MC/EA) Coordinators and their teams to develop MC/EA plans to support and/or coordinate MC/EA disaster responses.

- K0419 – <u>Mass Care/Emergency Assistance Shelter Field Guide Training for States and Local Communities</u>

Course Description: This course was developed by the American Red Cross and the Federal Emergency Management Agency (FEMA) to train a variety of participants in sheltering

practices and techniques. The course is designed for use with its companion piece, the Shelter Field Guide.

Emergency Management Institute Independent Study (IS)

- IS-10.A – Animals in Disasters: Awareness and Preparedness

Course Description: This course is intended to help animal owners, care providers, and industries to understand incident management.

- IS-11.A – Animals in Disasters: Community Planning

Course Description: This course provides information for groups to meet and develop meaningful and effective plans that improve the care of animals, their owners, and the animal-care industries in disasters.

- IS-26 – Guide to Points of Distribution

Course Description: This guide was developed to support the Points of Distribution (POD) overview video and provide an in depth look into the planning, operations, and demobilization stages of a POD mission. The lessons detail the staffing and procedures any state will need to plan for, execute, and shut down POD operations. The guide also includes key lessons such as safety, equipment, and resource accountability and informs the reader about the "Adopt a POD" program being used by the state of Washington.

- IS-27 – Orientation to FEMA Logistics

Course Description: This course provides an overview of all field logistics functions and organizational relationships within logistics (roles, responsibilities, accountability). The student will gain a baseline knowledge of the standard practices for FEMA logistics operations from initial Presidential disaster declaration to close-out of FEMA field offices.

- IS-244.B – Developing and Managing Volunteers

Course Description: The goal of this course is to strengthen abilities to prepare for and manage volunteers before, during, and after a severe emergency or major disaster. This course will: Provide strategies for identifying, recruiting, assigning, training, supervising, and motivating volunteers; Include discussion of spontaneous volunteers as well as those affiliated with community-based, faith-based, and nongovernmental organizations (NGOs).

- IS-288.A – The Role of Volunteer Organizations in Emergency Management

Course Description: This independent study course provides a basic understanding of the history, roles, and services of disaster relief voluntary agencies in providing disaster assistance. It is appropriate for both the general public and those involved in emergency management operations.

- IS-405 – Mass Care/Emergency Assistance Overview

Course Description: This course provides an introduction to Mass Care and Emergency Assistance (MC/EA) support, with a focus on Whole Community, by outlining the importance of collaboration and coordination between government, non-profit, public, and private sectors.

- IS-406 – Operating a Shelter

Course Description: This 5-hour independent study course will support state, local, tribal, and territorial (SLTT) governments, as well as community and faith-based, non-profit, and private sector partners to increase readiness for shelter site management and congregate shelter operations and to provide best practices and common methodology.

- IS-1010 – Emergency Protective Measures

Course Description: This course provides an overview of Emergency Protective Measures. By the end of the course, State, Local, Tribal, and Territorial Applicants and Recipients will be able to accurately capture emergency protective measures activities and document costs concerning actual overtime based on payroll policies, equipment usage, and reasonable materials purchases.

- IS-368.A - Including People with Disabilities in Disaster Operations

Course Description: The purpose of this course is to increase awareness and understanding of the need for full inclusion of disaster survivors and FEMA staff who are people with disabilities. It is designed for all personnel involved in disaster operations. It provides an introductory overview of information and strategies to include people with disabilities during mitigation, preparedness, response, and recovery efforts. It also explains the importance of disability equity and inclusion and provides guidance to FEMA staff on how they can ensure physical, program, and communication access to the whole community.

- IS-405 - Mass Care/Emergency Assistance Overview

Course Description: This course provides an introduction to Mass Care and Emergency Assistance (MC/EA) support, with a focus on Whole Community, by outlining the importance of collaboration and coordination between government, non-profit, public, and private sectors.

Macro-level

The state needs additional staff who are cross trained to fill a variety of positions to staff a major, prolonged disaster response. The following staffing requirements are necessary for a well-coordinated response to a major disaster:

- Staff to fill the ESF 6 coordinator role;
- Staff to facilitate various task forces such as feeding, sheltering, functional needs support, transportation support, etc.; and
- Staff to assume administrative support duties.

The requirements given above do not contemplate a catastrophic incident, such as a Cascadia Subduction Zone earthquake. Without the resources outlined above, the state can expect that ESF 6 will experience staffing shortfalls and critical performance failures at a time when mass care assistance is needed most.

References and Supporting Guidance

National Mass Care Strategy: A Roadmap for the National Mass Care Service Delivery System
The National Mass Care Strategy provides a unified approach to the delivery of mass care services by establishing common goals, fostering inclusive collaborative planning, and identifying resource needs to build the national mass care capacity engaging the whole community including under-served and vulnerable populations.

Access and Functional Needs (AFN)
Persons who may have additional needs before, during, and after an incident in functional areas, including but not limited to: maintaining independence, communication, transportation, supervision, and medical care. Individuals in need of additional response assistance may include those who have disabilities; live in institutionalized settings; are seniors; are children; are from diverse cultures; have limited English proficiency or are non-English speaking; or are transportation disadvantaged. For support in planning for, meeting the needs of, and supporting communities with access and functional needs, please refer to the Coalition on Inclusive Emergency Planning (CIEP) (wasilc.org).

ESF 21 – Recovery Annex
The ESF 21 – Recovery plan is an annex to the state's CEMP. ESF 21 is a coordinating and advisory function supporting local or tribal recovery efforts through a state-level structure to coordinate state and federal recovery resources, facilitate the transition of resources from response to recovery, and prepare Presidential Major Disaster Declaration (PDD) requests. ESF 21 facilitates collaboration and information sharing to support the long-term recovery of impacted jurisdictions and disaster survivors.

ADA Checklist for Emergency Shelters
Provides a comprehensive checklist and steps to take to ensure accessibility of emergency shelters. To access this checklist, please refer to ADA Checklist for Emergency Shelters.

Sheltering Support
FEMA and the National Mass Care Strategy provide definitions, concepts, strategies, and resource references on all aspects of different types of shelters (i.e., emergency evacuation shelters, medical shelters, general population shelters, non-traditional shelters) from the initial identification of an appropriate location to the period of transitioning disaster survivors from shelters to longer-term housing solutions. Please refer to Sheltering Support | FEMA.gov and Sheltering - National Mass Care Strategy for further information.

Centers for Independent Living (CIL) and State Independent Living Councils (SILCs) Funding

The FAQ provides an understanding of the role of CILs and SILCs before, during, and after a disaster, including the types of services they are allowed and able to support the impacted elderly, individuals with disabilities, and caretakers with depending on funding and disaster declarations. To see the full list of questions and responses, please refer to OILP Disaster FAQ - Final_January_2024.docx (live.com).

State Service Plan

This plan covers Serve Washington mission, vision, values, and goals. Serve Washington seeks to engage in meeting the critical needs of Washingtonians to create resilient communities. This plan can be accessed at Serve Washington State Service Plan, 2020-22.

Terms and Definitions

AFN: Access and Functional Needs

ARC: American Red Cross

CAC: Community Action Councils

CEMP: Comprehensive Emergency Management Plan

CERT: Community Emergency Response Team

CIEP: Coalition on Inclusive Emergency Planning

CIL: Center for Independent Living

CMIST: Communication, Maintaining Health, Independence, Support, Safety, and Self-determination, and Transportation

COM: Washington State Department of Commerce

CSO: Community Service Office

CYSHCN: Children and Youth with Special Health Care Needs

DCAP: Disaster Cash Assistance Program

DCYF: Washington State Department of Children, Youth, and Families

DES: Washington State Department of Enterprise Services

DOH: Washington State Department of Health

DSHS: Washington State Department of Social and Health Services

D-SNAP: Disaster Supplemental Nutrition Assistance Program

ECY: Washington State Department of Ecology

EEI: Essential Elements of Information

EMAC: Emergency Management Assistance Compact

EMD: Emergency Management Division

ERV: Emergency Response Vehicles

ESF: Emergency Support Function

FEMA: Federal Emergency Management Agency

GOIA: Governor's Office of Indian Affairs

HCA: Washington State Health Care Authority

IS: Independent Study

LEP: Limited English Proficiency

LSC: Logistics Section Chief

MAST Team: Multi-Agency Shelter Transition Team

MC/EA: Mass Care/Emergency Assistance

MOU: Memorandum of Understanding

NEFRLS: National Emergency Family Registry and Locator System

NGO: Nongovernmental Organization

NIMS: National Incident Management System

NTED: National Training and Education Division

NWTEMC: Northwest Tribal Emergency Management Council

OFM: Office of Financial Management

OSC: Operations Section Chief

OSPI: Washington State Office of the Superintendent of Public Instruction

POD: Points of Distribution

RCW: Revised Code of Washington

SEOC: State Emergency Operations Center

SOP: Standard Operating Procedure

SLTT: State, Local, Tribal, and Territorial

TEFAP: Temporary Emergency Food Assistance Program

TSA: The Salvation Army

UCG: Unified Coordination Group

USDA: U.S. Department of Agriculture

WAC: Washington Administrative Code

WASILC: Washington Statewide Independent Living Council

WAVOAD: Washington Voluntary Organizations Active in Disasters

WCC: Washington Conservation Corps

WMD: Washington Military Department

WSDA: Washington State Department of Agriculture