

**RICHLAND COUNTY EMERGENCY SUPPORT FUNCTION (ESF) 6
MASS CARE, HOUSING AND HUMAN SERVICES**

LEAD COORDINATING AGENCY: Richland County Department of Health and Human Services

SUPPORT AGENCIES: Richland County Public Health
Richland County Emergency Management
Richland County Sheriff's Department
Richland County ADRC
American Red Cross
Salvation Army
WI Voluntary Organizations Active in Disasters
School Districts
Emergency Medical Services
Coroner

STATE SUPPORT AGENCY: Wisconsin Department of Health Services
Wisconsin Department of Emergency Mngmnt
Dept. of Ag, Trade & Consumer Protection

I. INTRODUCTION

A. Purpose

Emergency Support Function 6 supports county and local volunteer efforts to address the non-medical mass care, housing and human services needs of individuals and families impacted by an emergency or disaster.

B. Scope

To coordinate county and local volunteer activities to aid victims of disaster and to assist local providers in the provision and securing of mass care, housing, economic assistance, and human services including crisis counseling and support for (residents) citizens with special needs.

II. POLICIES

ESF #6 policy and concept of operations apply to county departments, and local agencies and volunteer organizations for activities relating to potential or actual emergencies and disasters.

1. Richland County Department of Health and Human Services is the primary coordinating agency for ESF 6 and has the authority to plan for and respond to human services disasters under the federal and state laws and county ordinances, policies and procedures identified in the Authority Section (Section V.) of this document.
 - a. ESF 6 support may vary depending on an assessment of incident impact, the magnitude and type of event and the stage of the response and recovery efforts.
 - b. Support of ESF 6 activities and services will be provided in accordance with local, county, state and federal statutes, rules and regulations.
 - c. ESF 6 is designed to reduce duplication of effort and benefits, to the extent possible. This includes streamlining assistance as appropriate and identifying recovery and mitigation measures to support local and county planning efforts.
 - d. Mass care, housing and human services will be provided without regard to economic status, racial, religious, political, ethnic or other affiliation.
 - e. County and local governments are responsible for providing mass care, housing and human services for citizens in the event of an emergency. The Richland County Department of Health and Human Services is the lead coordinating agency, and identified support agencies will assist the local effort as necessary.
 - f. ESF 6 coordinates activities with ESF 1 (Evacuation and Transportation Resources), ESF 2 (Communications), ESF 5 (Information and Planning), ESF 8 (Public Health and Medical Services), and ESF 14 (Long Term Community Recovery & Mitigation).
 - g. Richland County Department of Health and Human Services will support local and county agencies to fulfill the needs of citizens with access and functional needs. Volunteer Organizations will assist to the extent reasonable and possible.

III. CONCEPT OF OPERATIONS

A. **General**

1. County or local governmental human service agencies serve as the primary coordinating agency for ESF 6 consistent with Chapter 66 Home Rule requirements. ESF 6 is designed to reduce duplication of effort and benefits, to the extent possible. This includes streamlining assistance, as appropriate and identifying recovery and mitigation efforts to support local and county planning efforts.
2. County and local response activities focus on meeting urgent mass care needs of victims of emergencies or disasters by committing human, financial and material resources to the impacted area as appropriate.
3. Recovery efforts are initiated concurrently with response activities. Close coordination is required between county, local, and volunteer agencies responsible for response and recovery operations.
4. Richland County Department of Health and Human Services will staff ESF 6 during an activation of the Richland County EOC and will coordinate the resources of the Department and other appropriate county, local and private organization resources with the Emergency Management Director and/or Incident Commander/Officer in Charge. ESF 6 has been developed by the Department in conjunction with the other supporting agencies to provide a framework for human services response and recovery actions. County ESF 6 staff will coordinate with State ESF 6 counterparts.

ESF 6 functions are divided into three main areas. The principle activities for each functional area are described in the following sections.

a. **Mass Care**

The ESF 6 Mass Care functions include the overall coordination of non-medical services to include sheltering of victims, coordinating emergency first aid at designated sites, and organizing feeding operations at designated sites. Coordinating (in conjunction with local and county volunteer agencies) the bulk distribution of emergency relief items and

other activities to support emergency needs of victims as described below:

Shelter: Emergency shelter includes the use of pre-identified shelter sites in existing structures, creation of temporary facilities or the temporary construction of shelters and use of similar facilities outside the incident area, should evacuation become necessary. Special Needs citizens with functional access needs will be integrated into the emergency shelter(s), except those with significant on-going medical needs. American Red Cross has a list that contains types of medical and non-medical they will accept in shelters.

Shelters will be requested through the Emergency Management Director who will notify American Red Cross when in need of a reception center or shelter. Emergency Management and American Red Cross keeps a list of identified shelters within Richland County.

Feeding: Feeding is provided to victims through a combination of fixed sites, mobile feeding units and bulk distribution of food.

Disaster Welfare Information (DWI): American Red Cross DWI staff collect inquiries regarding individuals residing within the affected area. If the individual can be located, the message is passed on to them for reply. This function assists in re-establishing communication between family members within the affected area.

Bulk Distribution: ESF 6 will support local and county units of government with the distribution of emergency relief items through sites established within the affected area. This may include the use of volunteer organizations for management and distribution of donations.

Animal Care and Handling: ESF 6 supports the coordination of animal care/handling services for service animals. Health and Human Services staff will contact Emergency Operations Center to coordinate animal care.

b. Housing

The ESF 6 Housing function addresses the short and long-term housing needs for victims of emergencies and disasters. It is accomplished through the implementation of programs and services designed to do the following:

- Identify the various factors that could impact the incident related housing needs and help develop a plan of action to provide housing assistance in the most effective and efficient manner possible.
- Identify solutions for housing needs for victims, as appropriate. Housing assistance provided to victims may include rental assistance, temporary housing, and loans for the repair and/or replacement of primary residences.
- Coordinate with local and county government, volunteer and non-government organizations to provide housing options to individuals and/or families impacted by an emergency or disaster following sheltering in the response phase.

c. Human Services

Richland County Department of Health and Human Services coordinates with county and local government and voluntary agencies, the ESF 6 Human Services component and assists with the implementation of programs and services to aid victims of an emergency or disaster. It also assists with the provision of victim related recovery efforts such as crisis counseling and identifying support for persons with special needs in affected areas. This includes any individual, group or community whose physical, mental, emotional, cognitive, cultural, ethnic, socio-economic status, age, language or other circumstance creates barriers understanding and/or the ability to manage the effects of disaster in the manner in which the general population has been requested to proceed.

Richland County Department of Health and Human Services supports various services for impacted individuals and families, including a coordinated system to address victim's incident-related recovery efforts, by:

- Coordinate the provision of crisis counseling and other supportive services for those affected by a disaster, act of terrorism, public health threat or other emergency.
- Coordinate with local government and private agencies to identify citizens with special needs within the affected area, including but not limited to: children, the elderly, people with disabilities and people communicating in languages other than English (including sign language).
- Coordinate with local and county agencies to provide information about eligibility for governmental benefits such as but not limited to; Medicaid, Medicare, SSI/SSDI, food stamps (SNAP) and disaster unemployment assistance.
- Coordinate local capacity to accept delivery of, and store water, ice and other emergency commodities and ensure that deliveries are made to the appropriate locations.
- Coordinate long-term recovery efforts with WEM and Voluntary Organizations Active in Disaster, county and local Government, and other volunteers to address needs not met by existing programs.
- Identify, locate and continue availability of services for children under care or supervision who are displaced or adversely affected by a disaster.
- Respond to new child welfare cases in areas adversely affected by a disaster, and provide services in those cases.

- Remain in communication with caseworkers and other essential child welfare personnel who are displaced because of a disaster.
- Preserve essential program records and coordinate services and share information with other governmental agencies.

B. Organization

1. Following ESF 6 activation, member agencies convene in the EOC to evaluate the situation and respond accordingly. This effort will be coordinated by the designated County Department of Health and Human Services, which will serve as the lead agency for implementation of ESF 6. They are responsible for coordinating the functions of ESF 6 and for identifying and securing resources from the support agencies and organizations, as needed. Other support agencies are available as needed for specific issues and are accessed through their respective emergency support functions in the EOC.
2. During an emergency or disaster situation, the primary and support agencies of ESF 6 will assign personnel to the Richland County EOC, at the request of the Emergency Management Director. ESF 6 will respond directly to the Emergency Management Director in the EOC.

C. Mitigation Activities

1. Identify new technology and procedures for use in completing the ESF 6 goals and objectives.
2. Identify areas where mutual aid agreements are or should be in place.
3. Identify areas where public education programs detailing ESF 6 functions are needed.
4. Identify ESF 6 specific resources and equipment, including shelters that will be required to meet the needs of citizens with special needs. Execute memorandums of understanding with individuals/agencies/organizations that

own/manage buildings to be used for sheltering individuals with special needs.

5. Identify requirements for ESF 6 standard operating procedures, plans and checklists for Primary and Supporting Agencies.
6. Identify and secure resources to address communications needs.
7. Identify ESF 6 training and exercising requirements. Identify and secure resources to train staff to complete tasks contained in ESF 6.

D. Preparedness Activities

1. Develop and maintain standard operating procedures and other plans and procedures as necessary to support ESF 6 operations.
2. Develop and conduct training and exercise programs involving ESF 6 functions.
3. Develop and maintain a contact list of agencies and organizations involved with ESF 6 operations, including staff and staff support rosters.
4. Develop and maintain ESF 6 resource lists, including a contact notification list with essential information included, such as resources location address, telephone, cellular and facsimile numbers, and email addresses.
5. Ensure that copies of all necessary ESF 6-specific emergency manuals, plans and procedures, and other reference materials are located in the Richland County Emergency Operations Center and the offices of Health and Human Services Department.
6. Develop procedures to request trained professionals and volunteers throughout the state who can be called on to help with emergency human services. These volunteers may be contacted and notified by the Department of Health/Family Services Emergency Human Services Coordinator or designee at the request of the county.

7. Assist local municipalities in the preparation and development of emergency response plans to address human services needs.
8. Plan, conduct and evaluate public education programs for mitigation, preparedness, response and recovery.
9. Support coordination and cooperation between governmental, private sector and non-governmental agencies to facilitate response efforts.
11. Identify, develop and incorporate, as necessary
 - a. Private sector capabilities and resources
 - b. Backup response and recovery processes

E. Response Activities

1. Provide technical advice to the Incident Commander/MAC Group Coordinator on matters related to the psycho-social needs of those affected by a disaster. Provide support and technical assistance and coordination assistance to county agencies and local human services staff. Seek support from the OSF Regional Area Administration staff, DHS and FEMA Region V human services staff, as appropriate, in obtaining emergency Federal aid available through DHHS or FEMA.
2. Request that building inspections are conducted immediately by qualified local, county or state building inspectors following a disaster, to confirm the stability of shelters identified as mass housing, shelter and care facilities.
3. Assist county, state and federal staff to conduct a Preliminary Damage Assessment.
4. Coordinate the provision of sheltering information to the affected public through the County Emergency Management Director and county Public Information Officers. Provide or assist in securing the services of interpreters to assist the County Emergency Management Director and Public Information Officers in communicating sheltering information.
5. Maintain liaison with local government and volunteer human service agencies. If necessary, request mutual aid from other county Departments of Health and Human Services.

6. Issue advisories and protective action recommendations to the public as necessary. Provide accurate, consistent and timely information to the public.
7. Coordinate special resources required to support evacuation of residents with special needs.
8. Coordinate the provision of non-medical mass care, housing and human services to individuals who have special needs, including their caregivers. These services may include, but are not limited to, the provision of short and long term housing, medication, access to Medicaid/Medicare services ensuring compliance with federal child welfare requirements and psychological first aid/counseling services.
9. The Type III and/or Type II Hazmat Team will be notified to decon individuals if they are exposed to hazardous contamination prior to admitting them to a shelter and to keep the shelter free of contamination. Depending on the substance involved, the local fire department can assist in this effort.

F. Recovery Activities

1. Continue coordination/monitoring of the delivery of human services. This may include crisis counseling to disaster victims as well as ensuring that the requirements of Child and Family Services Act of 2006 are met.
2. Continue to maintain liaison with state government to manage volunteer service response activities.
3. When appropriate, in coordination with DHS, assist in the development of an application for Disaster Crisis Counseling Immediate or Regular Services Grant funding. Assess the economic consequences and determine justification for federal involvement in long-term recovery efforts.
4. Coordinate with the Emergency Management Director, American Red Cross and special shelter operators to assess the need to maintain, expand or close shelter operations.
5. Determine the appropriateness of re-entry by assessing the psycho-social and Public Health impact on those affected.

6. Coordinate with state and local officials to address short and long-term housing needs.
7. Support local government in assessing the need for, provision, and management of human services for residents with special needs including counseling and supportive services.

IV. RESPONSIBILITIES

A. Lead Coordinating Agency

1. Richland County Department of Health and Human Services.
 - a. Direct county human services efforts, in support of local and county government, by assessing and responding to disasters or emergencies.
 - b. Coordinate and implement emergency human services resources and programs (e.g., congregate care, food coupons, commodities, monetary assistance) available from various sources.
 - c. Assist local and private human service agency personnel to augment resources sufficient to respond to need.
 - d. Serve as a central resource point for acquiring technical assistance, support, personnel and equipment from various agencies to assist local human service agencies during an emergency.
 - e. Support local and county agencies in planning for and meeting requests for assistance from residents with special needs following an emergency or disaster.
 - f. Provide emergency human services to persons in state operated facilities and coordinate the provision of such service to licensed or certified facilities. {or Suggested Change to “Coordinate the provision of emergency human services to individuals residing in DHFS licensed or certified facilities.” Note: Most counties will not plan for providing services to residents of state facilities.

- g. Assist local and county government and other agencies with implementing recovery activities necessary to return to normal operations.
- h. Facilitate and coordinate local and county efforts to provide disaster mental health services to residents and emergency workers if needed.
- i. Ensure local implementation of federally required disaster related planning and response activities such as services identified in the Child and Family Services Improvement Act of 2006.
- j. Support voluntary agency activities
- k. Coordinate requests for emergency human services and resources with the DHFS Emergency Human Services Coordinator or designee.

B. Support Agencies

- 1. Richland County Emergency Management
 - a. Coordinate voluntary agency activities.
 - b. Support local and county volunteer human services efforts by assessing and responding to disasters or emergencies.
 - c. Support emergency human services resources and programs (e.g., congregate care, food coupons and commodities, monetary assistance) available from various sources.
 - d. Assist local and county human services agency personnel to augment resources that have been exhausted or are unavailable.
 - e. Support local and county agencies in meeting requests for assistance from residents with special needs.
 - f. Assist local and county government agencies and other agencies with assessing damages and implementing the recovery activities necessary to return to normal operations.

- g. Support local and county efforts to provide disaster mental health services to residents and emergency workers if needed.
- h. Ensure local implementation of federally required disaster related planning and response activities.
- i. Arrange for reception centers and shelters through the American Red Cross.

2. ADRC of Eagle Country – Richland Center

- a. Coordinate with other appropriate County Human Services Managers to meet the unique needs of the elderly residents and/or their caregivers/families.
- b. Coordinate the identification of food needs for elderly residents impacted by the disaster and respond to those needs.
- c. As necessary, request from and coordinate with local food pantries, local food service companies, and other food service agencies to best meet basic needs of food, water, and other essential needs for individuals who remain in their homes, or who are in other local sites.
- d. Coordinate local food distribution efforts of county agencies and that provided by Volunteer Organizations Active in Disaster.
- e. Identify and monitor the needs of elderly residents who have been displaced or otherwise unable to provide for their basic food needs due to the impact of the disaster. This will include disbursement of vouchers sufficient to meet the individuals' needs.
- f. Identify and refer appropriate elderly residents with ongoing Economic Support Issues, who may require Income Maintenance, Emergency Medical Assistance, or Supplemental Nutrition Assistance Program (SNAP) to the Economic Support Staff for appropriate application processing.

3. American Red Cross
 - a. Support shelter activity based upon recommendations of the EOC and HHS staff.
 - b. Provide individual assistance to meet the basic needs of victims as determined by Red Cross guidelines.
 - d. Distribute items needed by victims (e.g., toiletry kits, clean-up kits).
 - e. Provide disaster mental health services to victims and others upon request and as needed.

4. Salvation Army
 - a. Locate mobile canteens in strategic spots to provide food service to disaster victims and workers.
 - b. Provide clothing, blankets and other necessities at the nearest Salvation Army Center.
 - c. Ensure their facilities are made available for sheltering.
 - d. Trained personnel for comfort and guidance counseling are available. They also provide information to family members concerning relatives.
 - e. Mobile communications between vehicles and canteens provide for immediate quality service. They also cooperate with Ham Radio operators for efficient communications to victim's families.

V. **REFERENCES**

ESF 6 Authorities

- Richland County Emergency Response Plan
- Wisconsin State Statutes 48, 49, 51, 55, 66, 323
- Wisconsin Division of Emergency Management Emergency Response Plan
- Wisconsin Department of Health and Family Services:
 - Emergency Human Service Plan
 - Public Health Mass Clinic Plan
 - Pandemic Plan
 - Americans with Disabilities Act

- Stafford Act – PL 100-707
- HIPAA Act – PL 104-191
- Human Services Job Action Sheets
- Human Services Standard Operating Policies and Procedures
- County Board Ordinances and Resolutions
- Child and Family Services Improvement Act of 2006

VI. ACRONYMS

See Richland County Emergency Response Plan, Basic Plan.

VII. ATTACHMENTS

Attachment 1: Agency Approval Signature sheet

ATTACHMENT 1 – Agency Approval Signature Sheet

The undersigned have hereby reviewed and approved the Emergency Support Function 6 of the County Emergency Response Plan.



County Administrator

5 May 2022
Date



Emergency Management Director

5-5-2022
Date



Health & Human Services Director

5-4-2022
Date



Public Health Officer

May 4, 2022
Date