

Mississippi Emergency Support Function #6 – Mass Care, Emergency Assistance, and Human Services Annex

ESF #6 Coordinator

Mississippi Department of Human Services

Primary Agencies

Mississippi Department of Human Services
Mississippi Division of Medicaid
Mississippi Emergency Management Agency
Mississippi Department of Education – Office of
Child Nutrition

Support Agencies

Mississippi Board of Animal Health
Mississippi State Department of Health
Mississippi Military Department
Mississippi Department of Public Safety
Mississippi Institutions of Higher Learning
Mississippi Community College Board
Mississippi Department of Mental Health
Mississippi Department of Rehabilitation
Services
Mississippi Commission for Volunteer Service
Mississippi Department of Agriculture and
Commerce
Mississippi Department of Education - Safe and
Orderly Schools
Mississippi State University Extension Service
Mississippi Department of Child Protection Services
Mississippi Department of Employment Security

Non-Governmental Support Organizations

American Red Cross
Mississippi Voluntary Organizations Active in
Disaster
The Salvation Army

Federal ESF #6 Coordinator

Department of Homeland Security/ Emergency
Preparedness and Response/ Federal
Emergency Management Agency

Federal Primary Agencies

Department of Homeland Security/ Emergency
Preparedness and Response/ Federal
Emergency Management Agency
Department of Health and Human Services

Introduction

The purpose of this Emergency Support Function (ESF) is to coordinate all state efforts to provide sheltering, feeding, and other human needs following a catastrophic earthquake, hurricane, or other significant disaster requiring state mass care assistance when local capabilities are exceeded.

Scope

Mass care, emergency assistance, and human services agencies and organizations at the local, state, and tribal levels work together to provide life-sustaining assistance to disaster survivors. The four primary functions of ESF #6 are:

Mass Care: Congregate sheltering, feeding, distribution of emergency supplies, and reunification of children with their parent(s)/legal guardians and adults with their families.

Emergency Assistance: Coordination of voluntary organizations and unsolicited donations and management of unaffiliated volunteers; essential community relief services; non-congregate and transitional sheltering; support to individuals with disabilities and others with access and functional needs

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in congregate facilities; support to children in disasters; support to mass evacuations; and support for the rescue, transportation, care, shelter, and essential needs of household pets and service animals.

Human Services: Disaster assistance programs that help survivors address unmet disaster-caused needs and/or non-housing losses and includes supplemental nutrition assistance, crisis counseling, disaster case management, disaster unemployment, disaster legal services, and other state and Federal human services programs and benefits to survivors.

Relationship to Whole Community

A basic premise of emergency management is that disaster response begins and ends at the community level. This is particularly true for the functions of ESF #6, as many disasters occur with little or no warning, thereby, requiring that life-sustaining services be provided quickly to prevent additional suffering and loss of life. ESF #6 partner agencies and organizations rely on the whole community to meet the needs of disaster survivors.

Key elements of the whole community include individuals with disabilities and others with access and functional needs 1) whose needs must be considered well in advance when preparing for disasters and emergencies and 2) who are important partners to support the delivery of core capabilities during incident response (e.g., through associations and alliances that serve these populations). People with disabilities and others with access and functional needs include individuals who are from diverse cultures, races, and nations of origin; individuals who do not read, have limited English proficiency, or are non-English speaking; people who have physical, sensory, behavioral, mental health, intellectual, developmental and cognitive disabilities; senior citizens with and without disabilities or other access and functional needs; children with and without disabilities and their parents, individuals who are economically or transportation disadvantaged; women who are pregnant; individuals who have chronic medical conditions; those with pharmacological dependency; and individuals precariously housed or experiencing homelessness.

Community disaster and emergency plans should include provisions for individuals who own household pets or have responsibility for service and other animals. Planning factors should include resources and processes for the rescue, transportation, care, shelter, and essential needs of animals.

The whole community also includes local, tribal, and state governments; nongovernmental organizations (NGOs), including voluntary, faith-based, community-based, and other nonprofit organizations in the civic/nonprofit sector; academia; the private sector; individuals; and communities. Partners from all elements of the whole community work together to address shortfalls and help to ensure the life-sustaining needs of disaster survivors are met.

Individuals/Households

Disaster response begins with individuals and households executing their disaster plans, which should include having sufficient food and water on hand, a plan for communication, pre-identified shelter locations, pre-identified evacuation routes, and a Go Kit that includes important documents, lists of medications, household pet or service animal vaccination records, and photo identification for all members of the household. Individuals with disabilities or others with access and functional needs implement their plan for accessible transportation and/or support resources, including service animals. Households with animals activate their plan for the evacuation, transportation, sheltering, and care of their animals.

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Private Sector/Nongovernmental Organizations

This ESF #6 Annex uses the term NGO to refer to voluntary, faith-based, community-based, and other nongovernmental organizations in the civic/nonprofit sector.

NGOs, together with academia and the private sector, are integral elements of the whole community response, coordinating with local, tribal, and state partners to provide ESF #6 resources, programs, and services to affected individuals/households and communities. These partners collaborate to resolve the disaster-related unmet needs of affected individuals and communities.

NGOs and the private sector also provide operational information to local, tribal and State ESF #6 or equivalent points of contact. This information allows ESF #6 planners to identify actual or potential shortfalls and/or excesses and adjust services to the needs of the community.

Local, tribal and state agencies coordinate with NGOs and the private sector to support the management of unsolicited donated goods and services and unaffiliated volunteers and organizations. These resources, when incorporated effectively into the whole community response, can help accelerate the recovery of individuals, households, and communities.

Local, Tribal, and State Governments

Local, tribal, and state governments are responsible for the welfare of those who reside in their jurisdictions. The state designates one or more official(s) to coordinate with Federal ESF #6 during incidents requiring a coordinated Federal response.

At the local level, government agencies, NGOs, and the private sector coordinate ESF #6 activities to meet the immediate needs of disaster survivors. When the impact of the incident exceeds local resources, the state may provide additional support. Resources from national-level NGOs and the private sector may augment local and state response capabilities. When these resources are insufficient, Federal assistance may be requested through the Federal Emergency Management Agency (FEMA) Regional office. Other Federal departments and agencies may also respond under their own authorities to assist the affected community.

Local, tribal, and state governments have obligations under civil rights laws to ensure equal opportunity for individuals with disabilities and others with access and functional needs when providing mass care services.¹

Core Capabilities and Actions

ESF Roles Aligned to Core Capabilities

¹ See FEMA's Guidance on Planning for Integration of Functional Needs Support Services in General Population Shelters and Chapter 7 of the Department of Justice's Americans with Disabilities Act Best Practices Tool Kit for State and Local Governments for more information.

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The following table focuses on the response core capabilities that ESF #6 most directly supports, including the related ESF #6 actions. Though not listed in the table, all ESFs, including ESF #6, support the core capabilities of Planning, Operational Coordination, and Public Information and Warning.

Core Capability	ESF #6 – Mass Care, Emergency Assistance, and Human Services
Mass Care Services	<ul style="list-style-type: none"> • Supports local, tribal, and state governments and NGOs in the coordination and provision of mass care, emergency assistance, temporary housing, and human services resources, programs, and services. • Provides life-sustaining services to the affected population, including hydration, feeding, and sheltering, as well as support for reunifying families. • Supports the establishment, management, and operation of congregate and non-congregate care facilities. • Coordinates with local, tribal, and state governments and NGOs to facilitate the return of evacuees to their pre-disaster or alternate locations. • Develops an initial temporary housing strategy to transition survivors from congregate to non-congregate care alternatives and provides relocation assistance or interim housing solutions for households unable to return to their pre-disaster residence. • Anticipates and identifies current and future ESF #6 requirements in coordination with local, tribal, and state governments, NGOs, and private sector partners. • Acquires, transports, and delivers ESF #6 resources and services to meet the needs of disaster survivors, including children and individuals with disabilities and others with access and functional needs. • Provides general care for separated/unaccompanied minors until they are placed in the care of appropriate authorities. • Supports nontraditional congregate care facilities. • Provides technical assistance for the development of local, tribal, state, NGO, and private sector operational plans for mass care, emergency assistance, temporary housing, and human services. <p>Mass Care</p> <ul style="list-style-type: none"> • Sheltering: Provides life-sustaining services in congregate facilities that provide a safe, sanitary, and secure environment for individuals and households displaced by disasters. Also includes support to survivors sheltering in place and in ESF #8 medical shelters. • 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 meals (e.g., low sodium, low fat, renal, vegetarian/vegan). ESF #6 works in concert with local, tribal and state 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.

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	<ul style="list-style-type: none"> • Distribution of Emergency Supplies: Acquires and delivers life-sustaining resources, hygiene items, and clean-up items to meet the urgent needs of disaster survivors. Additional support includes transportation, warehousing, equipment, technical assistance, and other mission-critical services. • Reunification: 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, tribal and/or state levels with technical assistance. <p>Emergency Assistance</p> <ul style="list-style-type: none"> • ESF #6 coordinates resources and emergency assistance in support of local, tribal, and state governments, NGOs, and the private sector.
	<ul style="list-style-type: none"> • 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 response. • Volunteer and Donation Management: Coordinates unaffiliated volunteers, unaffiliated organizations, and unsolicited donated goods to support all ESFs. • Essential Community Relief Services: Coordinates and delivers 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. • Mass Evacuation: 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. Deploys resources to support affected and host jurisdiction evacuation operations to include mass evacuation tracking system kits and staff to provide technical assistance. 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.) • Disability and Other Access and Functional Needs Support: 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. • 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

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	<p>anywhere open to the public.</p> <p>Nonconventional/Transitional Sheltering: Provides resources and technical assistance in support of local, state, tribal, and NGOs when traditional sheltering is not available or feasible or when the impact of the disaster is of such magnitude that extended shelter operations are required.</p>
	<p>Human Services</p> <ul style="list-style-type: none"> • Human Services: Provides assistance to address the non-housing needs of individuals and families. • Crisis Counseling: Provides 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 income is lost due to a declared disaster. • Tax Relief: Coordinate with state entities who provide tax relief to survivors with substantial verified disaster-caused losses. • Unemployment Assistance: Provide qualifying disaster survivors who have lost their jobs with unemployment benefits.
<p>Public and Private Services and Resources</p>	<ul style="list-style-type: none"> • Assesses the need for and coordinates the provision of life-sustaining ESF #6 services, resources, and supplies from government agencies, NGOs, and the private sector. • Gathers, assesses, prioritizes, coordinates, and communicates resource requirements. • Provides subject matter expertise to identify resource requirements to meet the life-sustaining needs of disaster survivors and their household pets and service animals. • Gathers, assesses, prioritizes, and communicates relevant information. • Communicates plans, requirements and strategies to core capability providers. • Acquires and manages resources, supplies, and services from core capability providers via contracts, mission assignments, inter-agency agreements, and donations.
<p>Public Health and Medical Services</p>	<ul style="list-style-type: none"> • Identifies and communicates requirements for life-saving and life-sustaining needs of disaster survivors and household pets and service animals. • Coordinates with core capability service providers to ensure that ESF #6 service delivery locations are appropriately provisioned and operated in a safe, sanitary, secure, and timely manner.

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	<ul style="list-style-type: none"> • Gathers, assesses, prioritizes, coordinates, and communicates public health and medical requirements of survivors and their household pets and service animals in congregate care facilities to core capability providers. • Gathers, assesses, prioritizes, and communicates relevant public health and medical needs information to survivors in facilities where mass care services are provided. • Communicates plans, requirements, and strategies to core capability service providers. • Acquires and manages resources, supplies, and services from core capability service providers via contracts, mission assignments, interagency agreements, and donations.
Critical Transportation	<ul style="list-style-type: none"> • Supports the collection, analysis, dissemination, and reporting of transportation infrastructure damage from ESF #6 service delivery sites. • Identifies, requests, and acquires transportation resources for the delivery of life-sustaining supplies and services to the affected area(s). • Identifies and provides critical transportation for survivors with disabilities and others with access and functional needs. • Supports mobilization and implementation of mechanisms to track the movement of evacuees, resources, household pets, individuals with disabilities or other access and functional needs with their service animals, medical equipment, and luggage. • Provides mass care support to survivors at embarkation, debarkation, and reception centers; evacuation transportation hubs; and post-decontamination areas to make sure that basic needs are met, including hydration, feeding, tracking, medical needs, and information. • Provides resources, subject matter expertise, and coordination with other ESF #6 partners to support mass evacuation activities and ensure the safe evacuation of household pets and service animals. (Note: Evacuees who have chronic medical conditions may be evacuated with the general population. For evacuation of patients, refer to ESF #8.) • Provides resources for the care of survivors evacuating from the affected area. • Communicates plans, requirements, and strategies to core capability service providers. • Acquires and manages resources, supplies, and services from core capability service providers via contracts, mission assignments, interagency agreements, and donations.
Fatality Management Services	<ul style="list-style-type: none"> • Provides mechanisms to support notification/transportation of family members to make appropriate arrangements for deceased relatives. • Provides support and funding for crisis counseling services to the bereaved. • Provides transportation and mass care services for survivors reuniting with deceased family members. • Communicates plans, requirements, and strategies to core capability

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	service providers. <ul style="list-style-type: none">• Acquires and manages resources, supplies, and services from core capability service providers via contracts, mission assignments, interagency agreements, and donations.
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Policies

ESF #6 policies apply to state departments, agencies and NGOs for activities relating to potential or actual states of emergency declared by the Governor. Underlying policies include the following:

- 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.
 - ESF #6 supports mass care activities and provides services without regard to economic status or racial, religious, political, ethnic, or other affiliation.
 - ESF # 6 support and services provided will be in accordance with existing federal and state statutes, rules, and regulations.
 - Personnel will be assigned to support ESF #6 functions in accordance with the rules and regulations of their respective parent agencies.
 - ESF #6 will coordinate with ESF #s 1, 3, 5, and 14 regarding recovery and mitigation assistance, as appropriate.
 - ESF #6 will reduce duplication of effort and benefits to the extent possible. This includes streamlining assistance as appropriate and identifying recovery and mitigation measures to support county and municipal planning efforts.
 - For the non-governmental organizations including non-profit organizations and faith-based organizations, refer to The Emergency Management Law, MS Code Ann. § 33-15 (1972).
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Concept of Operations

General Assumptions

- The local government has the primary responsibility of sheltering citizens.
- The local government will first call trained voluntary agencies for mass care services. Shelter sites with Red Cross agreements per accepted hurricane shelter standards, will be considered as a first step to identifying shelters. If the local government becomes overwhelmed, state services are requested via Resource Request and Deployment in WebEOC to the State Mass Care Coordinator.
- The Mississippi Department of Human Services (MDHS) will act in conjunction with Red Cross to carry out all duties in meeting victims' needs. This includes supporting Red Cross in the operation of shelters/temporary housing, food services, emergency human needs. Limited health and medical needs may be coordinated through ESF #8.

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- The Mississippi Division of Medicaid will support Red Cross in the operation of shelters. Coordination will occur through the State Mass Care Coordinator and DOM ECO and submitted via Resource Request and Deployment in WebEOC.
- The Mississippi Department of Child Protection Services will support Red Cross in the operation of shelters. Coordination will occur between County DHS Directors and County CPS Supervisors and submitted via Resource Request and Deployment in WebEOC.
- The State Mass Care Coordinator will activate the following multi-agency task forces when deemed necessary: Mass Care, Sheltering, Feeding, Reunification, and Shelter Transition.
- The Emergency Management Assistance Compact (EMAC) will be utilized to augment state resources with Mass Care professionals from other states when deemed necessary by the size and scope of the disaster.
- The State Disaster Housing Program will be implemented as appropriate to augment the resources of Red Cross and other participating agencies.
- As a Joint Field Office (JFO) and other support facilities are established, state personnel will be housed jointly with federal counterparts.

Mass Care

General Population Shelters

- Local governments under The Emergency Management Law, MS Code Ann. § 33-15-17 (1972) have authority to direct municipalities and counties to assist in staffing emergency shelters.
- Once local government and local voluntary agencies have exceeded local assets, assistance can be requested from the State Emergency Operations Center (SEOC) by the local Emergency Operations Center/ Emergency Management Agency.
- The Department of Human Services has coordinating responsibility to provide shelters with the assistance of primary, support, and other non-governmental agencies.

Medical Needs Shelters

- Mississippi State Department of Health (MSDH) has lead responsibility for identifying staffing resources needed at regional and state Medical Needs Shelters.
- MSDH shall work in conjunction with the Mississippi Community College Board to pre-identify locations to be used as Medical Needs Shelters.
- Additional information for Medical Needs Sheltering can be found in ESF #8.

Household Pets and Animal Shelters

- Mississippi Board of Animal Health (MBAH) serves as the lead agency for sheltering requirements for pet and animal shelters during an incident.

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- Additional guidance and information for Animal Sheltering can be found in the ESF #11 Annex.

Opening Shelters

- Local government will open shelters in coordination with the state. NGOs may open self-supported shelters independent of government. MEMA in conjunction with the MDHS will have overall management of shelters for the state.
- ESF #6 informs state and local decision makers about the status of shelters and applicable shelter zones. This information is distributed to evacuees in route to shelters by ESF #15 via media outlets.

Shelter Resources

- The Mississippi Shelter Resource Directory (WebEOC Shelter Board) lists all available public shelters located throughout the State.
- The State is divided into six shelter zones. Each zone identifies shelter locations, occupant capacities, and support capabilities by city and county.
- During Contra-flow, this plan provides for shelter activation beginning in the furthest part of the State and moving towards the impacted area as shelters fill up, thereby leaving the shelters nearest the event accessible to Mississippi residents should the need for evacuation occur.

Mass Feeding/ Procurement of Food Resources

- Mississippi Department of Education/ Office of Child Nutrition (MDE/OCN) will serve on the task force/committee to ensure that the efficient and timely forecasting of all food commodities to be used as part of shelter resources or congregate feeding sites is implemented. The Office of Child Nutrition serves as the state distributing agency and has the authority to release United States Department of Agriculture (USDA) commodities from their warehouses within the state based on a Presidential Declaration or situations of distress.
- MDE will assist other key state agencies, as feasible, to ensure that established procedures and policies are implemented during the response phase to meet the requirements of local government.

Human Services

Post-Disaster Operations

- Information regarding re-entry to point(s) of origin will be relayed or provided to all active shelter locations for dissemination to evacuees.
- Re-entry information affecting out-of-state evacuees sheltered in Mississippi will be obtained from the affected state and disseminated by ESF #6 to the appropriate shelter locations.
- Evacuees cannot be detained from leaving shelters if so desired; however, they may be detained from re-entering a disaster area if it is officially deemed unsafe. Re-entry decisions are made jointly by the state and affected local governments.

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Reunification

When disasters occur that result in large numbers of casualties, power and phone outages, evacuations, and high levels of media coverage, local jurisdictions can quickly become overwhelmed with requests from concerned family, friends, and colleagues to locate individuals within the disaster-impacted area.

When reunification needs surpass local capabilities during catastrophic disasters, the State Mass Care Coordinator will activate the state Multi-Agency Reunification Task Force (MARTF). The MARTF will coordinate closely with the National Center for Missing and Exploited Children (NCMEC) to facilitate the reunification of children. The Red Cross Safe and Well system may be utilized. When deemed necessary, the MARTF may recommend activation of a Reunification Multi-Agency Coordination Center (R-MACC) which may occur virtually until a site can be located and stood up.

Repatriation

Many noncombatants United States' citizens and their dependents are residing in or visiting foreign countries outside the Continental United States. An overseas emergency could require that U.S. citizens and their dependents be returned to the Continental U.S. In the case of a national emergency, the State of Mississippi will assist evacuees to the United States by coordinating the reception, temporary care, and transportation to final destinations. The Mississippi Department of Child Protection Services is the state agency responsible for developing and maintaining the state Repatriation Plan in collaboration with stakeholders.

Organization

State Emergency Operation Center

ESF #6 is part of the Operations Section/ Human Services Branch.

Field Units

- ESF #6 shall provide personnel for participation in the Mississippi State Emergency Response Team (SERT), and as needed for Disaster Recovery Center (DRC) staffing.
- ESF #6 may be asked to provide personnel to the JFO to work closely with their federal counterparts.

Actions

Preparedness

- MDHS oversees the development of Standard Operating Procedures (SOP) and checklists in conjunction with other primary and supporting agencies for this ESF.
- MDHS coordinates training and provides shelter managers and support staff from county Department of Human Services operations.

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Pre-Incident

- Conduct ESF #6 Coordination Calls for notice events.
- Develop forecast of funding and shelter requirements.

Incident

- Expand and identify shelter sites outside of those pre-designated by other sources.
- ESF #6 shelter partners advise the state ESF #6 Emergency Coordinating Officers (ECO) before shelter occupancy reaches full capacity so additional shelters can be opened and traffic can be routed accordingly.
- Local ESF #6 officials inform the SEOC about the status of shelters and shelter zones. This information will then be distributed to the state ESF #15 Public Information Officer (PIO) for immediate media release.
- ESF #6 informs state and local decision makers about the status of shelters and applicable shelter zones. This information is communicated to evacuees by ESF #15-External Affairs.
- MDHS and Red Cross members assigned to state ESF #6 will maintain close consultation with Red Cross members assigned to Federal ESF #6 and U.S. Health and Human Services (HHS), to ensure awareness for potential Federal ESF #6 mobilization, if required.
- Coordinate state emergency human service resources to supplement County DHS and Red Cross resources.
- Develop and coordinate shelter operations with special emphasis on lessening the impact to "At-Risk" populations.
- Coordinate with ESF#6 primary and support agencies to identify functional needs of shelter residents and obtain functional needs resources.
- Coordinate with ESF #6 support agencies to ensure children are provided safe spaces for short-term respite care during long-term general population shelter operations.

Recovery

- As shelter and feeding operations phase out, provide information regarding re-entry to point(s) of origin to all active shelter locations for dissemination to evacuees.
- Re-entry information, affecting out-of-state evacuees sheltered in Mississippi, will be obtained from the affected state and disseminated by ESF #6 partners to the appropriate shelter locations.

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- Assist local government in re-entry decisions. Evacuees cannot be detained or prevented from leaving shelters if they desire. However, evacuees may be prohibited from re-entering a disaster area if officially deemed unsafe by local or state authorities.

Post-Incident

- Facilitate movement to temporary housing.
- Coordinate cleanup and restoration of facilities used for shelter.
- The ESF #6 Coordinator prepares an after-action report. ESF #6 organizations assist in preparation of the AAR by submitting information to the ESF #6 Coordinator during an after-action review. The AAR identifies key problems, indicates how they will be/were solved, and makes recommendations for improving response operations.

Responsibilities

Mississippi Department of Human Services – Coordinator/Primary Agency

- Develop a Standard Operating Procedure (SOP) and checklists in conjunction with Red Cross, MEMA, and supporting agencies for this ESF.
- Coordinate state emergency human service resources to supplement local resources and assist Red Cross in mass care.
- Provide daily information to the SEOC on the amount of food used and types of food needed.
- Develop and coordinate shelter operations to minimize the impact to “At-Risk” populations.
- Coordinate with ESF#6 primary and support agencies to identify functional needs of shelter residents and obtain functional needs resources.
- In conjunction with MEMA, expand and identify shelter sites outside of those pre-designated by other sources.
- Provide individuals to act as the ECOs in the SEOC to ensure 24-hour availability.
- Collaborate with the American Red Cross, MSDH, and MBAH to update and maintain the Mississippi Shelter Resource Directory in WebEOC.
- Provide personnel to assist with reunification during large-scale disasters.

Mississippi Emergency Management Agency - Primary Agency

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- Provide planning and coordination assistance.
- Activate ESF #6 based on the nature and scope of the incident and state resources required.
- Provide coordination and overall preparedness response and recovery guidance related to human service needs.
- Coordinate with mass care organizations to ensure operational coordination in disaster response of mass care service and support to local government.
- Keep public informed of available mass care assistance programs in coordination with mass care support agencies and organizations.
- Implement the State Temporary Housing Program when directed by the Office of the Governor.
- Coordinate with ESF #6 partners regarding the dissemination of Mass Care and Emergent Assistance information to the public. (Shelters, feeding, tax relief, reunification, re-entry, etc.)

Mississippi Division of Medicaid - Primary Agency

- Designate, train, and provide general population shelter managers and support staff from regional offices of the Division of Medicaid operations.
- Coordinate with ESF #6 to assign personnel to assist Red Cross with shelter operations.
- Provide personnel to assist with reunification in large-scale disasters.
- Provide information on waivers for Medicaid recipients affected by disasters.

Mississippi Department of Education (Office of Child Nutrition) - Primary Agency

- Provide staffing within the SEOC and work in conjunction with Mississippi Department of Human Services (MDHS), Mississippi State Department of Health (MSDH), American Red Cross, and Voluntary Organizations Active in Disaster (VOADs) to monitor feeding operations to determine potential shortfalls of commodities, facilities, and food preparation personnel.
- Assist in the development of a SOP to ensure all necessary procedures for the procurement of food items, adequate staffing plan and any additional specific reporting needs are addressed.
- Assist in identifying schools with available USDA donated foods in their school kitchens and school district warehouses.
- Identify available supplies of USDA donated foods in state-contracted warehouses that can be shipped to mass feeding sites.
- Request additional USDA Foods from other state inventories through the Food and Nutrition Service (FNS) Regional Office and FNS Headquarters if the school's three-day supply runs low or out. FNS

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may acquire food from other state inventories, redirect shipments in route, or purchase additional foods to meet long term disaster needs.

- As feasible, assist other ESF #6 support agencies and local officials with food needs and delivery.
- Assist with providing daily information on the amount of food used and the determination of types of food needed.

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Support Agencies

Agency	Functions
American Red Cross	<ul style="list-style-type: none"> • Develop procedures for assessing local shelter capabilities with respect to soundness of the structure, availability of water and food, utility and sewer services, sanitation services, etc. and for requesting assistance from local, state, or national offices. • Coordinate sheltering operations, mass feeding, and Red Cross volunteer organization activities with other ESF #6 agencies involved in mass care operations. • Provide and assign personnel to support mass care and disaster victim registration at local shelter locations. • Coordinate bulk distribution of emergency relief supplies, food, etc. • Assist individuals and families in shelters with care for unaccompanied children, the aged, the infirm, and persons requiring specialized care. • Ensure staffing is available to assist in the adequate forecasting and distribution of food commodities to congregate feeding sites. • Monitor the number of mass feeding sites, soup kitchens, and pantries providing food to disaster victims and coordinate resource needs with other ESF #6 support agencies. • Assign and train personnel to support emergency operations at the State Emergency Operations Center (SEOC), Joint Field Office (JFO), or on the Mississippi State Emergency Response Team (SERT), Rapid Needs Assessment (RNA) Team or other areas of operation. • Ensure that adequate communications are established and maintained. • Support the resource pool by providing available resources as needed. • Assist in gathering and providing information to ESF #5 for establishing priorities and to ESF #15 for press releases. • Coordinate internal SEOC support efforts by designating a liaison to ESF #5. • Estimate functional needs support resources for shelter residents. • Obtain or work with partners to obtain functional needs support resources when shortfalls exist. • Provide personnel to assist with reunification during large-scale disasters.
Mississippi Department of Agriculture and Commerce	<ul style="list-style-type: none"> • Determine any shelter food needs and delivery methods with other ESF #6 support agencies and local officials. • Coordinate the acquisition of food donations to supplement food needs. • Monitor the mass feeding sites, soup kitchens, and pantries providing food to disaster victims and coordinate resource needs with other ESF #6 support agencies. • Provide personnel to staff mass feeding and/or shelter sites. • Provide facilities for mega shelters at the Mississippi State Fairgrounds during catastrophic events.

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Agency	Functions
The Salvation Army	<ul style="list-style-type: none"> • Participate in any appropriate Mass Feeding coordination meetings conducted by Mississippi VOAD, the Mississippi Mass Feeding Task Force, or the State Mass Care Coordinator. • Assign one or more Liaisons to the State Emergency Operations Center (SEOC) during activations. • Coordinate Salvation Army activities with government and non-government partners through the State EOC, county EOCs, National VOAD, Mississippi VOAD, local VOADs and other similar forums as appropriate. • Determine mass feeding needs in coordination with other ESF #6 agencies and local officials. • Determine appropriate fixed feeding sites in coordination with other ESF #6 agencies and local officials. • Determine appropriate routes for mobile feeding in coordination with other ESF #6 agencies and local officials. • Provide and assign personnel and equipment resources to Salvation Army feeding operations. • Provide Emotional & Spiritual Care for first responders and survivors. • Assist in gathering and providing information to ESF #5 for establishing priorities and to ESF #15 for press releases.
Mississippi State Department of Health	<ul style="list-style-type: none"> • Provide emergency medicine (911 and ambulance on site), health care services and supplies needed for people in Medical Needs shelters. • Develop procedures for inspecting conditions at emergency shelters to ensure sanitary conditions with respect to food preparation, waste disposal, potable water supplies, etc. • MSDH and ESF #8 primary and support agencies will assist at shelters in the care for, the infirm, and persons requiring specialized medical care as requested by ESF #6. • Should nursing support or any other medical personnel be required for general population shelters, MSDH will request these services from ESF #8 support agencies and/or the Volunteers in Preparedness and Response (VIPR) system. MDHS and Red Cross will work closely with the State Department of Health to complete the request. • Provide personnel to assist with reunification during large-scale disasters.
Mississippi Department of Public Safety	<ul style="list-style-type: none"> • Assist with evacuation requirements of affected or potentially affected communities. • Provide personnel to facilitate security requirements at designated shelter sites. • Coordinate information regarding re-entry control points with ESF #6. • Fatality Management Services provided by the State Medical Examiner's Office outlined in the ESF #8 Annex. • Provide personnel to assist with reunification during large-scale disasters.

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Agency	Functions
Mississippi Department of Education- Safe and Orderly Schools	<ul style="list-style-type: none"> • Assist in the development of a SOP and checklist in conjunction with the primary and supporting agencies. • Coordinate with school districts for utilization of public-school facilities as emergency shelters for people affected by a disaster or emergency, as feasible. • Coordinate with school districts to provide personnel to assist with emergency feeding and sheltering operations at schools, as feasible. • Coordinate with school districts for provision of School Resource Officers for security detail at schools used as emergency shelter sites, as feasible. • Provide personnel to assist with reunification during large-scale disasters.
Mississippi Institutions of Higher Learning	<ul style="list-style-type: none"> • Coordinate staffing to assist in the adequate forecasting and distribution of food commodities to congregate feeding sites and shelters. • Establish emergency shelters at institutions of higher learning.
Mississippi Community College Board	<ul style="list-style-type: none"> • Coordinate staffing to assist in the adequate forecasting and distribution of food commodities to congregate feeding sites and shelters. • Establish stocked and equipped emergency shelters at community college facilities. • Provide facilities to shelter survivors and medical needs population.
Mississippi Military Department	<ul style="list-style-type: none"> • Provide transportation of additional equipment, supplies, and augmentation personnel as needed to support evacuation to shelter sites. • Assist in construction and/or rehabilitation of shelters. • Provide personnel and equipment to transport water and other life-sustaining resources. • Provide military facilities as shelters contingent on availability and use to support military operations. This includes availability of Camp Shelby for massive coastal evacuations.
Mississippi Department of Mental Health	<ul style="list-style-type: none"> • Coordinate program requirements for Crisis Counseling Grant. • Provide personnel and resources as needed or requested for ESF #6 operations to include crisis counseling to the bereaved.
Mississippi State University Extension Service	<ul style="list-style-type: none"> • Provide safe spaces with age appropriate education-based activities for children in general population shelters affected by disasters.
Mississippi Commission for Volunteer Service	<ul style="list-style-type: none"> • Coordinate placement of volunteers for disaster response and recovery for mass care needs. • Coordinate donations management for response/recovery operations.

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Agency	Functions
Mississippi Voluntary Organizations Active in Disaster	<ul style="list-style-type: none"> • Provide support staff for shelters and mass feeding sites. • Assist with the evacuation and sheltering of displaced animals. • Supply and provide mobile and church feeding and serving facilities. • Provide emergency feeding services in facilities. • Provide for fixed food preparation. • Provide shelf stable food boxes when warranted by the disaster. • Ensure staffing is available to assist in the adequate forecasting and distribution of food commodities to congregate feeding sites and shelters. • Provide disaster victims with clothing or references for clothing. • Provide personnel to assist with reunification during large-scale disasters.
Mississippi Board of Animal Health	<ul style="list-style-type: none"> • Supports ESF #6 to coordinate an integrated State response to meet the mass care and emergency assistance needs of animals, including household pets, service animals, and their owners. • Facilitates whole community multi-agency coordination with nongovernmental agencies for animal response activities. • Provides technical assistance and subject matter expertise regarding animal response issues.
Mississippi Department of Rehabilitation Services	<ul style="list-style-type: none"> • Assist in conducting general population shelter assessments for accessibility for people with disabilities, limited to 12 assessments per calendar year, as coordinated with ESF #6. • Assist in providing or coordinating ASL interpreter services for general population shelters. • Provide wheelchair accessible vans for evacuations of people with disabilities affected by mandatory evacuations or for post disaster evacuations during catastrophic events. • Provide clients affected by disasters with emergency information (Evacuation information, general population shelters, medical shelters, Disaster Recovery Centers, etc.)
Mississippi Department of Employment Security	<ul style="list-style-type: none"> • Provides individuals who have lost their jobs due to a disaster with unemployment benefits.
The Mississippi Bar – Young Lawyers Division	<ul style="list-style-type: none"> • Activated by FEMA during a federally declared disaster to provide legal services to disaster survivors per the Mississippi Disaster Legal Assistance Reference Manual.

ESF #6 Review and Maintenance

As a minimum, the designated coordinating agency will conduct an annual review of this annex with all support agencies. Additional reviews may be conducted if experience with an incident or regulatory change indicates a need. Recommendations for change will be submitted to MEMA through the ESF Coordinator for further approval, distribution and publication.

Mississippi Emergency Support Function #6 – Mass Care, Emergency Assistance, and Human Services Annex

GLOSSARY:

Cohabitated Shelters – A general population shelter in which people and their household pets are housed under the same roof and HVAC system. Pet owners provide the primary care for their own pets.

Collocated Shelters – A general population shelter that has an animal shelter in close proximity enabling animal owners to provide basic daily care for their animals.

Cooling Center (Station) – Facility, operated by a municipality or county, where the general public can go to cool themselves during extremely hot weather. No services are provided.

Emergency Shelters – Facilities used solely for out-of-home placement during periods of sudden emergency, pending transition to alternate housing solutions. Often referred to as Mass Care Shelters or General Population Shelters.

Evacuation Shelter – General Population Shelters used prior to evacuations that are open for 72 hours or less. Cots are provided only to individuals with disabilities, access and functional needs or those with compromised circulation when lying on the floor would cause medical complications. Snacks and hydration, basic medical care and sanitation are provided. Space allocation is 20sqft per person. Space allocation for people with disabilities is up to 100sqft per person.

FEMA 361 – FEMA publication titled “Safe Rooms for Tornadoes and Hurricanes: Guidance for Community and Residential Safe Rooms”.

General Population Shelter – An Evacuation Shelter open to the general public prior to or following disasters. There are 3 types which provide varying degrees of services: Evacuation, Short-Term and Long-Term.

Household Pets – A domesticated animal, such as a dog, cat, bird, rabbit, rodent, or turtle that is traditionally kept in the home for pleasure rather than for commercial purposes, can travel in commercial carriers, and be housed in temporary facilities.

Functional Needs Support Services – Services enabling persons with disabilities or other access and functional needs to maintain their usual level of independence in a general population shelter.

Long Term Shelters – A general population shelters operated for two weeks to several months. Meals, snacks and hydration, basic medical care and sanitation are provided in addition to other services such as laundry, reunification, access to transportation, case management, etc. Space allocation is 60 - 80sqft per person. Space allocation for people with disabilities is up to 100sqft per person.

Medical Needs Shelters - A shelter of last resort for people whose medical needs cannot be accommodated in a general population shelter. Only one caregiver may accompany the resident inside the shelter.

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Respite Care – Service provided by trained professionals or volunteers in a long-term shelter environment to provide short-term care for an older person, child, or adult with a disability to allow caregivers time away from their caregiving role.

Safe and Well – The American Red Cross Safe and Well website allows people affected by disaster to self-register and provide information regarding their welfare and enabling separated family members to reconnect.

Safe Room - A hardened structure specifically designed to meet the Federal Emergency Management Agency (FEMA) criteria and provide near-absolute protection in extreme weather events, including tornadoes and hurricanes. It is required by federal guidance to be accessible to people with disabilities and may be used for conducting shelter operations. Operational for several hours until the threat passes, Space is limited to approximately 5sqft per person. Bathrooms are available. No services are provided.

Safe Spaces – Child friendly spaces in general population shelters for access to free and structured play, recreation, leisure and learning activities, as well as a venue to facilitate the referral of vulnerable or At-Risk children for appropriate services following disasters.

Service Animal – A dog or miniature horse that has been individually trained to do work or perform tasks for an individual with a disability. The task(s) performed by the dog must be directly related to the person's disability. State and local governments, businesses, and nonprofit organizations that serve the public generally must allow service animals to accompany people with disabilities in all areas of the facility where the public is normally allowed to go. (Americans with Disabilities Act, 2018)

Short-Term Shelter – A general population shelter operated from 72 hours to 2 weeks. Meals, snacks and hydration, basic medical care and sanitation are provided. Space allocation is 40sqft per person. Space allocation for people with disabilities is up to 100sqft per person.

Warming Center (Station) – Facility, operated by a municipality or county, where the general public can go to warm themselves during cold weather. No services are provided.