

# MISSISSIPPI COMPREHENSIVE EMERGENCY MANAGEMENT PLAN (CEMP)

## ESF #6 Mass Care, Emergency Assistance, Temporary Housing, and Human Services Annex

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### Coordinating Agency

Mississippi Department of Human Services  
(MDHS)

### Primary Agencies

Mississippi Department of Human Services  
(MDHS)

Mississippi Emergency Management  
Agency (MEMA)

Mississippi Division of Medicaid (DOM)

Mississippi Department of Education/Office  
of Child Nutrition (MDE/OCN)

### Support Agencies

American Red Cross

Mississippi Department of Agriculture and  
Commerce (MDAC)

Salvation Army (SA)

Mississippi State Department of Health  
(MSDH)

Mississippi Department of Public Safety  
(MDPS)

Mississippi Institutions of Higher Learning  
(IHL)

Mississippi Community College Board  
(MCCB)

Mississippi Military Department (MMD)/  
Mississippi National Guard (MSNG)

Mississippi Department of Mental Health  
(DMH)

Mississippi State University/Extension  
Service (MSU/ES)

Mississippi Commission for Volunteer  
Service (MCVS)

Mississippi Voluntary Organizations Active  
in Disaster (MSVOAD)

Mississippi Board of Animal Health  
(MBAH)

Mississippi Department of Rehabilitation  
Services (MDRS)

Mississippi Department of Employment  
Security (MDES)

### Federal Coordinating Agency

Department of Homeland Security (DHS)/  
Federal Emergency Management Agency  
(FEMA)

### Federal Support Agencies

American Red Cross

Corporation for National and Community  
Service (CNCS)

Department of Agriculture (USDA)

Department of Defense (DOD)

Department of Health and Human  
Services (HHS)

Department of Homeland Security (DHS)

Department of Housing and Urban  
Development (HUD)

Department of the Interior (DOI)

Department of Justice (DOJ)

Department of Labor (DOL)

Department of Transportation (DOT)

Department of the Treasury (USDT)

Department of Veterans Affairs (VA)

General Services Administration (GSA)

Social Security Administration (SSA)

U.S. Army Corps of Engineers (USACE)

**Federal Support Agencies cont.**

U.S. Postal Service (USPS)  
U.S. Small Business Administration (SBA)  
National Center for Missing & Exploited  
Children (NCMEC)  
National Voluntary Organizations Active  
in Disaster (NVOAD)  
Other Non-Governmental Organizations

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**1. INTRODUCTION.** Emergency Support Function (ESF) #6 Mass Care, Emergency Assistance, Temporary Housing, and Human Services supports local, state, and tribal entities, voluntary organizations, non-governmental organizations, and the private sector in managing state mass care, emergency assistance, housing, and human services during domestic threats or in response to actual or potential incidents.

**a. Purpose.** The purpose of this ESF Annex is to provide and maintain a mass care and human services construct for the support of response and recovery missions following an emergency or a major disaster requiring state mass care assistance when local capabilities are exceeded

The success of this effort requires the coordination, pooling, and networking of both available and obtainable mass care and human services resources provided by state agencies, local government entities, voluntary organizations, or other providers.

The term “obtainable” means other necessary resources that must be acquired through contract, lease, purchase, mutual aid agreements, or otherwise from outside the inventory or control of participating agencies. These resources may be in such forms as facilities, personnel, equipment, materials, supplies, consulting services, technical assistance, or others.

**b. Scope.** This Annex is used to respond to incidents where a threatened or actual incident exceeds local response capabilities. It is also to be used when Mississippi’s capabilities are exceeded and federal government response is requested. The core functions of ESF #6 include, but are not limited to:

**(1) Mass Care.** Mass care includes sheltering, feeding operations, emergency first aid, bulk distribution of emergency items, and collecting and providing information on victims to family members.

**(2) Emergency Assistance.** Providing assistance required by individuals, families, and their communities to ensure that immediate needs beyond the scope of the traditional “mass care” services provided at the local level are addressed. These services include support to evacuations (including registration and tracking of evacuees); the reunification of families; provision of aid and assistance to special needs populations; evacuation, sheltering, and other emergency services for household pets and services animals; support to specialized shelters; support to medical shelters; nonconventional shelter management; coordination of donated goods and services; and coordination of voluntary agency assistance.

**(3) Housing.** Housing includes housing options such as rental assistance, repair, loan assistance, replacement, factory-built housing, semi-permanent and permanent construction, referrals, identification and provision of accessible housing, and access to other sources of housing assistance. The National Disaster Housing Strategy guides this assistance.

**(4) Human Services.** Human services include the implementation of disaster assistance programs to help disaster victims recover their non-housing losses; including programs to replace destroyed personal property; help to obtain disaster loans, food stamps, crisis counseling, disaster unemployment, disaster legal services; support and services for special needs populations, and other Federal and State benefits.

If local government mass care and human services capabilities or resources become overwhelmed and unable to meet emergency or major disaster needs, ESF #6 will be activated to support those affected. This support will be provided in accordance with the State Comprehensive Emergency Management Plan (CEMP) and the National Response Framework (NRF).

If federal ESF #6 is activated to assist local, state, tribal governments, the primary agency for overall coordination of federal resources is the Department of Homeland Security (DHS)/Federal Emergency Management Agency (FEMA).

**2. RELATIONSHIP TO THE WHOLE COMMUNITY.** This section describes how ESF #6 relates to other elements of the 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. Persons with disability needs must be considered well in advance when preparing for disasters and emergencies. These partners are critical to support the delivery of core

capabilities during the incident response (e.g., through associations and alliances that serve these populations). Persons with disabilities and others with access and functional needs include, but are not limited to:

- 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;
- 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 consist of resources and processes for the rescue, transportation, care, shelter, and essential needs of animals.

The whole community also includes local, state, and tribal governments; non-governmental organizations (NGOs), including voluntary, faith-based, community-based, and other non-profit organizations in the civic/non-profit 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.

**a. Local, State, and Tribal Governments.** Primary responsibility for managing incidents involving mass care and human services usually rests with local, state, and tribal authorities and the private sector. As such, a federal response must acknowledge local, state, and tribal mass care and human services policies, authorities, and plans that manage mass care and human services and prioritize the movement of relief personnel and supplies during emergencies.

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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. Federal assistance may be requested through the FEMA Regional Office IV (RIV) when these resources are insufficient. Other federal departments and agencies may also respond under their authority 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. For more information, see FEMA’s Guidance on Planning for Integration of Functional Needs Support Services in General Population Shelters at: [https://www.fema.gov/pdf/about/odc/fnss\\_guidance.pdf](https://www.fema.gov/pdf/about/odc/fnss_guidance.pdf) and Chapter 7 of the Department of Justice’s (DOJ) Americans with Disabilities Act (ADA) Best Practices Tool Kit for State and Local Governments at: <https://www.ada.gov/pca toolkit/toolkitmain.htm>.

**b. Private Sector/Non-governmental Organizations.** This ESF #6 Annex uses the term NGO to refer to voluntary, faith-based, community-based, and other non-governmental organizations in the civic/non-profit sector.

Together with academia and the private sector, NGOs 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, state, and tribal ESF #6 or equivalent points of contact. This information allows ESF #6 planners to identify actual or potential shortfalls or excesses and adjust services to the needs of the community.

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

**c. Individuals/Households.** Disaster response begins with individuals and households executing their disaster plans, which should include but are not limited to:

- (1) Having sufficient food and water on hand for 72 hours;

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- (2) A plan for communication;
- (3) Pre-identified shelter locations;
- (4) Pre-identified evacuation routes;

(5) Go Kits that include important documents, lists of medications, household pet or service animal vaccination records, and photo identification for all household members.

Individuals with disabilities or others with access and functional needs implement their plan for accessible transportation and support resources, including service animals. Households with animals activate their plan for evacuation, transportation, sheltering, and care of their animals.

**3. CORE CAPABILITIES AND ACTIONS.** This section outlines the ESF roles aligned to core capabilities. The following table lists the Response core capability that ESF #6 most directly supports, along with 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, Temporary Housing, and Human Services
<b>Mass Care Services</b>	<ul style="list-style-type: none"> <li>• Supports local, state, and tribal governments and NGOs in coordinating and providing mass care, emergency assistance, temporary housing, and human services resources, programs, and services.</li> <li>• Provides life-sustaining services to the affected population, including hydration, feeding, sheltering, and support for reunifying families.</li> <li>• Support the establishment, management, and operation of congregate and non-congregate care facilities.</li> <li>• Coordinate with local, tribal, and state governments and NGOs to facilitate the return of evacuees to their pre-disaster or alternate locations.</li> <li>• 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.</li> </ul>

<b>Core Capability</b>	<b>ESF #6 Mass Care, Emergency Assistance, Temporary Housing, and Human Services</b>
<p><b>Mass Care Services</b> <b>cont.</b></p>	<ul style="list-style-type: none"> <li>• Anticipate and identify current and future ESF #6 requirements in coordination with local, tribal, and state governments, NGOs, and private sector partners.</li> <li>• Acquire, transport, and deliver 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.</li> <li>• Provides general care for separated/unaccompanied minors until they are placed in the care of appropriate authorities.</li> <li>• Supports nontraditional congregate care facilities.</li> <li>• Provide technical assistance to develop local, state, tribal, NGO, and private sector operational plans for mass care, emergency assistance, temporary housing, and human services.</li> </ul> <p><b>Temporary Housing:</b></p> <ul style="list-style-type: none"> <li>• The Temporary Housing Grant (THG) provides temporary housing to disaster victims in the form of rental assistance. The program is designed to only provide temporary housing for uninsured renters and homeowners displaced from their homes because their homes are not habitable, safe, sanitary, or secure due to a natural disaster.</li> <li>• The Disaster Assistance Housing Grant (DAHG) provides local Emergency Management Agencies funding to assist residents with ongoing housing needs due to flooding and severe weather. The EMA shall use all funds under the DAHG through a Long-Term Recovery Committee or 501 c3. One-hundred percent of the funds from the DAHG will be used for affordable homeownership for low and moderate-income with ongoing housing needs of a primary residence.</li> </ul> <p><b>Sheltering:</b></p> <ul style="list-style-type: none"> <li>• Shelters provide life-sustaining services in congregate facilities that offer a safe, sanitary, and secure environment for individuals and households displaced by disasters.</li> <li>• It also includes support to survivors sheltering in place and in ESF #8 medical shelters.</li> </ul>

Core Capability	ESF #6 Mass Care, Emergency Assistance, Temporary Housing, and Human Services
<p><b>Mass Care Services</b> <b>cont.</b></p>	<ul style="list-style-type: none"> <li>• Non-Congregate Shelters (NCS) can fall under different FEMA guidance depending on how they are used. Under FEMA Policy 104-009-18, NCS can be used as “evacuation shelters.” Under the NCS Delegation of Authority Public Assistance Policy and Program Guide (PAPPG) Waiver, NCS can be used as isolation shelters. To mitigate the spread of infectious diseases and decompress congregate shelters, it is more feasible to enact safe social distancing and public health mitigation measures in shelters.</li> <li>• The state utilizes NCS (e.g., hotel/motel rooms) to help protect vulnerable populations from transmitting infectious diseases during an evacuation. To qualify for non-congregate sheltering, individuals should reside within a mandatory evacuation zone and fit into one of the following categories:             <ul style="list-style-type: none"> <li>○ Infectious diseases positive;</li> <li>○ Recently (within ten days) exposed to an infectious disease positive individual;</li> <li>○ Increased vulnerability to infectious diseases, over 65 years of age or have pre-existing medical conditions.</li> </ul> </li> <li>• Individuals meeting specific criteria will be assigned a hotel that has entered into a pre-storm agreement with the state. Sheltering will be provided for 10–14 days. (See the Mississippi Non-Congregate Shelter Plan under a separate cover).</li> </ul> <p><b>Feeding:</b></p> <ul style="list-style-type: none"> <li>• Provide feeding services at fixed sites, 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).</li> <li>• ESF #6 works in concert with local, state, and tribal governments, NGOs, and the private sector to acquire, prepare, cook or distribute food and supplies.</li> <li>• Additional support may include the provision of technical assistance for the development of state feeding plans.</li> </ul>



Core Capability	ESF #6 Mass Care, Emergency Assistance, Temporary Housing, and Human Services
<p><b>Mass Care Services cont.</b></p>	<p><b>Distribution of Emergency Supplies:</b></p> <ul style="list-style-type: none"> <li>• Acquire and deliver life-sustaining resources, hygiene items, and clean-up items to meet the urgent needs of disaster survivors.</li> <li>• Additional support includes transportation, warehousing, equipment, technical assistance, and other mission-critical services.</li> </ul> <p><b>Reunification:</b></p> <ul style="list-style-type: none"> <li>• Provide facilitated assistance for children separated from their parent(s)/legal guardian(s), as well as adults from their families due to disaster.</li> <li>• Support reunification efforts at the local, state, or tribal levels with technical assistance.</li> </ul> <p><b>Emergency Assistance:</b></p> <ul style="list-style-type: none"> <li>• ESF #6 coordinates resources and emergency assistance to support local, state, and tribal governments, NGOs, and the private sector.</li> <li>• <b>Voluntary Agency Coordination:</b> Facilitates the coordination of NGOs, places of worship, and the private sector to ensure that capabilities, resources, and services are integrated into local, state, and tribal response.</li> <li>• <b>Volunteer and Donation Management:</b> Coordinates unaffiliated volunteers, unaffiliated organizations, and unsolicited donated goods to support all ESFs.</li> <li>• <b>Essential Community Relief Services:</b> 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 casework and case management; and other essential services.</li> <li>• <b>Mass Evacuation:</b> Supports affected and host jurisdiction mass evacuation activities, including providing mass care services and tracking the movement of evacuees, their household pets, service animals, and medical equipment. Deploys resources to</li> </ul>

Core Capability	ESF #6 Mass Care, Emergency Assistance, Temporary Housing, and Human Services
<p><b>Mass Care Services cont.</b></p>	<p>support affected and host jurisdiction evacuation operations, including mass evacuation tracking system kits and staff to provide technical assistance. In coordination with ESF #8 Public Health and Medical Services, it offers 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).</p> <ul style="list-style-type: none"> <li>• <b>Disability and Other Access and Functional Needs Support:</b> Coordinate and provide equipment, supplies, and services required to assist children and adults with disabilities and others with access and functional needs to maintain their independence.</li> <li>• <b>Household Pets and Service Animals:</b> Coordinate and provide 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 individuals with a disability or other access and functional needs; service animals should be permitted anywhere open to the public.</li> <li>• <b>Nonconventional/Transitional Sheltering:</b> Provide 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.</li> </ul> <p><b>Human Services:</b></p> <ul style="list-style-type: none"> <li>• <b>Human Services:</b> Provide assistance to address the non-housing needs of individuals and families.</li> <li>• <b>Crisis Counseling:</b> Provide crisis counseling, mental health services, and similar immediate, short-term psychological assistance to disaster survivors.</li> <li>• <b>Disaster Case Management:</b> Assist eligible survivors with developing and carrying out a disaster recovery plan.</li> <li>• Streamline assistance, prevent duplication of benefits, and provide an efficient referral system.</li> <li>• <b>Legal Services:</b> Provide low-income survivors with free legal advice.</li> </ul>

Core Capability	ESF #6 Mass Care, Emergency Assistance, Temporary Housing, and Human Services
<p><b>Mass Care Services cont.</b></p>	<ul style="list-style-type: none"> <li>• <b>Disability Unmet Needs:</b> Provide state, local, and tribal governments, the public sector, and non-profit organizations with the tools, training, resources, and strategies necessary to help ensure people with disabilities can participate in and benefit from programs and services during all phases of disaster recovery. Help disaster survivors with medical, dental, funeral, personal property, transportation, moving/storage, and other expenses.</li> <li>• <b>Supplemental Nutrition Assistance:</b> Established programs provide eligible households with supplemental nutrition assistance when food is lost due to a declared disaster.</li> <li>• <b>Tax Relief:</b> Coordinate with state entities that provide tax relief to survivors with substantial verified disaster-caused losses.</li> <li>• <b>Unemployment Assistance:</b> Provide qualifying disaster survivors who have lost their jobs with unemployment benefits.</li> </ul> <p><b>Federal Programs</b></p> <ul style="list-style-type: none"> <li>• <b>Temporary Roof Repair:</b> Provides quick repairs to damaged roofs on private homes that allow residents to return to and remain in their own homes while making permanent repairs.</li> <li>• <b>Repair Program:</b> Provides financial assistance to homeowners or landlords to repair their primary residence, utilities, and residential infrastructure.</li> <li>• <b>Replacement Program:</b> Provides financial assistance to homeowners to assist with the replacement of their destroyed primary residence.</li> <li>• <b>Housing Resource Databases:</b> Identifies housing resources from the private sector and other Federal agencies available to disaster survivors, including physically accessible housing options.</li> <li>• <b>Rental Assistance:</b> Provides financial assistance to eligible disaster survivors for the rental of a housing resource.</li> <li>• <b>Transportation to Other Locations:</b> Assist individuals and families relocating outside of the disaster area to locations where short-term or long-term housing resources are available.</li> </ul>

Core Capability	ESF #6 Mass Care, Emergency Assistance, Temporary Housing, and Human Services
<p><b>Mass Care Services cont.</b></p>	<p>Transportation services may also include returning survivors to their pre-disaster location.</p> <ul style="list-style-type: none"> <li>• <b>Direct Financial Housing:</b> Make payments directly to landlords for a rental resource on behalf of disaster survivors.</li> <li>• <b>Hotel/Motel Program:</b> Provide temporary accommodations for eligible displaced survivors unable to return to their pre-disaster primary residence.</li> <li>• <b>Direct Housing Operations:</b> Provide temporary housing units to survivors when other housing resources are not available. Units provided are appropriate to the community's needs and include units accessible to those with disabilities and others with access and functional needs.</li> <li>• <b>Mortgage Relief:</b> Issue moratoriums on foreclosures of federally insured loans. Loan servicers provide special forbearances, loan modifications, refinancing, and waivers of late charges.</li> </ul> <p><b>Public and Private Services and Resources</b></p> <ul style="list-style-type: none"> <li>• Assess the need for and coordinate the provision of life-sustaining ESF #6 services, resources, and supplies from government agencies, NGOs, and the private sector.</li> <li>• Gathers, assesses, prioritizes, coordinates, and communicates resource requirements.</li> <li>• Provides subject matter expertise to identify resource requirements to meet the life-sustaining needs of disaster survivors and their household pets and service animals.</li> <li>• Collects, assesses, prioritizes, and communicates relevant information.</li> <li>• Communicates plans, requirements, and strategies to core capability providers.</li> <li>• Acquires and manages resources, supplies, and services from core capability providers via contracts, mission assignments, inter-agency agreements, and donations.</li> </ul>

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<b>Core Capability</b>	<b>ESF #6 Mass Care, Emergency Assistance, Temporary Housing, and Human Services</b>
<b>Public Health, Healthcare, and Emergency Medical Services</b>	<ul style="list-style-type: none"> <li>• Identify and communicate life-saving and life-sustaining requirements for disaster survivors, household pets, and service animals.</li> <li>• 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.</li> <li>• Works across public health systems to include accessibility features for all people with disabilities, with accommodations as necessary.</li> <li>• 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.</li> <li>• Collects, assesses, prioritizes, and communicates relevant public health and medical needs information to survivors in facilities where mass care services are provided.</li> <li>• Communicates plans, requirements, and strategies to core capability service providers.</li> <li>• Acquires and manages resources, supplies, and services from core capability service providers via contracts, mission assignments, interagency agreements, and donations.</li> </ul>
<b>Critical Transportation</b>	<ul style="list-style-type: none"> <li>• Support the collection, analysis, dissemination, and reporting of transportation infrastructure damage from ESF #6 service delivery sites.</li> <li>• Identifies, requests, and acquires transportation resources to deliver life-sustaining supplies and services to the affected area(s).</li> <li>• Identifies and provides critical transportation for survivors with disabilities and others with access and functional needs.</li> <li>• Advises state, local, and tribal partners on evacuation planning and accessible transportation for people using wheelchairs and other mobility devices.</li> <li>• Supports mobilization and implementation of mechanisms to track the movement of evacuees, resources, household pets, individuals with disabilities, or other access and functional</li> </ul>

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<b>Core Capability</b>	<b>ESF #6 Mass Care, Emergency Assistance, Temporary Housing, and Human Services</b>
<b>Critical Transportation cont.</b>	<p>needs with their service animals, medical equipment, and luggage.</p> <ul style="list-style-type: none"> <li>• Provides mass care support to survivors at embarkation, debarkation, and reception centers; evacuation transportation hubs; and post-decontamination areas to ensure that basic needs are met, including hydration, feeding, tracking, medical needs, and information.</li> <li>• 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.</li> </ul> <p>(<b>Note:</b> Evacuees who have chronic medical conditions may be evacuated with the general population. For evacuation of patients, refer to ESF #8.)</p> <ul style="list-style-type: none"> <li>• Provide resources for the care of survivors evacuating from the affected area.</li> <li>• Communicates plans, requirements, and strategies to core capability service providers.</li> <li>• Acquires and manages resources, supplies, and services from core capability service providers via contracts, mission assignments, interagency agreements, and donations.</li> </ul>
<b>Fatality Management Services</b>	<ul style="list-style-type: none"> <li>• Provides mechanisms to support notification/transportation of family members to make appropriate arrangements for deceased relatives;</li> <li>• Provides support and funding for crisis counseling services to the bereaved;</li> <li>• Provides transportation and mass care services for survivors reuniting with deceased family members;</li> <li>• Communicates plans, requirements, and strategies to core capability service providers.</li> <li>• Acquires and manages resources, supplies, and services from core capability service providers via contracts, mission assignments, interagency agreements, and donations.</li> </ul>

#### **4. POLICIES.**

**a.** Through the State Emergency Operations Center (SEOC), the Mississippi Emergency Management Agency (MEMA) will maintain overall direction, control, and coordination of the response and recovery efforts through coordination with all participating agencies to include federal agencies tasked by the FEMA.

**b.** Mississippi Department of Human Services (MDHS) will appoint an Emergency Coordinating Officer (ECO) to serve as State Mass Care Coordinator (ESF #6 Coordinator) to work in conjunction with MEMA, other state agencies, and federal agencies in an emergency mass care and human services capacity at the SEOC.

**c.** ESF #6 Coordinator will coordinate with all appropriate agencies/departments and organizations to ensure operational readiness in time of emergency. State assistance priorities for this function in conjunction with other ESFs include, but are not limited to:

**(1)** ESF #6 support may vary depending on an incident impact assessment, the magnitude and type of event, and the response and recovery efforts stage.

**(2)** ESF #6 supports mass care activities and provides services without regard to economic status or racial, religious, political, ethnic, or other affiliation.

**(3)** ESF # 6 support and services provided will be in accordance with existing federal and state statutes, rules, and regulations.

**(4)** Personnel will be assigned to support ESF #6 functions in accordance with the rules and regulations of their respective parent agencies.

**(5)** ESF #6 will coordinate with ESF #1 Transportation, ESF #3 Public Works and Engineering, and ESF #5 Emergency Management regarding recovery and mitigation assistance, as appropriate.

**(6)** ESF #6 will reduce duplication of efforts 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.

**(7)** The NGOs, including non-profit organizations and faith-based organizations, refer to the Emergency Management Law, MS Code Ann. § 33-15 (1972).

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**d.** All available local, private, semi-private, and state resources will be deployed through the Statewide Emergency Assistance Compact (SMAC) to the maximum extent possible before requesting Emergency Management Assistance Compact (EMAC) or federal assets.

**e.** If state resources either have been exhausted or are expected to be exhausted before meeting the demand, the ESF #6 Coordinator will recommend that assistance be requested from other states through EMAC or from FEMA.

**f.** The ESF #6 Coordinator will coordinate from the SEOC or virtually, incident-dependent. However, a catastrophic event may require establishing an additional forward coordination element near the impacted area.

**g.** State mass care and human services planning consider county and municipal policies and plans used to control the movement of relief personnel, equipment, and supplies, as well as locally established priorities for determining precedence of movement.

**h.** To ensure the orderly flow of resources, state agencies should coordinate all mass care, emergency assistance, temporary housing, and human services activities with ESF #6.

**i.** Individuals in need of additional response assistance may include those with disabilities, live in institutional settings, are elderly, from diverse cultures, have limited English proficiency or non-English speaking, are children, or are transportation disadvantaged.

**j.** The state response community recognizes the varying and special requirements of individuals that require and utilize the assistance of family members, personal assistants, and/or service animals. The state is committed to ensuring that these individuals' physical and mental health needs are appropriately addressed. The individuals and assistance providers remain together to the maximum extent possible during an evacuation, transport, sheltering, or the delivery of other services. Service animals shall be treated as required by law (e.g., the ADA of 1990).

**k.** The state response community recognizes the varying and special requirements of children. The state is committed to ensuring that children's physical and mental health needs will be appropriately addressed. Children will remain with their families or caregivers to the maximum extent possible during an evacuation, transport, sheltering, or the delivery of other services.

**5. CONCEPT OF OPERATIONS.** ESF #6, in conjunction with MEMA, will coordinate state response and recovery operations in close coordination with local, state, and tribal governments, volunteer organizations, and the private sector. ESF #6 assistance is managed and coordinated at the lowest possible organizational level - e.g., the local and field offices and the SEOC. Only



requests that cannot be filled or issues not resolved at the local levels are elevated to the SEOC Human Service Branch/ESF #6 for resolution.

**a. Assumptions.**

(1) The local government has the primary responsibility of sheltering citizens.

(2) The local government will first call trained voluntary agencies for mass care services. Shelter sites with the American Red Cross agreements per accepted hurricane shelter standards will be considered a first step to identifying shelters. If the local government becomes overwhelmed, state services are requested via Resource Request and Deployment Module (RRDM) in WebEOC to the ESF #6 Coordinator.

(3) Existing state telecommunications infrastructure will provide the primary means for state government communications.

(4) Most emergencies and disasters involve damage to property to some extent. Roads, bridges, public utility systems, public and private buildings, homes, and other facilities will have to be inspected, cleared for use, reinforced, quarantined, or demolished to ensure safety.

(5) Numerous volunteering entities, both governmental and non-governmental, may mobilize personnel, supplies, and equipment to affected areas with neither coordination nor communication with the SEOC or deployed elements.

**b. General.**

(1) Initial response activities will focus on the immediate needs of victims.

(2) Recovery efforts are initiated concurrently with response activities.

(3) MEMA will keep all responsible agencies informed of impending conditions (incident developments, weather, hazardous materials, or other events) that would cause them to assume a readiness posture for activating the SEOC for possible deployment to a forward area of operation or other activity.

(4) Primary agencies (including MEMA) and support agencies will perform tasks under their authority, as applicable, in addition to missions received under the authority of MEMA.

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(5) When ESF #6 is activated, ESF #5 and other appropriate support ESFs will be activated to support the event. ESF #6 will continually assess and develop action plans for ESF #5 to ensure all supporting agencies function appropriately and in a coordinated manner.

(6) MDHS will coordinate with the American Red Cross to support shelter operations. This includes supporting the American 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.

(7) The Mississippi Division of Medicaid (DOM) will support the American Red Cross in the operation of shelters. Coordination will occur through the ESF #6 Coordinator and DOM ECO, and the support request will be submitted via the RRDM in WebEOC.

(8) The ESF #6 Coordinator will activate the following multi-agency task forces when deemed necessary: Mass Care, Sheltering, Feeding, Reunification, and Shelter Transition.

(9) The State Disaster Housing Program (SDHP) will be implemented as appropriate to augment the resources of the American Red Cross and other participating agencies.

(10) State or federal assistance may be required to identify and deploy resources from outside the affected area to ensure a timely, efficient, and effective response and recovery.

(11) As a Joint Field Office (JFO) and other support facilities are established, state personnel will be housed jointly with federal counterparts.

(12) MEMA will provide public information to evacuees through the SEOC Joint Information Center (JIC), Mississippi Public Broadcasting (MPB), and commercial broadcast media.

(13) Working in coordination with the SEOC and SWP, the JIC will release special weather statements and warnings provided by the National Weather Service (NWS) to emergency workers and the general population. These releases will be made through the normal ESF #15 release networks, SWP AtHoc mass notifications, and additionally provided to emergency work sites, staging areas, and other incident support sites as needed.

**c. General Population Shelters.**

(1) Under the Emergency Management Law, MS Code Ann. § 33-15-17 (1972), local governments have the authority to direct municipalities and counties to assist in staffing emergency shelters.

(2) Once local government and local voluntary agencies have exceeded local assets, assistance can be requested from the SEOC by the local Emergency Operations Center (EOC)/Emergency Management Agency (EMA).

(3) MDHS has the coordinating responsibility with the assistance of primary, support, and other non-governmental agencies.

**d. Medical Needs Shelter.**

(1) Mississippi State Department of Health (MSDH) has lead responsibility for identifying staffing resources needed at the State Medical Needs Shelter (SMNS).

(2) MSDH shall work in conjunction with the Mississippi Community College Board (MCCB) to pre-identify locations to be used as supplemental SMNS.

(3) Additional information for medical needs sheltering can be found in ESF #8.

**e. Household Pets and Animal Shelters.**

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

(2) Additional guidance and information for Animal Sheltering can be found in the ESF #11 Animal, Agriculture, and Natural Resources Annex.

**f. Opening Shelters.**

(1) The local government will open shelters in coordination with the state. NGOs may open self-supported shelters independent of government. MEMA, in conjunction with MDHS, will have overall management of shelters for the state.

(2) ESF #6 informs local, state, and tribal decision-makers about the status of shelters and applicable shelter zones. This information is distributed to evacuees enroute to shelters by ESF #15 via media outlets.

**g. Shelter Resources.**

(1) The Mississippi Shelter Resource Directory (located in the WebEOC Shelter Board) lists all available public shelters located throughout the State.

(2) The State is divided into six shelter zones. Each zone identifies shelter locations, occupant capacities, and support capabilities by city and county.

(3) During hurricane contra-flow, the contra-flow plan provides 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 to evacuate occur.

#### **h. Mass Feeding/Procurement of Food Resources.**

(1) Mississippi Department of Education (MDE)/Office of Child Nutrition (OCN) will serve on the task force/committee to ensure efficient and timely forecasting of all food commodities used as part of shelter resources or congregate feeding sites implemented. OCN serves as the state distributing agency. It has the authority to release the United States Department of Agriculture (USDA) commodities from its warehouses within the state based on a Presidential Declaration or situations of distress.

(2) MDE will ensure all feeding capabilities are accessible to those with alternative feeding needs such as Enterostomy Feeding, including Percutaneous Endoscopic Gastrostomy (PEG) and Percutaneous Endoscopic Jejunostomy (PEJ).

(3) 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.

#### **i. Post Disaster Operations.**

(1) Information regarding re-entry to point(s) of origin will be relayed or provided to all active shelter locations for dissemination to evacuees.

(2) 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.

(3) 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.

**j. Reunification.** When disasters 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 American Red Cross also offers reunification services. When deemed necessary, the MARTF may recommend activating a Reunification Multi-Agency Coordination Center (R-MACC), which may occur virtually until a site can be located and stood up.

**k. Repatriation.** The State of Mississippi will assist evacuees by coordinating the reception, temporary care, and transportation of displaced persons to final destinations. MDHS is the state agency responsible for developing and maintaining the state Repatriation Plan in collaboration with stakeholders.

**6. ORGANIZATION.** ESF #6 is a component of the SEOC/Operations Section/Human Services Branch.

**a. State Emergency Operations Center.** In an incident or a major declared state emergency, the ESF #6 Emergency Coordination staff will support the SEOC virtually or take up positions at the SEOC, situationally dependent. A current list of agency emergency notifications is maintained at the SEOC.

**b. SEOC Emergency Point of Contact.** The MEMA State Warning Point (SWP) within the SEOC operates 24/7/365. The SWP is manned by Emergency Telecommunicators and an Operations Section Watch Officer. Emergency contact info is as follows:

**(1) SWP Emergency Telecommunicator(s):**

**(a) Phone:** (601) 933-6876, 6877, 6878 or (800) 222-6362

**(b) E-mail:** [commo1@mema.ms.gov](mailto:commo1@mema.ms.gov), [commo2@mema.ms.gov](mailto:commo2@mema.ms.gov), or [commo3@mema.ms.gov](mailto:commo3@mema.ms.gov)

**(2) Operations Section Watch Officer:**

**(a) Phone:** (601) 933-6671 or (800) 222-6362

**(b) E-mail:** [watchdesk@mema.ms.gov](mailto:watchdesk@mema.ms.gov)

**c. SEOC Sections.** The SEOC maintains the four standard ICS sections:

**(1) Operations Section.** The Operations Section establishes strategy (approach methodology, etc.) and specific tactics/actions to accomplish the goals and objectives set by Command. Operations coordinates and executes strategy and tactics to achieve response objectives.

**(2) Planning Section.** The Planning Section coordinates support activities for incident planning and contingency, long-range, and demobilization planning. Planning supports Command and Operations in processing incident information and coordinates information activities across the response system.

**(3) Logistics Section.** The Logistics Section supports Command and Operations in their use of personnel, supplies, and equipment. Performs technical activities required to maintain the function of operational facilities and processes.

**(4) Finance and Administration Section.** The Finance and Administration Section supports Command and Operations with administrative issues and tracks and processes incident expenses. This includes such issues as licensure requirements, regulatory compliance, and financial accounting.

See the SEOC Operations Section Chief (OSC), Watch Officer, or a SEOC Branch Director for a roster of incident-assigned Section Chiefs.

**d. SEOC Human Services Branch.** The SEOC maintains three branches within the Operations Section, Infrastructure, Emergency Services, and Human Services, each led by a Branch Director. The Human Services Branch Director position is a full-time MEMA Emergency Management Specialist. The Branch Director coordinates the activities of ESF #6 and ESF #11 and is the first line of support for assigned ECOs. The Human Services Branch Director monitors and oversees branch administrative and incident activities, WebEOC actions, SITRoom updates, branch adherence to timelines and requirements, supports ECOs with incident coordinations, and conducts SEOC staff briefings, as needed.

Human Services Branch Director desk contact information: Phone (601) 933-6764, e-mail: [humanservices@mema.ms.gov](mailto:humanservices@mema.ms.gov).

**e. SEOC Situation Rooms.** MEMA developed the Homeland Security Information Network (HSIN) Situation Rooms (SITRooms) to provide stakeholders with a virtual EOC platform to utilize during normal operations or an incident. The SITRooms provide excellent situational awareness for both SEOC and non-SEOC participants. The SITRooms have individual pods with

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attendee lists, chat capability, current incident priorities and objectives, current operational schedule and meeting times (battle rhythm), downloadable documents and maps, useful links, and video capability.

The event SITRooms utilized by the SEOC for a given event will use one of the following URLs:

<https://share.dhs.gov/msema> (Daily SITRoom: Level IV Normal Operations)

<https://share.dhs.gov/mema-incident> (General Incident SITRoom)

<https://share.dhs.gov/mema-incident1> (Severe Weather/Flooding SITRoom)

<https://share.dhs.gov/mema-incident2> (Hurricane/Tropical Storm SITRoom)

<https://share.dhs.gov/mema-incident3> (Other Emergency/Earthquake SITRoom)

<https://share.dhs.gov/mema-uas> (Unmanned Aerial Systems (UAS) SITRoom)

<https://share.dhs.gov/mrp> (Radiological SITRoom)

<https://share.dhs.gov/jicroom> (JIC SITRoom)

<https://share.dhs.gov/ms-emas> (EMAC SITRoom)

<https://share.dhs.gov/msbeoc/> (Mississippi Business Emergency Operations Center (MSBEOC) SITRoom)

Many of the above-listed SITRoom may not be active during “blue-sky” or non-event periods. The active SITRooms will be published via mass notification before or during an event/incident.

**f. Administrative and Logistical Support.** All participating ESF #6 agencies are expected to:

(1) Coordinate their support with the ESF #6 coordinator.

(2) ESF #6 coordinators will coordinate efforts with the SEOC through the Human Services Branch Director.

(3) Locate, identify, and set up their operational work areas and maintain logistical support for them.

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(4) Maintain active accounts and have a working knowledge of WebEOC, the SEOC HSIN SITRoom, and Crisis Track;

(5) Attend and support briefings and other coordination meetings, whether at the SEOC, via telecommunications (HSIN SITRoom, ZOOM, or Microsoft Teams), or elsewhere.

(6) Maintain operational logs, messages, requests, and other appropriate documentation for future reference.

(7) Maintain maps, displays, status reports, and other information not included in the ESF #5 operations.

(8) Update the SEOC Human Services Branch Director on changes to the ESF #6 ECO Roster.

## **7. RESPONSIBILITIES AND ACTIONS.**

**a. Coordinating Agency.** As the Coordinating Agency for ESF #6, MDHS is responsible for, but not limited to, the following:

### **(1) Preparedness.**

(a) Provide ESF #6 Emergency Coordination staff roster to carry out the CEMP virtually or at the SEOC.

(b) In conjunction with MEMA and other support agencies, develop and maintain a Standard Operating Procedure (SOP) for this ESF #6 Annex.

(c) In conjunction with MEMA and other support agencies, develop and maintain a State of Mississippi Multi-Agency Shelter Support Plan (MASSP).

(d) MEMA will assist in the development and maintenance of the ESF #6 SOP and the MASSP.

(e) MDHS coordinates training and provides shelter support staff from county MDHS operations.

(f) Develop planning assumptions and shelter requirements in coordination with primary and support agencies.



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(g) Coordinate state emergency human service resources to supplement local resources and assist the American Red Cross in mass care.

(h) Coordinate statewide sheltering and wrap-around operations with the American Red Cross, Salvation Army (SA), and other sheltering partners.

(i) Maintain access to all SEOC personnel, systems, and documentation, including but not limited to the Infrastructure Branch Director, WebEOC, HSIN SITRooms, CEMP, Annexes and Appendices, MEMA Response Framework, and all SEOC policies and procedures.

(j) Ensure all agencies with ESF #6 responsibility have SOPs in place to perform appropriate levels of mitigation, preparedness, response, and recovery related to the event. Agencies will have completed mitigation and preparedness activities before the initiating event;

(k) Collaborate with stakeholders to update and maintain the Mississippi Shelter Resource Directory in WebEOC;

(l) Ensure ESF #6 elements are familiar with and operate in concert with the Incident Command System (ICS);

(m) Train and exercise ESF #6 personnel;

(n) Designate an ECO, alternate ECO, Public Information Officer (PIO), and an ESF #6 liaison to report to the SEOC or support virtually;

(o) MEMA will develop and be prepared to implement the State Temporary Housing Program when directed by the Office of the Governor.

**(2) Pre-Incident.**

(a) MDHS will develop and maintain alert and notification procedures for key mass care and human services officials supporting ESF #6. MEMA will assist MDHS in maintaining the alert and notification list for other agencies supporting ESF #6;

(b) Provide an ESF #6 Coordinator (and alternate if 24-hour coverage is necessary) or an ESF #6 liaison to the SEOC, if necessary;

(c) Notify support agency and partners on activation as needed and minimal staffing requirements;

(d) Conduct preliminary staff meeting with complete ESF #6 team assigned to establish strategies for approaching incident(s);

(e) In collaboration with the American Red Cross and MEMA, expand and identify shelter sites outside of those pre-designated by other sources.

**(3) Incident.**

(a) Upon activation of ESF #6, the ESF #6 Coordinator will communicate pertinent information to all ESF #6 members. Such information will be a complete orientation of the ESF #6 mission, purpose, and scope of work;

(b) Provide information to the SEOC for dissemination to the public and private agencies as needed;

(c) Ensure adequate communications are established and maintained with field and supporting elements;

(d) ESF #6 staff monitor the status of all shelters and ensure the Shelter board on WebEOC is updated per process and procedures outlined in MASSP;

(e) Provide daily information to the SEOC on the amount of food used and types of food needed when necessary;

(f) Coordinate with ESF #6 primary and support agencies to identify functional needs of shelter residents and obtain functional needs resources;

(g) ESF #6 shelter partners advise the state ESF #6 Coordinator before shelter occupancy reaches full capacity so additional shelters can be opened and traffic can be routed accordingly;

(h) 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 PIO for immediate media release;

(i) ESF #6 informs local, state, and tribal decision-makers about the status of shelters and applicable shelter zones. This information is communicated to evacuees by ESF #15;

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(j) MDHS and American Red Cross assigned to state ESF #6 will maintain close consultation with American 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;

(k) Coordinate state emergency human service resources to supplement county Department of Health and American Red Cross resources;

(l) Develop and coordinate shelter operations with special emphasis on lessening the impact to “At-Risk” populations;

(m) Coordinate with ESF #6 primary and support agencies to identify functional needs of shelter residents and obtain functional needs resources;

(n) 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.

(o) Coordinate the distribution of assets as needed;

(p) Maintain a complete log of actions taken, resource orders, records, and reports;

(q) Provide Situation Report (SITREP) and Incident Action Plan (IAP) input, via WebEOC and appropriate ICS Forms, according to the established operational timeline, event-specific;

(r) Coordinate the efforts through a liaison to ESF #5;

(s) Assist in gathering and providing information to ESF #5 for establishing priorities;

(t) Assist in compiling and providing information to ESF #15/JIC for press releases;

(u) ESF #6 may be asked by MEMA to provide personnel to work closely with their federal counterparts at the established JFO(s) and in the field;

**(4) Recovery.**

(a) 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;

(b) 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;

(c) Assist the 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, state, or tribal authorities;

(d) Ensure the needs of people with disabilities and others with access and functional needs are integrated into all phases of recovery at the local, state, tribal, and federal levels.

**(5) Post-Incident.**

(a) Facilitate movement to temporary housing;

(b) Coordinate clean-up and restoration of facilities used for shelters;

(c) Prepare an After-Action Report/Improvement Plan (AAR/IP). The AAR/IP identifies key problems, indicates how they will be/were solved, and makes recommendations for improving ESF response operations;

(d) All ESF #6 organizations assist in the preparation of the after-action report;

(e) Submit AAR/IP to [humanservices@mema.ms.gov](mailto:humanservices@mema.ms.gov) and [planning@mema.ms.gov](mailto:planning@mema.ms.gov);

(f) Review and recommend revision to plans and procedures as determined necessary;

(g) Copy, catalog, and properly file all records and documents on the incident;

(h) Compare ESF #6 staff records with MEMA network tasking and tracking system to assure accuracy.

**b. Primary Agencies.**

**(1) Mississippi Division of Medicaid.**

(a) Designate, train, and provide general population shelter managers and support staff from regional offices of DOM operations.

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(b) Coordinate with ESF #6 to assign personnel to assist the American Red Cross with shelter operations.

(c) Provide personnel to assist with reunification in large-scale disasters.

(d) Provide information on waivers for Medicaid recipients affected by disasters.

**(2) Mississippi Department of Education/Office of Child Nutrition.**

(a) Provide staffing within the SEOC and work in conjunction with ESF #6 to monitor feeding operations to determine potential shortfalls of commodities, facilities, and food preparation personnel;

(b) Assist in developing an SOP to ensure all necessary procedures for the procurement of food items, adequate staffing plan, and any additional specific reporting needs are addressed;

(c) Assist in identifying schools with available USDA donated foods in their school kitchens and school district warehouses;

(d) Identify available supplies of USDA donated foods in state-contracted warehouses that can be shipped to mass feeding sites;

(e) 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 may acquire food from other state inventories, redirect shipments en route, or purchase additional foods to meet long-term disaster needs;

(f) As feasible, assist other ESF #6 support agencies and local officials with food needs and delivery.

(g) Assist with providing daily information on the amount of food used and determining the types of food needed.

**c. Supporting Agencies.** All ESF #6 Supporting agencies are expected to:

(1) Maintain access to all SEOC personnel, systems, and documentation, including but not limited to the Human Services Branch Director, WebEOC, HSIN SITRooms, Crisis Track, the CEMP, Annexes and Appendices, the MEMA Response Framework, and all SEOC policies and procedures;

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(2) Ensure supporting entity’s administrative, supervisory, and technical personnel remain aware of the agency’s role with MEMA and ESF #6;

(3) Locate, identify, and set up their operational work areas and maintain logistical support for them;

(4) Attend and support briefings and other coordination meetings, whether virtually, at the SEOC, or elsewhere;

(5) Participate in training and exercises when scheduled;

(6) Support development and maintenance of SOPs to enable them to perform appropriate levels of mitigation, preparedness, response, and recovery related to public works and engineering;

(7) Maintain operational logs, maps, displays, status reports, messages, requests, and other appropriate documentation for future reference;

(8) Provide SITREP and IAP input, via WebEOC and appropriate ICS Forms, according to the established operational timeline, event-specific;

The chart on the following pages shows the responsibilities of the individual ESF #6 support agencies. The list contains, but is not limited to, the core functions required:

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Agency	Functions
American Red Cross	<ul style="list-style-type: none"> <li>• Develop procedures for assessing local shelter capabilities concerning the 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.</li> <li>• Coordinate sheltering operations, mass feeding, and the American Red Cross volunteer organization activities with other ESF #6 agencies involved in mass care operations.</li> <li>• Provide and assign personnel to support mass care and disaster victim registration at local shelter locations.</li> <li>• Coordinate bulk distribution of emergency relief supplies, food, etc.;</li> <li>• Assist individuals and families in shelters with care for unaccompanied children, the aged, the infirm, and persons requiring specialized care.</li> <li>• Ensure staffing is available to assist in adequately forecasting and distribution of food commodities to congregate feeding sites.</li> <li>• 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.</li> <li>• Assign and train personnel to support emergency operations at the SEOC, JFO, and Rapid Needs Assessment (RNA) Team or other areas of operation.</li> <li>• Estimate functional needs support resources for shelter residents;</li> <li>• Obtain or work with partners to obtain functional needs support resources when shortfalls exist.</li> <li>• Provide personnel to assist with reunification during large-scale disasters.</li> </ul>
Mississippi Department of Agriculture and Commerce (MDAC)	<ul style="list-style-type: none"> <li>• Determine any shelter food needs and delivery methods with other ESF #6 support agencies and local officials.</li> <li>• Coordinate the acquisition of food donations to supplement food needs.</li> <li>• Monitor the mass feeding sites, soup kitchens, and pantries providing food to disaster victims and coordinate resource needs with other ESF #6 support agencies.</li> <li>• Provide personnel to staff mass feeding and/or shelter sites.</li> <li>• Provide facilities for mega shelters at the Mississippi State Fairgrounds during catastrophic events.</li> </ul>

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Agency	Functions
Mississippi State Department of Health (MSDH)	<ul style="list-style-type: none"> <li>• Provide emergency medicine (911 and ambulance on site), health care services, and supplies needed for people in medical needs shelters.</li> <li>• Develop procedures for inspecting conditions at emergency shelters to ensure sanitary conditions with respect to food preparation, waste disposal, potable water supplies, etc.</li> <li>• MSDH and ESF #8 primary and support agencies will assist at shelters in caring for the infirm and persons requiring specialized medical care as requested by ESF #6.</li> <li>• Should nursing support or 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 the American Red Cross will work closely with MSDH to complete the request.</li> <li>• Provide personnel to assist with reunification during large-scale disasters.</li> </ul>
The Salvation Army (SA)	<ul style="list-style-type: none"> <li>• Participate in any appropriate Mass Feeding coordination meetings conducted by Mississippi Volunteers Organizations Active in Disaster (MSVOAD), the Mississippi Mass Feeding Task Force, or the ESF #6 Coordinator.</li> <li>• Assign one or more Liaisons to the SEOC during activations.</li> <li>• Coordinate Salvation Army activities with government and non-government partners through the State EOC, county EOCs, National VOAD, MSVOAD, local VOADs, and other similar forums as appropriate.</li> <li>• Determine mass feeding needs in coordination with other ESF #6 agencies and local officials.</li> <li>• Determine appropriate fixed feeding sites in coordination with other ESF #6 agencies and local officials.</li> <li>• Determine appropriate routes for mobile feeding in coordination with other ESF #6 agencies and local officials.</li> <li>• Provide and assign personnel and equipment resources to Salvation Army feeding operations.</li> <li>• Provide emotional &amp; spiritual care for first responders and survivors.</li> <li>• Assist in gathering and providing information to ESF #5 for establishing priorities and to ESF #15 for press releases.</li> </ul>



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Agency	Functions
Mississippi Institutions of Higher Learning (IHL)	<ul style="list-style-type: none"> <li>• Coordinate staffing to assist in the distribution of food commodities to feeding sites and shelters.</li> <li>• Establish emergency shelters at institutions of higher learning.</li> <li>• Provide multilingual support.</li> </ul>
Mississippi Department of Education (MDE)/ Safe and Orderly Schools	<ul style="list-style-type: none"> <li>• Assist in the development of an SOP and checklist in conjunction with primary and supporting agencies.</li> <li>• Coordinate with school districts to utilize public-school facilities as emergency shelters for people affected by a disaster or emergency as feasible.</li> <li>• Coordinate with school districts to provide personnel to assist with emergency feeding and sheltering operations at schools, as feasible.</li> <li>• Coordinate with school districts to provide School Resource Officers for security detail at schools used as emergency shelter sites, as feasible.</li> <li>• Provide personnel to assist with reunification during large-scale disasters.</li> </ul>
Mississippi Community College Board (MCCB)	<ul style="list-style-type: none"> <li>• Coordinate staffing to assist in adequately forecasting and distribution of food commodities to congregate feeding sites and shelters.</li> <li>• Provide facilities to shelter survivors and medical needs population.</li> </ul>
Mississippi Military Department (MMD)/Mississippi National Guard (MSNG)	<ul style="list-style-type: none"> <li>• Provide transportation of additional equipment, supplies, and augmentation personnel as needed to support evacuation to shelter sites.</li> <li>• Assist in construction and/or rehabilitation of shelters.</li> <li>• Provide personnel and equipment to transport water and other life-sustaining resources.</li> <li>• Provide military facilities as shelters contingent on availability and use to support military operations. This includes the availability of Camp Shelby Joint Forces Training Center (CSJFTC) for massive coastal evacuations;</li> </ul>
Mississippi Department of Mental Health (DMH)	<ul style="list-style-type: none"> <li>• Coordinate program requirements for the Crisis Counseling Grant.</li> <li>• Provide personnel and resources as needed or requested for ESF #6 operations to include crisis counseling to the bereaved.</li> </ul>

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Agency	Functions
Mississippi State University (MSU) Extension Service (ES)	<ul style="list-style-type: none"> <li>• Provide safe spaces with age-appropriate education-based activities for children in general population shelters affected by disasters.</li> </ul>
Mississippi Commission for Volunteer Service (MCVS)	<ul style="list-style-type: none"> <li>• Coordinate placement of unaffiliated volunteers for disaster response and recovery for mass care needs.</li> <li>• Coordinate donations management for response/recovery operations in accordance with the Volunteer and Donations Management Support Annex.</li> </ul>
Mississippi Voluntary Organizations Active in Disaster (MSVOAD)	<ul style="list-style-type: none"> <li>• Provide support staff for shelters and mass feeding sites.</li> <li>• Assist with the evacuation and sheltering of displaced animals.</li> <li>• Supply and provide mobile and church feeding and serving facilities</li> <li>• Provide emergency feeding services in facilities.</li> <li>• Provide for fixed food preparation.</li> <li>• Provide shelf-stable food boxes when warranted by the disaster.</li> <li>• Ensure staffing is available to adequately forecast and distribute food commodities to congregate feeding sites and shelters.</li> <li>• Provide disaster victims with clothing or references for clothing.</li> <li>• Provide personnel to assist with reunification during large-scale disasters.</li> </ul>
Mississippi Board of Animal Health (MBAH)	<ul style="list-style-type: none"> <li>• Support ESF #6 to coordinate integrated state response to meet the mass care and emergency assistance needs of animals, including household pets, service animals, and their owners;</li> <li>• Facilitate whole community multi-agency coordination with non-governmental agencies for animal response activities.</li> <li>• Provide technical assistance and subject matter expertise regarding animal response issues.</li> </ul>

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Agency	Functions
Mississippi Department of Rehabilitation Services (MDRS)	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Assist in providing or coordinating American Sign Language (ASL) interpreter services for general population shelters.</li> <li>• Provide wheelchair-accessible vans for evacuating people with disabilities affected by mandatory evacuations or post-disaster evacuations during catastrophic events.</li> <li>• Provide clients affected by disasters with emergency information (Evacuation information, general population shelters, medical shelters, Disaster Recovery Centers (DRC), etc.).</li> </ul>
Mississippi Department of Employment Security (MDES)	<ul style="list-style-type: none"> <li>• Provides individuals who have lost their jobs due to a disaster with unemployment benefits.</li> </ul>

**8. AUTHORITIES AND REFERENCES.** The procedures in this ESF #6 Mass Care, Emergency Assistance, Temporary Housing, and Human Services Annex are built on the core coordinating structures of the CEMP and references listed below. The specific responsibilities of each department and agency are described in the respective ESF, Support, and Incident Annexes, internal agency plans, policies, and procedures. See the CEMP Base Plan, SEOC Human Services Branch, or ESF #6 for a comprehensive list of Authorities and References.

- a. Robert T. Stafford Disaster Relief and Emergency Assistance Act; amended the Disaster Relief Act of 1974, PL 93-288.  
[https://www.fema.gov/sites/default/files/2020-03/stafford-act\\_2019.pdf](https://www.fema.gov/sites/default/files/2020-03/stafford-act_2019.pdf)
- b. MS Code, Ann. Â§ 33-15(1972): Mississippi Emergency Management Act of 1995, Title 33-15, et al. [Successor to Mississippi Emergency Management Law of 1980]  
[MS Code 33-15](#)
- c. National Preparedness Goal, Second Edition, September 2015  
<https://www.fema.gov/media-library/assets/documents/25959>
- d. National Incident Management System, Third Edition, October 2017  
<https://www.fema.gov/media-library/assets/documents/148019>

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- e. National Response Framework, Fourth Edition, October 2019  
[https://www.fema.gov/sites/default/files/2020-04/NRF\\_FINALApproved\\_2011028.pdf](https://www.fema.gov/sites/default/files/2020-04/NRF_FINALApproved_2011028.pdf)
- f. National Disaster Recovery Framework, Second Edition, June 2016  
[https://www.fema.gov/sites/default/files/2020-06/national\\_disaster\\_recovery\\_framework\\_2nd.pdf](https://www.fema.gov/sites/default/files/2020-06/national_disaster_recovery_framework_2nd.pdf)
- g. FEMA National Incident Support Manual, Change 1, January 2013  
[https://www.fema.gov/sites/default/files/2020-04/FEMA\\_National\\_Incident\\_Support\\_Manual-change1.pdf](https://www.fema.gov/sites/default/files/2020-04/FEMA_National_Incident_Support_Manual-change1.pdf)
- h. FEMA Incident Action Planning Guide, July 2015  
[https://www.fema.gov/sites/default/files/2020-07/Incident\\_Action\\_Planning\\_Guide\\_Revision1\\_august2015.pdf](https://www.fema.gov/sites/default/files/2020-07/Incident_Action_Planning_Guide_Revision1_august2015.pdf)
- i. FEMA Developing and Maintaining Emergency Operations Plan, Comprehensive Preparedness Guide (CPG) 101, Version 3.0, September 2021  
[https://www.fema.gov/sites/default/files/documents/fema\\_cpg-101-v3-developing-maintaining-eops.pdf](https://www.fema.gov/sites/default/files/documents/fema_cpg-101-v3-developing-maintaining-eops.pdf)
- j. State of Mississippi Comprehensive Emergency Management Plan, January 2022  
[MEMA Downloads/CEMP](#)
- k. State of Mississippi New Madrid Seismic Zone OPLAN, January 2018  
[MEMA Downloads/State Plans](#)
- l. State of Mississippi Radiological Emergency Preparedness Plan (MREPP), October 2020  
[MEMA Downloads/State Plans](#)
- m. State of Mississippi Hurricane Plan, January 2022  
[MEMA Downloads/State Plans](#)
- n. State of Mississippi Evacuation Plan, January 2022  
[MEMA Downloads/State Plans](#)
- o. MEMA Response Framework, March 2021  
[MEMA Downloads/MEMA Publications](#)

The MEMA reference repository, containing the CEMP base plan, associated annexes, appendices, and other supporting documents, can be found at [MEMA Downloads](#).

CEMP – ESF #6 Mass Care, Emergency Assistance, Temporary Housing, and Human Services  
Annex

Most Mississippi emergency management stakeholders have access to the MEMA Downloads site. However, non-registered stakeholders may gain access to the repository by submitting an e-mail request to [preparedness@mema.ms.gov](mailto:preparedness@mema.ms.gov).

**9. REVIEW AND MAINTENANCE.** At a minimum, the Mass Care, Emergency Assistance, Temporary Housing, and Human Services Annex Coordinating Agency will conduct an annual review of this annex with all support agencies. Additional assessments may be performed if the experience with an incident or regulatory changes indicates a need. Recommended changes will be submitted to MEMA for approval and distribution. Submit recommendations via e-mail to [preparedness@mema.ms.gov](mailto:preparedness@mema.ms.gov).

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