State of Florida

Emergency Support Function (ESF) 6 Mass Care

STANDARD OPERATING GUIDE
JANUARY 2014

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INTRODUCTION

Purpose. The purpose of this Standard Operating Guide (SOG) is to standardize recurring Emergency Support Function (ESF) 6 tasks and procedures during Response and Recovery activities in the State Emergency Operations Center (EOC).

Scope. This SOG applies to everyone working in support of ESF 6 operations in the State EOC and at field locations during any declared emergency. ESF 6 personnel are comprised of representatives from the Primary and Support agencies identified in Appendix 6: ESF 6 – Mass Care to the State of Florida Comprehensive Emergency Management Plan (CEMP).

ESF 6 MISSION

The mission of State ESF 6 is to coordinate the acquisition, prioritization and allocation of resources and information to Supported Agencies. Supported Agencies are the affected counties, Red Cross & Salvation Army Field headquarters, and ESF 6 Support agencies performing mass care, emergency assistance and human services tasks.

The following ESF 6 Operational Priorities specify what must be accomplished in order to achieve the ESF 6 Mission.

- Coordinate state mass care and emergency assistance activities
- Support feeding operations
- Support transition to long term feeding
- Support shelter operations
- Support transition of shelter residents
- Support distribution of relief supplies operations
- Support mass evacuation
- Support family reunification services
- Support Recovery operations

ESF6 Goals and Objectives

The ESF 6 Outcomes, Goals and Objectives established to meet the above operational priorities are listed in Appendix 1 of this document. The ESF 6 Primary and Support Agencies responsible for meeting those Objectives are identified.

DIRECTION AND CONTROL

State Emergency Response Team

Overview – ESF 6 operates within the organization of the State Emergency Response Team (SERT) as shown in Figure 1.

Figure 1 – SERT Direction & Control
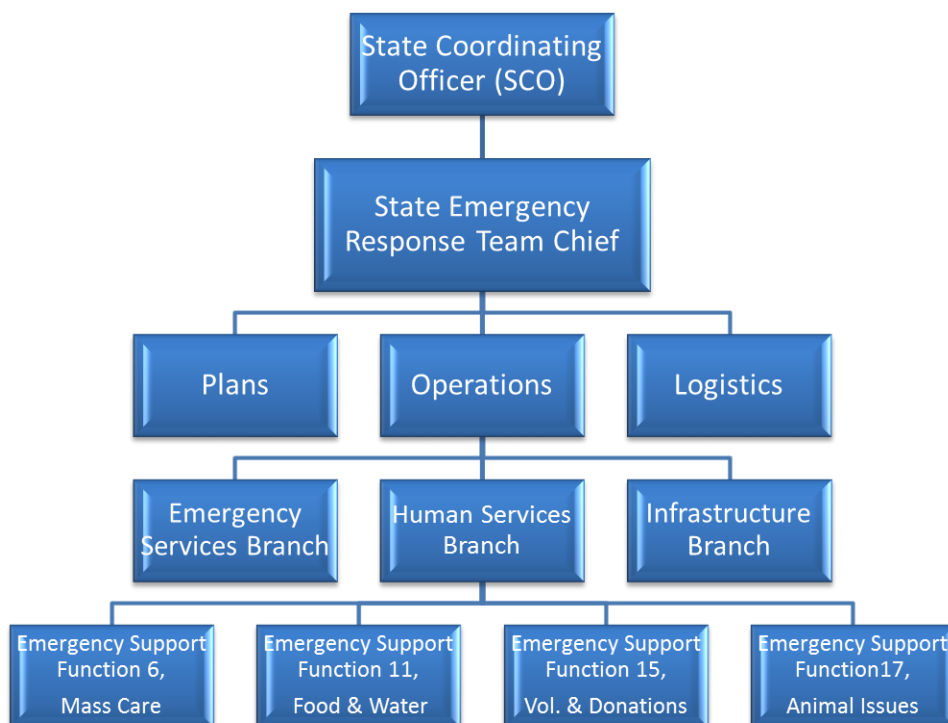
State Coordinating Officer. The State Coordinating Officer, normally the Director, Division of Emergency Management (DEM), is appointed by the Governor and given extraordinary powers by law to direct resources to assist the state's response to a disaster.

SERT Chief. At the direction of the State Coordinating Officer the SERT Chief, normally the Bureau Chief for Response within the DEM, coordinates the activities of the agencies within the State EOC.

Human Services Branch Director – The Human Services Branch Director is responsible to the Operations Chief for coordinating the ESF's in the Human Services Branch. These ESFs are ESF 6 (Mass Care), ESF 11 (Food & Water), ESF 15 (Volunteers & Donations) and ESF 17 (Agriculture & Animal Issues).

ESF 6 Emergency Coordinating Officer (ECO). Under the Comprehensive Emergency Management Plan, the Department of Business & Professional Regulation is the Lead Agency for Response for ESF 6. The Department of Business & Professional Regulation is responsible for designating the ESF 6 ECO and Alternate. The Department of Children and Families' ECO takes the lead in ESF 6 activities during the Recovery phase of the disaster or when specified in other plans.

ESF 6 Organization

Overview – The standard ESF 6 organization is shown in Figure 2. The dotted lines in the organization chart are not lines of command; rather they show the preferred manner in which routine coordination is conducted between the Primary and Support agencies of the ESF during an event. As the size of the event increases, the size and structure of the organization changes to accommodate the increased quantity and complexity of the tasks. Appendix 2 of this SOG outlines the manner in which the ESF 6 organization adjusts for major and catastrophic disasters.

Figure 2 – ESF 6 standard organization
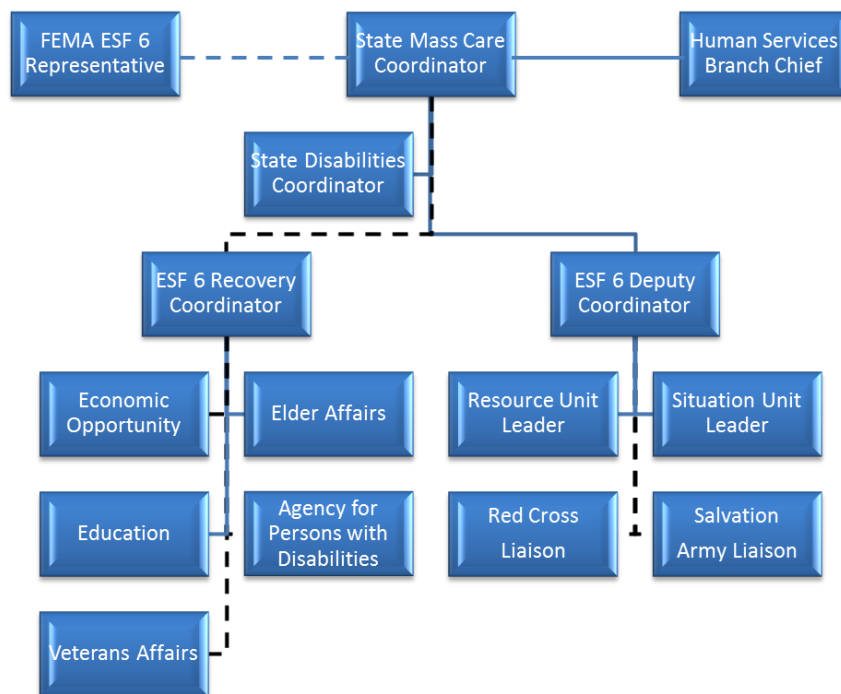
State Mass Care Coordinator – The State MC Coordinator is responsible to the State Coordinating Officer and the SERT Chief for the execution of the ESF 6 operational priorities and goals outlined in Appendix 1. The Department of Business & Professional Regulation is responsible for staffing this position.

ESF 6 Recovery Coordinator – The ESF 6 Recovery Coordinator serves as the central coordination point for Recovery issues for ESF 6. This position is the primary ESF 6 liaison to the Recovery Branch and the state agencies that support ESF 6. The Department of Children & Families is responsible for staffing this position.

ESF 6 Deputy Coordinator – the Deputy Coordinator is responsible for the conduct of ESF 6 EOC Operations. He/she works at the ESF 6 work station and is the central coordination point for ESF 6 within the State EOC. This position coordinates with the NGO representatives, supervises the activities in the adjacent ESF 6 Breakout Room and responds to requests from the Human Services Branch Director. The Department of Business & Professional Regulation is responsible for staffing this position.

ESF 6 Resource Unit Leader – An ESF 6 Resource Unit Leader is designated when required and is responsible to the ESF 6 Deputy Coordinator. The ESF 6 Resource Unit Leader monitors and updates assigned missions, orders resources and maintains the status of resources deployed to field kitchens and other locations in the disaster area. If required, the ESF 6 Resource Unit Leader is assigned a Deputy.

ESF 6 Situation Unit Leader – An ESF 6 Situation Unit Leader is designated when required and is responsible to the ESF 6 Deputy Coordinator. The ESF 6 Situation Unit Leader is responsible for securing and displaying ESF 6 situational information. This position prepares required information products as well as ensures the dissemination of information to ESF 6 support agencies and others as needed. If required, the ESF 6 Situation Unit Leader is assigned a Deputy.

State Disabilities Coordinator – The Statewide Disability Coordinator provides input on the needs of individuals with a disability during a disaster; recommendations on reasonable accommodations; recommendations on reasonable policy modifications; and serves as an advocate for people with disabilities with state and local agencies. The Department of Health is responsible for staffing this position.

Support Agency representatives. State agencies designated in the CEMP as Support Agencies to ESF 6 provide representatives within the State EOC upon activation. The State Agencies include Economic Opportunity, Elder Affairs, Education, Department of Veterans' Affairs and Agency for Persons with Disabilities. These representatives coordinate their Recovery activities with the ESF 6 Recovery Coordinator.

Non-governmental Agency representatives. NGOs that customarily provide ESF 6 liaisons to the State EOC are the American Red Cross, The Salvation Army and the Florida Baptists. These representatives coordinate their Response activities with the Deputy Coordinator and their Recovery activities with the ESF 6 Recovery Coordinator. They respond to mission assignments and inform the SERT of their actions through information provided for daily situation reports and briefings.

State Logistic Response Center (SLRC) Liaison. The ESF 6 Liaison to the SLRC is staffed in catastrophic events and operates under the direction of the ESF 6 Deputy

Coordinator (see Chart 2 in Appendix 2). The ESF 6 liaison to the SLRC assists the
ESF 6 Primary and Support agencies in the identification and onward movement of
resources through the SLRC and the Unified Logistics System established for the relief
effort (See Appendix 6). If required, more than one ESF 6 liaison is assigned the SLRC.

STATE ESF 6 CONCEPT OF RESPONSE OPERATIONS

The principal activities of ESF 6 staff at the State EOC during an event are the
acquisition, prioritization and distribution of information and resources for identified
supported agencies. These activities are focused on three areas: ESF 6 Planning, ESF
6 EOC Operations and ESF 6 Support to Recovery.

The key function of ESF 6 and the State Mass Care Coordinator is to ensure that State
agencies, local governments and NGO field headquarters (such as an American Red
Cross Disaster Relief Operation headquarters or a Salvation Army Incident
Management Team) in the affected area have the mass care resources (equipment,
supplies, personnel and services) they need for the response.

Figure 3. Relationship of State ESF 6 to identified supported agencies in the impacted area
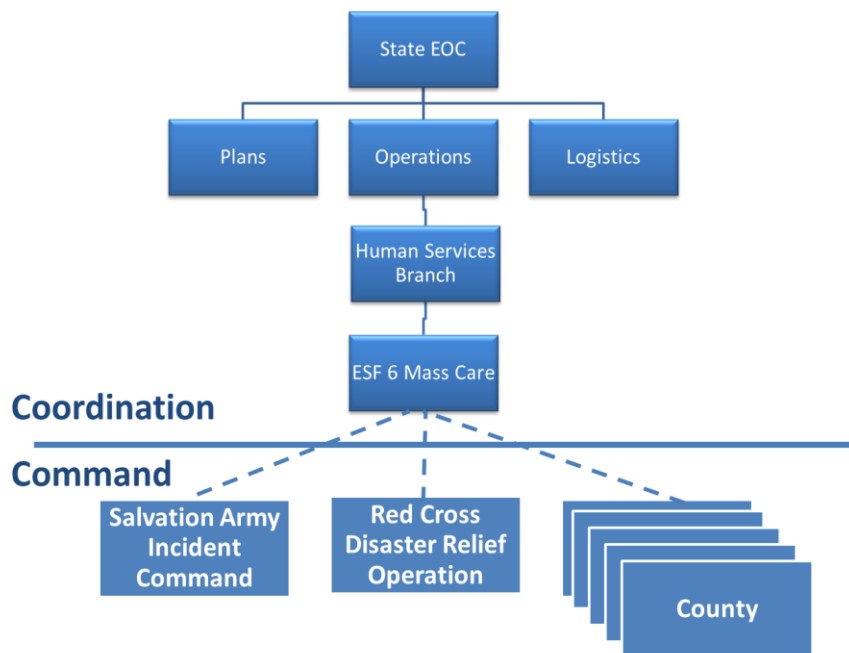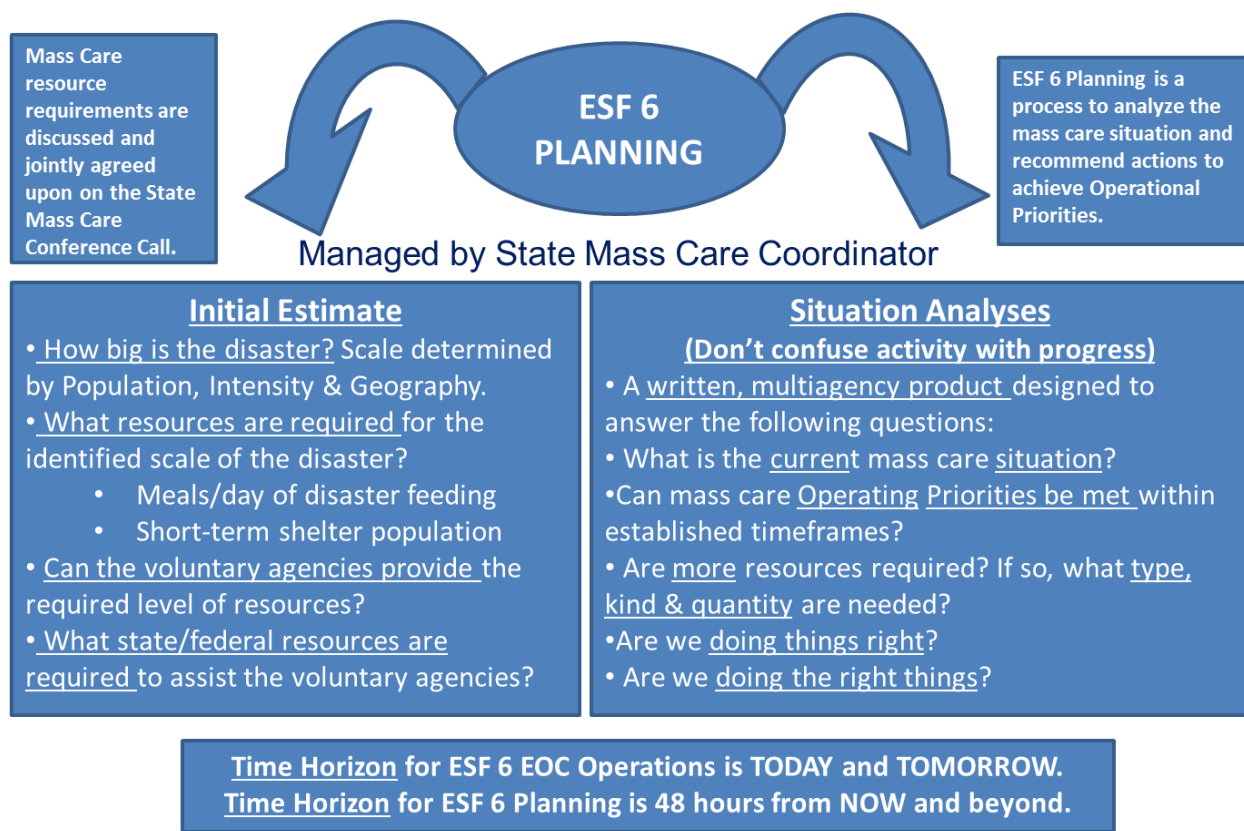

The role of each of these agencies or NGO field headquarters in the mass care
operation is defined in the Comprehensive Emergency Management Plan, the Multi-
Agency Shelter Support Plan, or the Multi-Agency Feeding Plan. Federal mass care
resources, when requested by the State, are employed to support one or more of these
agencies or NGO field headquarters in the affected area.

The NGO field headquarters operating in the affected area, in coordination with local officials, make tactical decisions on the specific placement of agency resources. State ESF 6 operational decisions are oriented toward supporting local governments, state agencies and NGO field headquarters performing ESF 6 tasks in the affected area. The operational tasks of ESF 6 Primary and Support agencies are coordinated to assure conformance with the state's overall incident objectives. This coordination takes place at the State EOC and on the daily State ESF 6 conference call. The emphasis and sequence of execution for these operational tasks depends on the requirements of the event.

ESF 6 Planning

ESF 6 Planning is a process to analyze the mass care situation and recommend actions to achieve mass care Operational Priorities. Recommended actions developed through the planning process are discussed, modified (if necessary) and approved (if agreed upon) by the participants of the daily State Mass Care Conference call. The outcomes of the planning process are an Initial Estimate and ongoing Situation Analyses (see Appendix 5).

Figure 4. ESF 6 Planning

Mass Care resource requirements are discussed and jointly agreed upon on the State Mass Care Conference Call.

ESF 6
PLANNING

ESF 6 Planning is a process to analyze the mass care situation and recommend actions to achieve Operational Priorities.

Managed by State Mass Care Coordinator

Initial Estimate
• How big is the disaster? Scale determined by Population, Intensity & Geography.
• What resources are required for the identified scale of the disaster?
   • Meals/day of disaster feeding
   • Short-term shelter population
• Can the voluntary agencies provide the required level of resources?
• What state/federal resources are required to assist the voluntary agencies?

Situation Analyses
(Don't confuse activity with progress)
• A written, multiagency product designed to answer the following questions:
• What is the current mass care situation?
• Can mass care Operating Priorities be met within established timeframes?
• Are more resources required? If so, what type, kind & quantity are needed?
• Are we doing things right?
• Are we doing the right things?

Time Horizon for ESF 6 EOC Operations is TODAY and TOMORROW.
Time Horizon for ESF 6 Planning is 48 hours from NOW and beyond.

The State Mass Care Coordinator is responsible for initiating and continuing the planning process once a disaster occurs and the State EOC is activated.

- The State Mass Care Coordinator uses this process to plan for the distribution of select state and federal resources to voluntary agencies and the counties in order to augment the delivery of mass care services in the affected area.

> A **time horizon** is a fixed point of time in the future at which point certain processes will be evaluated or assumed to end.

- In larger events the State Mass Care Coordinator is assisted in the completion of planning through the assistance of a Mass Care Planner or establishment of one or more mass care task forces.
- The Time Horizon for ESF 6 Planning is 48 hours from NOW and beyond.

Logistical planning – Logistical planning is conducted for the SERT by the Unified Logistics Team.

- The Unified Logistics Team is led by the state and federal Logistic Directors for the operation and is comprised of representatives from state and federal agencies as well as prominent vendors.
- Logistics coordination is conducted through conference calls with field locations and a daily logistics Incident Action Plan meeting held at the State EOC.
- The State Mass Care Coordinator and the Salvation Army, Florida Baptist and Red Cross liaisons participate in these coordination sessions.

ESF 6 EOC Operations

ESF 6 EOC Operations are defined as the daily, Response-related activities and interactions that occur on the main floor of the State EOC and within the adjacent ESF 6 Breakout room. ESF 6 EOC Operations are managed by the ESF 6 Deputy Coordinator. The primary players within ESF 6 EOC Operations are the Resource Unit, the Situation Unit and the NGO representatives. The Time Horizon for ESF 6 EOC Operations is TODAY and TOMORROW.

Resources identified for acquisition or allocation through the ESF 6 Planning process are communicated to ESF 6 EOC Operations for implementation using standard EOC procedures. Prioritization of resources is determined jointly on the State Mass Care Conference call. The activities and interactions for ESF 6 EOC Operations increase as the size and complexity of the disaster grows. Additional staff are acquired and incorporated as specified in Appendix 2 to manage the increased work load.
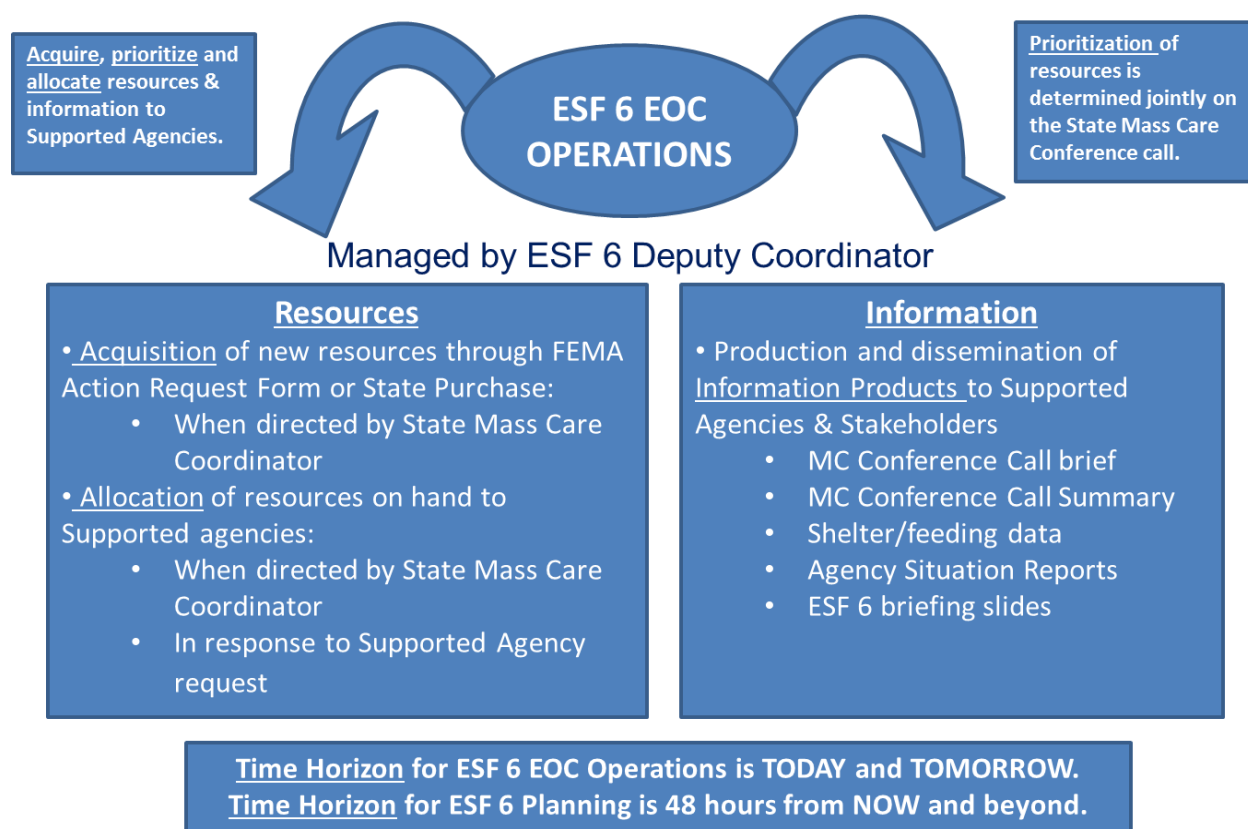
Resource Unit

The ESF 6 Resource Unit acquires and/or allocates resources to ESF 6 Supported Agencies using established State EOC procedures. The Resource Unit also tracks the

location of allocated equipment so that this equipment can be demobilized when required using established State EOC procedures.

Resource Acquisition -

Mission assignment. - Requests to the State EOC for resources or services are entered in the State EOC message system. These requests are assigned to the applicable Branch and are referred to as "missions". The Human Services Branch Director is responsible for tasking missions to ESF 6.

Figure 5. ESF 6 EOC Operations

Acquire, prioritize and allocate resources & information to Supported Agencies.

ESF 6 EOC OPERATIONS

Prioritization of resources is determined jointly on the State Mass Care Conference call.

Managed by ESF 6 Deputy Coordinator

Resources
• Acquisition of new resources through FEMA Action Request Form or State Purchase:
  • When directed by State Mass Care Coordinator
• Allocation of resources on hand to Supported agencies:
  • When directed by State Mass Care Coordinator
  • In response to Supported Agency request

Information
• Production and dissemination of Information Products to Supported Agencies & Stakeholders
  • MC Conference Call brief
  • MC Conference Call Summary
  • Shelter/feeding data
  • Agency Situation Reports
  • ESF 6 briefing slides

Time Horizon for ESF 6 EOC Operations is TODAY and TOMORROW.
Time Horizon for ESF 6 Planning is 48 hours from NOW and beyond.

Mission tracking process. The ESF 6 Resource Unit tracks all missions tasked to ESF 6. A specific mission tracking process is used for all tasked missions in order to ensure the request is handled as expeditiously as possible. The mission tracking process has three steps:

- Determining responsibility. The ESF 6 Resource Unit will coordinate with the appropriate ESF 6 Support Agency to determine which agency will assume responsibility for the mission. Once an agency has assumed responsibility, this information will be entered as a response in the mission tracking system. This

response must include the name of the person from the identified agency who accepted responsibility for the mission.

- <u>Monitoring the mission.</u> The ESF 6 Resource Unit will maintain coordination with the agency responsible for the mission to ensure actions are taken toward mission completion. The agency responsible should enter updates on the progress of the mission in the mission tracking system. If the agency is unable to enter the updates, then the ESF 6 Resource Unit will do so. The status of the mission must be indicated in accordance with State EOC procedures.

- <u>Closing out the mission.</u> When a mission is completed it must be closed out in the mission tracking system. A mission is completed when the Point of Contact specified in the mission request has verified that the requested good or service has arrived, or the Agency assigned the mission provides information that the requested resource has been returned to its original location. When the mission is completed the responsible agency or the ESF 6 Resource Unit will enter a message response to that effect. Only the Human Services Branch Director can close out an ESF 6 mission on the mission tracking system. The ESF 6 Resource Unit must notify the Human Services Branch Director that a mission has been completed so it can be closed out.

Situational Unit

The ESF 6 Situation Unit collects, prepares and distributes situational information on the activities of ESF 6 in response to the disaster. The ESF 6 Situation Unit prepares the following daily reports (templates for items are on the ESF 6 website):

- ESF 6 briefing slide for the afternoon SERT brief,
- Mass Care Conference Call Brief for the morning call,
- Meal Count Report

In the event a Type 1 Mass Care Task Force is activated, the ESF 6 Situation Unit coordinates with the Display Processor assigned to the Task Force (see Appendix 5).

Manner of reporting decided at time of event.

<u>Agency Situation Reports.</u> ESF 6 Primary and Support agencies can submit their individual agency situation reports for inclusion in the daily State Situation Report. Deadlines for inclusion of submitted reports in the State Situation Reports are event specific. Coordinate with ESF 5 at the time of the event to determine their requirements.

These Agency Situation reports do not have a prescribed format but serve to document agency activities for the prior day. Submissions of these reports by participating agencies provide situation awareness of activities to other members of the SERT as well as serve as an historical record of agency activities during the event.

ESF 6 Primary and Support agencies can submit their reports through EM Constellation using the following process:
1. Open an Information Message for the current Event,
2. Title the Information message "[Agency Name] Situation Reports"
3. Save the Message and Open an Update to the Message
4. Title the Update "[Agency Name] Situation Report for [Date]"
5. Enter the Situation Report as text in the body of the Update or attach a file
6. Enter subsequent Agency Situation Reports as Updates to the same EM Constellation Information message.
7. Notify the ESF 6 Situation Unit of the Information Message # so that this information can be disseminated in the ESF 6 portion of the daily afternoon SERT brief.

Mass Care Conference Call

Figure 6. Components of Mass Care Conference Call briefing document
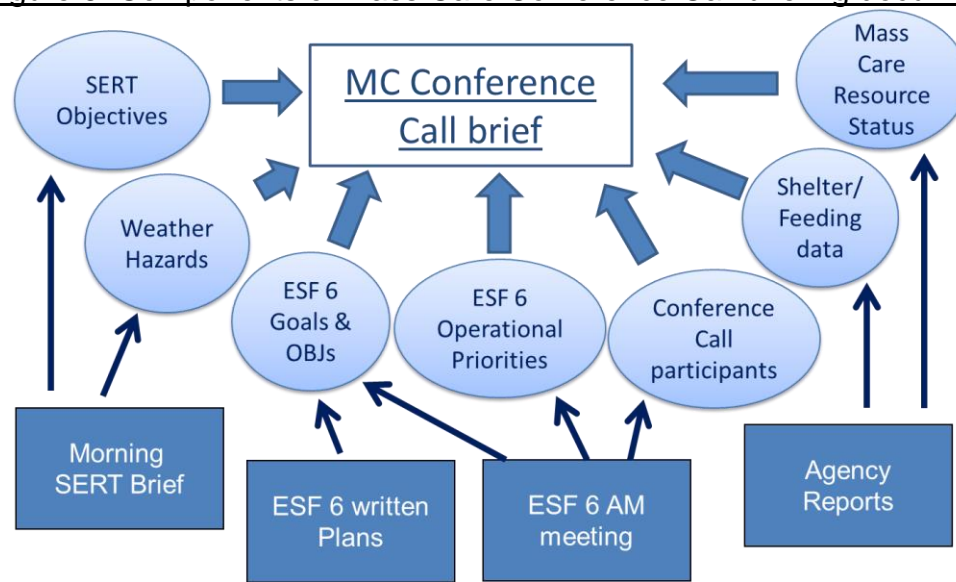
Meal Count report. Once the American Red Cross, the Salvation Army and other agencies begin reporting disaster feeding numbers, State ESF 6 publishes a daily statewide feeding report. The report will show the number of meals and snacks fed in the state for the previous 24 hour period ending at midnight, by agency and by county.

The ESF 6 Situation Unit collects the feeding numbers from the American Red Cross & Salvation Army liaisons, the Florida Food Bank Association or other agency each morning. The goal is to publish the report by 1000 hours for use in the daily mass care conference call.

Mass Care Metrics. Table 2 identifies metrics for the Operating Priorities and Outcomes in the Multi-Agency Feeding Plan as well as the Multi-Agency Shelter Plan. The

Situation Unit will collect information on the metrics for use in appropriate reports on the status of ESF 6 activities.

<u>Table 1. Mass Care Metrics</u>

<u>Operational Priority</u>	<u>Outcome</u>	<u>Metrics</u>
Support Feeding operations	A Mass Care feeding infrastructure established in the impact area with the logistical support to achieve and maintain the targeted meals per day production and distribution capability.	% of targeted feeding, production & logistics capacity in the impact area
Support Transition to Long Term Feeding	The mass care feeding infrastructure has been demobilized and disaster feeding has transitioned to DSNAP and targeted distribution of food boxes.	% of targeted feeding, production & logistics capacity in the impact area demobilized
		% of DSNAP eligible jurisdictions receiving funds
		% of daily targeted food box production distributed in the impact area
Support Shelter Operations	All survivors with a stated need for shelter have access to a safe, secure, & accessible environment with basic life-sustaining services.	% of post event short term shelters assessed to be safe, secure & accessible.
Support Transition of Shelter Residents	Shelter residents have been placed in appropriate housing solutions.	% of identified shelter population at D+3 that have been placed in appropriate housing solutions.

<u>Shelters.</u> The <u>Florida Shelter Reporting Instructions</u> document is available on the Internet at the ESF 6 web site. The ESF 6 Situation Unit monitors the <u>Open Shelters</u> web site to ensure that this reporting accurately reflects the information available in the State EOC. In the event of any discrepancies, ESF 6 Situation Unit Leader coordinates with the American Red Cross State liaison to reconcile any differences in accordance with the <u>Florida Shelter Reporting Instructions</u> document.

State EOC activation

ESF 6 Response operations begin upon activation of the State EOC and end when control of the emergency passes from the State EOC to the Joint Field Office, or at the direction of the SERT Chief. Upon termination of the response to an emergency the State Mass Care Coordinator will ensure all outstanding missions are resolved or handed off to the Joint Field Office.

The State Watch Office notifies the ESF 6 ECO or Alternate of an emergency requiring activation of the State EOC to levels 2 or 1. Upon notification, the ESF 6 ECO reports to

the State EOC to determine the degree and length of response required by the emergency.

The State EOC operates at three distinct levels of activation for response to emergency situations. These three levels are:

- Level 1: Full scale activation of the SERT. In a full-scale activation, all primary and support agencies under the state plan are notified. The State EOC is staffed by DEM personnel and all ESFs.

- Level 2: Partial activation of SERT. This is a limited agency activation. All primary or lead ESF's are notified. The State EOC is staffed by DEM personnel and necessary ESF's.

- Level 3: Monitoring. Level 3 is typically a "monitoring phase". Notification is made to those state agencies and ESF's that would need to take action as part of their everyday responsibilities. The State EOC is staffed with State Watch Office Communicators and DEM staff.

In the event of a sudden activation to Level 1, the Human Services Branch Director will notify ESF 6 Support Agency contacts and instruct them to report to the State EOC. When a Level 2 activation is declared, the ESF 6 ECO will advise the support agencies and request that those agency representatives necessary for the event should report to the State EOC.

Staffing. - The State Mass Care Coordinator, in order to meet the current or expected workload, designates ESF 6 EOC staffing and directs that these positions be filled from the available ESF 6 staff or requisitioned through Mutual Aid/EMAC.

Coordination Activities

SERT Briefings - The State EOC when activated to Level One conducts a morning and afternoon brief. Customarily these briefings are held at 0830 and 1800 hours. The morning brief is by Branch and the afternoon brief is by ESF. The State Mass Care Coordinator or designee will be prepared to present at the afternoon briefing.

Human Services Branch - Coordination by ESF 6 with the SERT is normally done through the Human Services Branch. When required the Branch conducts a daily Tactics meeting with the participation of the ESFs in the Branch. At a Level One Activation this Branch is normally staffed with a Branch Director, a Branch Planner and an assistant, with a fourth person working the night shift.

Meetings – Meetings are an important process of coordination within the State EOC. The State Mass Care Coordinator will designate which meetings to attend and who from ESF 6 will attend. Meetings which may require ESF 6 attendance include: Human Services Branch Tactics, Recovery, Housing, Evacuation and Logistics meetings.

Conference calls - Conference calls are an important process for coordination with stakeholders outside the State EOC. Calls which may require ESF 6 attendance include: County calls (normally at 1115 and 1715 hours) and Mass Care conference calls (at 1000 daily). The State Mass Care Coordinator will designate which conference calls to attend and who from ESF 6 will attend.

State Agency representatives – Agency representatives attend the twice daily SERT briefings and remain in the State EOC if required to actively coordinate missions assigned to their respective agency. Necessary coordination related to Response is conducted with the Deputy Coordinator during those periods. Agency representatives conduct coordination related to Recovery with the ESF 6 Recovery Coordinator. If not in the State EOC agency representatives should be readily available by voice or email in case ESF 6 is assigned a mission that involves their agency.

Non-governmental Agency Liaisons – The non-governmental agencies provide the bulk of the resources for ESF 6 activities during a disaster and almost continuous coordination is required between their liaisons and ESF 6, the Human Services Branch and the SERT. The Salvation Army and the American Red Cross are assigned work stations in the Human Services area in the State EOC. As required, liaisons from the Florida Baptists, Florida Food Bank Association and American Red Cross Logistics operate with ESF 6 at the State EOC. These liaisons normally attend ESF 6 related conference calls and meetings.

Federal Agency representatives – During disasters that may require federal assistance representatives from the Federal Emergency Management Agency (FEMA) and other federal agencies are assigned to the State EOC to work alongside their state counterparts. Customarily a federal ESF 6 representative is assigned to work with the State Mass Care Coordinator. The federal representative normally attends ESF 6 related conference calls and meetings as well as assists in tracking ESF 6 related requests for federal assistance.

Vendor Coordination. – Private vendors providing significant resources for the disaster normally provide representatives at the State EOC. At times ESF 6 is required to coordinate with these vendors to facilitate or verify the deployment of resources to or within the disaster area. When vendors are not represented in the State EOC the coordination is conducted by telephone or by email.

State ESF 6 Battle Rhythm

Battle Rhythm is a deliberate, daily cycle of activities within the EOC intended to synchronize current and future operations of the SERT. The timing and sequence of ESF 6 coordination activities conforms to the Battle Rhythm of the State EOC. The participants and outcomes for each of these Battle Rhythm activities are detailed in Appendix 3.

The standard Battle Rhythm for ESF 6 during activation is as follows:

0700	State ESF 6 Morning Meeting (when required)
0830	SERT Branch level briefing
1000	**State Mass Care Conference Call**
1045	Human Services Branch Tactics meeting
1115	County Conference Call (Evacuation Coordination, when required)
1400	State Logistics Meeting
1715	County Conference Call (Evacuation Coordination, when required)
1800	**SERT ESF level briefing**

STATE ESF 6 CONCEPT OF SUPPORT TO RECOVERY

ESF 6 coordination with Recovery begins with the activation of the State EOC and ends when the EOC is deactivated. ESF 6 Support to Recovery operations include coordination of select programs to assist disaster survivors. ESF 6 is responsible for taking the lead in coordinating select Human Services missions at the state level.

Upon receipt of a mission assignment to ESF 6 the designated agencies assume the role in coordinating the following missions:

- Disaster Supplemental Nutrition Assistance Program (DSNAP) is a federal program administered by the Department of Children & Families. DSNAP provides a means to supplement income for those families negatively impacted by the affects of a disaster through loss of food due to power loss, income loss or damages to residence. Regular Food Stamp program participants are not eligible for this program, as they receive separate benefits.
- Disaster unemployment – This is a federal Department of Labor program administered by the Department of Economic Opportunity. The program provides financial assistance to individuals whose employment or self employment has been lost or interrupted as a direct result of a major disaster declared by the President, and who are not covered by regular unemployment insurance.
- Temporary disaster employment is a federal program administered by the Department of Economic Opportunity. Temporary disaster employment provides temporary jobs in affected communities through the employment of federal grants for this purpose. These funds are primarily used to provide temporary employment for persons who lost their jobs as a result of these disasters.

Figure 6. ESF 6 Support to Recovery

ESF 6 coordination with Recovery begins with the activation of the State EOC and continues until the EOC is deactivated.	**ESF 6 SUPPORT TO RECOVERY**	The coordinated actions of ESF 6 set the conditions for a smooth transition from Response to Recovery.

Managed by ESF 6 Recovery Coordinator

Human Services	**Individual Assistance Section**
• Upon receipt of a mission assignment to ESF 6 the designated agencies assume the role in coordinating the following missions: • Disaster Supplemental Nutrition Assistance Program (DSNAP) - Department of Children & Families. • Disaster unemployment –Department of Economic Opportunity. • Temporary disaster employment - Department of Economic Opportunity.	• Disaster Recovery Centers – established during federally declared disasters and jointly managed by the state and federal governments. • Essential Services Centers – established during non-federally declared disasters and are state managed. • Joint Field Office - established during federally declared disasters.

Recovery Individual Assistance Section

The Recovery Individual Assistance Section initiates all requests for ESF 6 resources in support of Recovery operations. Once the resource support has been coordinated with the appropriate ESF 6 agency the Individual Assistance Section enters a resource request into the State EOC message system. The ESF 6 Recovery Coordinator is the primary liaison with the Individual Assistance Section. Participants must be familiar with the Essential Services Centers (ESC) and Disaster Recovery Centers (DRC) SOG's.

Essential Services Centers/Disaster Recovery Centers

The Individual Assistance Section is responsible for planning, coordinating and requesting the deployment of state resources to support ESCs and DRCs in the affected areas. ESCs are state managed (see Operations Guidance for Essential Services Centers). Disaster Recovery Centers are established during federally declared disasters and are jointly managed by the federal and state governments.

To execute the responsibility for establishing ESC/DRCs during an event the Individual Assistance Section uses the following mechanisms to coordinate with ESF 6:

- Pre-event: Conduct a daily Disaster Recovery Center meeting to coordinate and disseminate the Recovery Incident Accident Plan. The ESF 6 Recovery

Coordinator attends this meeting and disseminates the information to ESF 6 support agencies.

- Pre-event: Establish a Recovery Coordination Center in the Sadowsky Building (Individual Assistance Conference Room 350-L) to serve as a central coordination point for Disaster Recovery Center issues.
- Deployment: Request ESF 6 resources in support of identified and established Disaster Recovery Centers. Multiple ESF 6 agencies can be included in a single request, and that request can be for multiple locations.
- Post-event: Conduct daily Disaster Recovery Center conference calls. The ESF 6 Recovery Coordinator participates on these calls and disseminates the information to ESF 6 support agencies.

DRC Protocol

ESF 6 agencies will conform to the following protocol for Disaster Recovery Center (DRC) operations:

- On-site staffing is required for at least the first full 3 days of operation, to include at least one weekend day of operation.

- After this time period, staffing can be re-evaluated based on client traffic and needs. If an agency or service provider is seeing less than 5 clients per day and the agency/service provider feels staffing presence is no longer needed to provide services, the agency/service provider can request to demobilize staff from the DRC. If the agency feels that staffing is still required regardless of client counts, they can remain onsite.

- Requests to demobilize will be coordinated with the State Individual Assistance Branch Director.

Joint Field Office

ESF 6 support to the Joint Field Office is initiated by the Individual Assistance Section through a request into the State EOC message system. All requests for support will be coordinated prior to entry into the system.

REFERENCES

Appendix 6: ESF 6 – Mass Care & Emergency Assistance to the State of Florida Comprehensive Emergency Management Plan.

DEM Recovery Plan

State of Florida Multiagency Feeding Plan

State of Florida Multiagency Shelter Support Plan

State of Florida Mass Care & Emergency Assistance Capability Level Guidance

ESF 6 – Mass Care, Emergency Assistance, Housing, and Human Services Annex to the National Response Framework.

APPENDIX 1 - State ESF 6 operational priorities, goals and objectives

Operational priorities	Goals	Objectives	Agencies responsible
Coordinate Mass Care and Emergency Assistance Activities	**Outcome: Mass Care and emergency assistance resource and information requirements are met.**		
	Immediately activate a Mass Care and Emergency Assistance coordinating function able to assess and coordinate the operational requirements and shortfalls, request additional Federal/state resources.	• Establish mass care and emergency assistance EOC staffing • Define the scale of the disaster based on population affected, geography and intensity of the event • Estimate resources required to conduct mass care and emergency assistance activities based on defined scale of the disaster • Determine resources available from local, tribal, state, private sector and NGOs to conduct mass care and emergency assistance activities based on defined scale of the disaster • Assess and identify resource shortfalls • Request resources to meet identified shortfalls through appropriate channels • Establish mass care and emergency assistance operational tasks in coordination with mass care and emergency assistance providers and in conformance with the jurisdiction's overall incident objectives • Maintain situational awareness • Establish demobilization procedures • Coordinate the use of educational facilities during emergency activations among federal and state agencies, local school districts, Colleges and Universities.	• **All**
	Maintain a steady-state evaluation of mass care and emergency assistance capabilities and available support resources.	• Conduct regularly scheduled coordination with mass care and emergency assistance providers • Coordinate, on an ongoing basis, with local, state, private sector and NGOs to determine mass care resources available within the jurisdiction • Support integration of children and adults with and without disabilities that have access and functional needs into all aspects of Mass Care and Emergency Assistance services. • Support provision of emergency first aid for survivors and emergency workers • Coordinate the provision of mass care and emergency assistance support for	• **All**

Operational priorities	Goals	Objectives	Agencies responsible
		Recovery operations.	
	Integrate and report the actions of response organizations for all incidents	• Collect, report and coordinate information on mass care activities and share with mass care and emergency assistance partners • Track and respond to requests for information and resources related to mass care and emergency assistance activities	• **All**
Support Feeding Operations	**Outcome: A Mass Care feeding infrastructure established in the impact area with the logistical support to achieve and maintain the targeted meals per day production and distribution capability.**		
	Immediately assess, in coordination with responsible agencies, the feeding requirements and shortfalls	• Determine the targeted meals per day production and distribution capability. • Identify feeding resource requirements and shortfalls • Request feeding resources to meet identified shortfalls • Account for infants, children, and individuals with special dietary needs including those with medical and religious dietary needs	• **DBPR** • **DACS** • **ARC** • **TSA** • **FBA**
	Activate a multi-agency feeding task force to coordinate state feeding support within 6 hours of determination of need	• Activate the task force as specified in the multi-agency feeding plan • Operate the feeding task force according to established operational procedures	• **DBPR** • **DACS** • **ARC** • **TSA** • **FBA** • **FAFB** • **VF** • **DEM**
	Coordinate the establishment and support of a targeted mass care feeding infrastructure in the affected area in accordance with the state Multi-Agency Feeding Plan	• Confirm the arrival and report the operational employment of disaster feeding production and distribution capabilities • Respond to requests for feeding resources from the counties and supported agencies • Ensure shelter populations are being fed	• **DBPR** • **DACS** • **ARC** • **TSA** • **FBA**

Operational priorities	Goals	Objectives	Agencies responsible
Support Transition to Long Term Feeding	Outcome: The mass care feeding infrastructure has been demobilized and disaster feeding has transitioned to DSNAP and targeted distribution of food boxes.		
	Coordinate the implementation of DSNAP in eligible jurisdictions	• Determine if USDA criteria for DSNAP have been met in eligible jurisdictions • Coordinate with eligible jurisdictions to determine DSNAP distribution locations	• DCF • DBPR • DACS
	Coordinate the implementation of targeted household disaster feeding, if required	• Determine the type & amount of food required, and the geographical area of distribution • Determine sources for the food • Establish initial distribution date & process for assembly of food boxes • Establish distribution timeline • Coordinate demobilization process	• DBPR • DACS • FAFB • ARC • TSA
	Coordinate the demobilization of the mass care feeding infrastructure in the affected area	• Assess counties to determine if criteria for closing of feeding operations has been met • Confirm that feeding agencies are coordinating demobilization plans with the counties & providing proper notice to the public • Monitor and report the demobilization of production and distribution capabilities	• DBPR • ARC • TSA • FBA
Support Shelter Operations	Outcome: All survivors with a stated need for shelter have access to a safe, secure, & accessible environment with basic life-sustaining services.		
	Immediately assess, in coordination with shelter providers, the shelter requirements and shortfalls	• Estimate evacuation shelter population and subsequent short term shelter population • Estimate non-congregate shelter population within the impact area • Identify shelter resource requirements and shortfalls for estimated shelter populations	Primary: • DBPR • ARC Supporting: • DOEA • APD • DOH • DEM
		• Identify Special Needs shelter resource requirements and shortfalls for estimated shelter populations	Primary: • DOH Supporting: • DOEA • APD
	Immediately assess, in coordination with shelter providers, requirements for functional need support services for shelter residents	• Estimate functional needs support resources for shelter residents • Obtain functional needs support resources for shelter residents when required to meet actual projected shortfalls	Primary: • DBPR • ARC • DOH Supporting: • DOEA • APD • DEM

Activate a multi-agency sheltering task force to coordinate state shelter support within 6 hours of determination of need	• Activate the task force as specified in the multi-agency shelter support plan • Operate the shelter task force according to established operational procedures	Primary: • DBPR • ARC • DOH Supporting: • DOEA • APD • DCF • VA • DACS • DEM
Immediately assess, in coordination with shelter providers, requirements for household pet and service animal shelters for shelter residents	• Estimate household pet and service animal resource requirements for shelter residents • Obtain household pet and service animal resources for shelters when required to meet actual or projected shortfalls • Respond to appropriate resource requests	Primary: DACS Supporting: DEM
Coordinate daily with shelter providers	• Establish priorities for shelter support operations • Provide guidance as required to shelter providers • Request additional shelter resources to meet actual or projected shortfalls • Respond to resource requests from shelter providers • Provide disaster information for distribution to shelter residents	Primary: • DBPR • ARC • DOH Supporting: • DOEA • APD • DEM
Support transition of shelter residents	Outcome: Shelter residents have been placed in appropriate housing solutions.	
	Support transition of general population shelter residents to temporary or permanent housing	• Estimate resources required to support transition of shelter residents • Obtain resources required to support transition of shelter residents to temporary or permanent housing • Support establishment of Shelter Transition Teams when requested	Primary: • DBPR • ARC • DOH Supporting: • DOEA • APD • DCF • VA • DEM
	Support Discharge Planning of Special Needs shelter residents to temporary or permanent housing as specified in F.S.	• Estimate resources required to support Discharge Planning of Special Needs shelter residents • Obtain and deploy resources required to support Discharge Planning of Special Needs shelter residents according to established operational procedures	Primary: • DOH • DOEA Supporting: • DOEA • DBPR • APD • ARC • DEM
	Coordinate daily with shelter providers.	• Establish priorities for shelter support operations • Provide guidance as required to	Primary: • DBPR • ARC

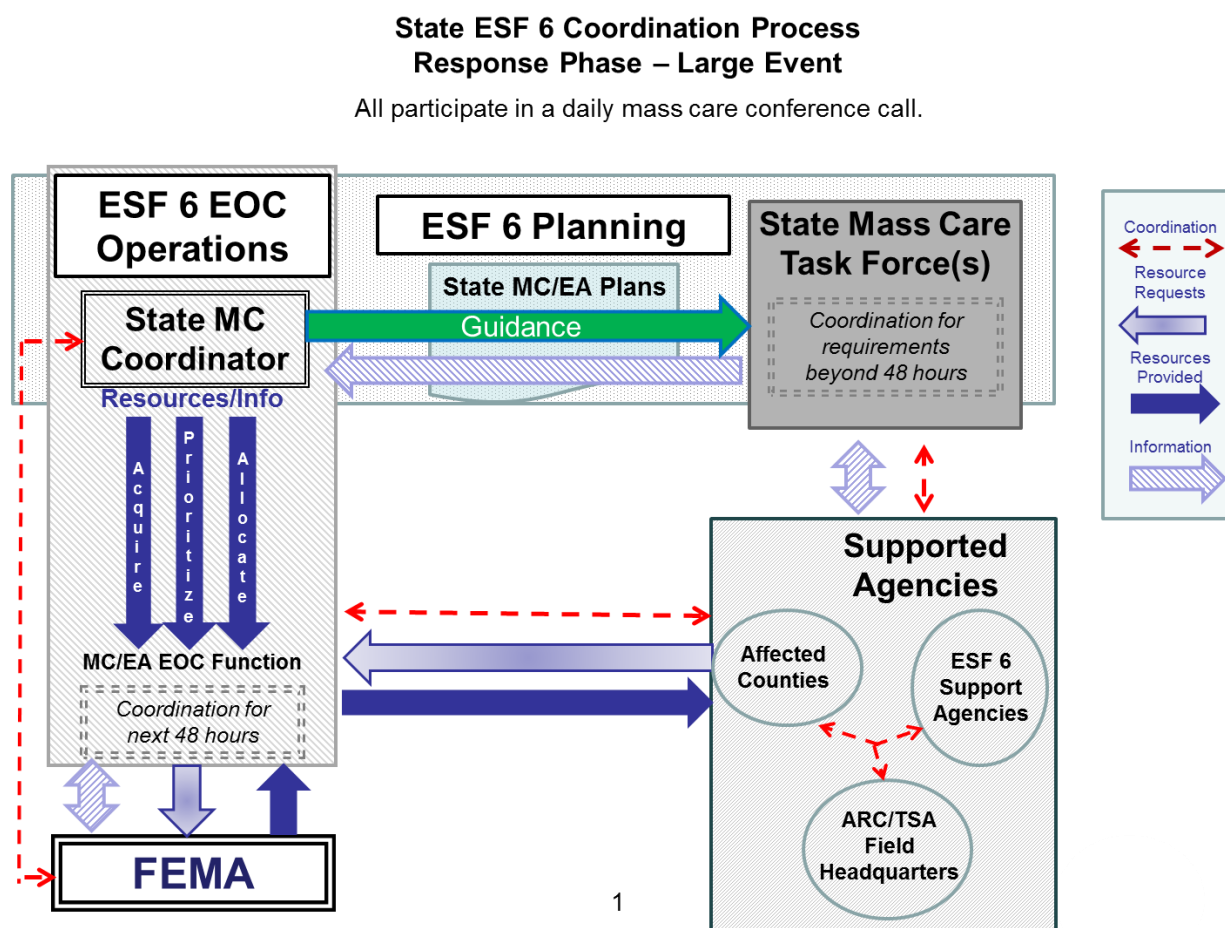|			
		• shelter providers • Request additional shelter resources to meet actual or projected shortfalls • Respond to appropriate resource requests	• DOH Supporting: • DOEA • APD • DEM
	Transition shelter task force responsibilities to Recovery (Phase 3)	• Operate the shelter task force according to established operational procedures • Coordinate with the State Housing Task Force, if established. • Demobilize shelter task force according to established operational procedures	Primary: • DBPR • ARC • DOH Supporting: • DEM • DCF • DOEA • APD • DACS • VA
Support Distribution of Emergency Supplies Operations	Outcome: A Mass Care Distribution of Emergency Supplies infrastructure established in the impact area with the capability to achieve and maintain the targeted levels of distribution.		
	Immediately assess, in coordination with responsible agencies, the distribution of emergency supplies requirements and shortfalls.	• Assess the need and availability of commodities for distribution of emergency supplies • Determine the targeted distribution of emergency supplies capability • Request resources to meet identified shortfalls	• DBPR • ARC • TSA • FB • DACS
	Activate a multi-agency distribution of emergency supplies task force to coordinate state distribution of emergency supplies support within 6 hours of determination of need	• Activate the task force as specified in the State Multi-agency Distribution of Emergency Supplies Plan • Operate the distribution of emergency supplies task force according to established operational procedures	• DBPR • ARC • TSA • FB • DACS
	Coordinate the establishment and support of a targeted distribution of emergency supplies infrastructure in the affected area in accordance with the State Multi-agency Distribution of Emergency Supplies Plan.	• Confirm the arrival and report the operational employment of distribution of emergency supplies distribution capabilities • Confirm distribution of emergency supplies locations with responsible agencies. • Respond to resource requests from supported agencies.	• DBPR • ARC • TSA • FB • DACS
Support Mass Evacuation	Outcome: Evacuees have access to targeted levels of mass care resources.		
	Prior to the initiation of an evacuation, assess the requirements for mass care support, to include FNSS availability, along evacuation routes and at collection points.	• Assess the need and availability of resources required to support mass evacuation • Request additional state and federal resources to support mass evacuation, as required.	• All

	Coordinate with responsible organizations in the local community, state, inter-state, or nation for the delivery of mass care support and tracking of evacuated individuals.	• Maintain situational awareness of individuals undergoing evacuation and likely to need evacuation • Provide mass care services in congregate locations	• All
Support Family Reunification Services	Outcome: Individuals requiring assistance have access to targeted levels of resources to affect reunification with household members.		
	Outcome: Agencies responsible for identifying parents/guardians of unaccompanied minors receive targeted levels of assistance to affect reunification.		
	Outcome: Relatives and concerned individuals receive assistance regarding household members displaced by a disaster or emergency.		
	Assess the requirements for family reunification services and activate reunification services for individuals within the local and adjacent communities.	• Assess the need and availability of resources required to support Reunification • Request additional state and federal resources to support Reunification, as required.	• DBPR • ARC • DCF
	Activate a multi-agency reunification task force to coordinate state reunification support within 6 hours of determination of need	• Activate the task force as specified in the State Multi-agency Reunification Support Plan • Operate the reunification task force according to established operational procedures	• DBPR • ARC • DCF
	Coordinate daily with reunification resource providers.	• Establish priorities for reunification support • Provide guidance as required to supported agencies • Request additional resources to meet actual or projected shortfalls • Respond to appropriate resource requests	• DBPR • ARC • DCF
Support Recovery Operations	Outcome: Survivors have access to targeted levels of mass care resources and program services.		
	Provide mass care support to DRC/ESC's.	• Coordinate with Recovery to determine ESF 6 mass care requirements for DRC/ESCs • Provide mass care resources at assigned times and at designated locations	• ARC • TSA
	Provide program staffing support to DRC/ESC's.	• Coordinate with Recovery to determine ESF 6 staffing requirements for DRC/ESCs • Provide program staff at assigned times and at designated locations	• DCF • ALL
	Assess the requirements for disaster	• Notify SERT when affected areas are eligible for disaster unemployment.	• DEO

unemployment based on the need and activate this service for individuals within the affected areas.	• Notify SERT of outcome of coordination with local jurisdictions for determination of locations and timing of disaster unemployment service centers • Identify and request state resources required to operate disaster unemployment service centers	
Assess the requirements for temporary disaster employment based on the need and activate this service for individuals within the affected areas.	• Notify SERT when affected areas are eligible for temporary disaster employment • Notify SERT of outcome of coordination with local jurisdictions for determination of locations and timing of temporary disaster employment service centers • Identify and request state resources required to operate temporary disaster employment service centers	• DEO
Assess the requirements for Disaster case management based on the need and support activation of this service for individuals within the affected areas.	• Within 72 hours begin assessment of the requirements	• ALL

APPENDIX 2 – ESF 6 Organizational Structure in Large Events

Increasing the MC/EA Structure and Staffing

In a major event, the State MC/EA organization faces a dramatic increase in the number and complexity of the tasks that must be coordinated. Upon recognition that the State has been or will be impacted by a major or catastrophic disaster, additional personnel to assist with the coordination requirements must be procured. The diagram below outlines the coordination process for a large event.

State ESF 6 Coordination Process
Response Phase – Large Event

All participate in a daily mass care conference call.

The transition to a larger MC/EA organization in a major or catastrophic event must be planned. This planning is conducted in coordination with the FEMA, State agency, NGO and private sector MC/EA partners. The size of the structure and staffing requirements will depend on the coordination complexity of the event (see below). Examples of ESF 6 organizations for a major or catastrophic disaster are available in Chart 1 and Chart 2 at the end of this Appendix.

While the exact organization will vary according to the requirements of each event, the structure should account for additional:

1) NGO liaisons,
2) Staff to meet increased reporting and logistics requirements,
3) Staff for one or more mass care task forces, and
4) Liaisons to State field or regional multiagency coordinating systems.

There are a number of options for acquiring these additional personnel:

Additional staff must be requisitioned prior to a **Noticed Event** or immediately after a **No-Notice Event.**

1) The State Mass Care Coordinator can work with the NGOs to acquire not only additional liaisons to meet the coordination requirements, but mass care subject matter experts to fulfill the needs for expertise in logistics or a Mass Care Task Force.
2) Additional mass care staff can be acquired from other States via EMAC or from FEMA through a request to the FEMA Region.
3) A Mass Care Mission Planning Team (MPT) can also be requested from the FEMA Region.
4) Staff to perform administrative or logistical support tasks can be acquired from counties or municipalities through Mutual Aid or from employees with State agencies supporting the mass care operation if they are available for training before the disaster.
5) Staff can be acquired from vendors.

Mass Care Task Force Structure & Function

A mass care task force is activated in accordance with criteria specified in the respective mass care plan, or upon mutual consent of the MC/EA stakeholders. Once activated, the task force operates at the direction of the State Mass Care Coordinator as a part of a Multi-Agency Coordination System (MACS). "MACS consists of a combination of elements: personnel, procedures, protocols, business practices, and communications integrated into a common system," (NIMS, 2008).The most common example of MACS is an EOC (a physical location where multiagency coordination takes place).

The mass care task force structure and function conforms to the MACS combination of elements.

Capability is defined as "the means to accomplish a mission, function or objective based on the performance of related tasks, under specified conditions to target levels of performance." (National Preparedness System, November 2011).

The desired capability of a mass care task force, measured by the means to accomplish one or more of the MACS functions, determines the organization's size and structure. The desired capability of a mass care task force is based on the coordination complexity of the event.

Coordination complexity has yet to be defined within NIMS. The equivalent term in the Incident Command System is Incident Complexity, wherein incident and/or event "complexity determines emergency and incident response personnel requirements." Incident Complexity has been typed into five categories. A Type 1 "incident is the most complex, requiring national resources," while a Type 5 "incident can be handled with one or two single resources."

The Homeland Security Institute did develop a list of coordination complexity parameters, which were incorporated into Table 2-1 below. An event involving

> The **coordination complexity** of an event drives the resource requirements for a mass care task force.

multiple agencies of varying capability, for example, increases the number and type of tasks to be completed, which in turn increases the number and competency of staff required to perform effective coordination. Media attention to the event increases demands for current information.

TABLE 2-1. COORDINATION COMPLEXITY PARAMETERS

Media Attention		
Stakeholder Composition		
Number of federal & state agencies involved	Internal (within EOC) Stakeholder Composition	Types (varying capability of stakeholders)
Number of counties & jurisdictional levels involved	External (outside EOC) Stakeholder Composition	
Task & Staff Composition		
Number of: new requests/ offers of assistance/ data points to be processed	Urgency & expediency required to process tasks	Measured level of competencies of all assigned staff
	Number of nonlinear follow-up actions required	Number of staff required to be involved in follow-up actions
Source: Adapted from Core Competency Framework for Multiagency Coordination Systems. Final Report 6 February 2009, Homeland Security Institute.		

Table 2-2 presents a coordination complexity scale for the state of Florida. A Level 1 on the scale is more complex than a Level 3. Column 1 of the Table has a list of coordination complexity indicators derived from the parameters in Table 1. The first 4 indicators have numbers. The next four indicators require the user to make a subjective evaluation of the status of the indicator and assign a High, Medium or Low ranking. The Table can be modified to include additional indicators. The determination of the Coordination Complexity Level is made as early as possible so that requirements for additional personnel can be identified and requested.

> The **Coordination Complexity Level** of the event is used to determine the Type of Mass Care Task Force to be established.

Table 2-2. Coordination Complexity Levels

Coordination Complexity Indicators	Complexity Levels		
	1	**2**	**3**
# of simultaneous events affecting the state	3	2	1
# of counties federally declared or expected to be federally declared	25	15	5
Population of counties federally declared or expected to be federally declared	1,000,000	500,000	250,000
Anticipated post-event short term shelter population	15,000	10,000	5,000
Scale of projected or actual damage to residential structures	High	Medium	Low
Scale of projected or actual damage to infrastructure	High	Medium	Low
Need for federal resources	High	Medium	Low
Media attention	High	Medium	Low
Capabilities of voluntary agencies	Capability exceeded	Capabilities stressed	Within capability
Totals			

Once the Coordination Complexity Level of the Event is determined, the Resource Typing Table in Appendix 8 can be used to determine the mass care task force organization and staffing levels. This Typing Table shows staffing, procedures, facility and equipment requirements for three typed mass care task force organizations. The organizational structures and positions for the different Type 1, Type 2 and Type 3 Task Forces are also shown in the diagrams in Appendix 8.

Chart 1. State ESF 6 Organization for a major disaster
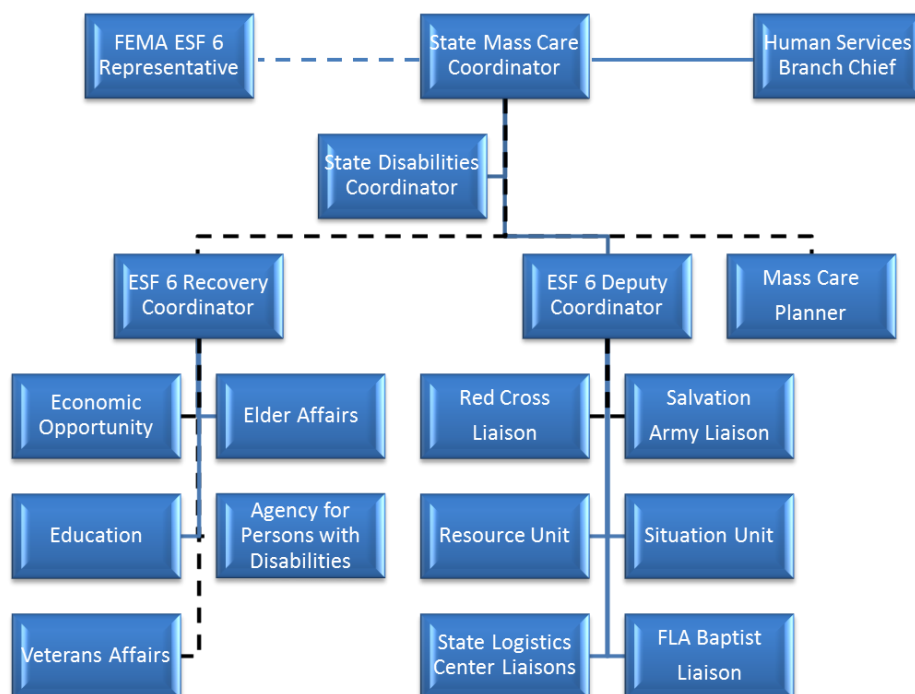
Chart 2. State ESF 6 Organization for a catastrophic disaster
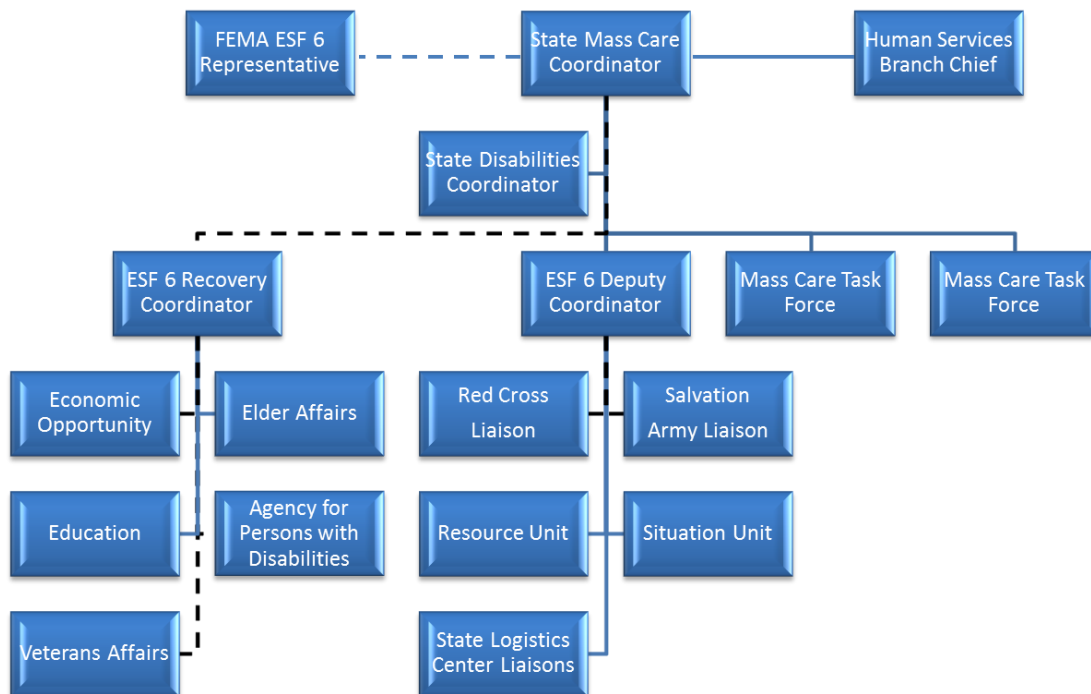
APPENDIX 3 – ESF 6 Battle Rhythm

The Table below outlines the sequence of activities and information product submissions for the ESF 6 participants. The ESF 6 Battle Rhythm may vary according to the requirements of the Event. As required, the State Mass Care Coordinator may adjust the Battle Rhythm, with proper notice to the participants, to conform to circumstances.

Time	Activity	Activity Outcome	Participants	Information product submission	Recipients	Responsible for submission
0700	ESF 6 AM meeting	Determine ESF 6 Priorities, Goals & Objectives; determine Conference call participants	SMCC, ESF Deputy's, TF LDRS, Sit Unit LDR			
0800				Agency Meal Count & Resource Status report	Situation Unit	ARC, TSA, FBC, FFB
0830	SERT Brief by Branch	SERT Objectives; Weather Hazards; Situation awareness	All			
0930				State Mass Care Conference Call Brief	Conference call participants	Situation Unit
1000	State Mass Care Conference Call	Update mass care common operating picture; determine resource requirements, availability & shortfalls; assign priority of resources	All			
1045	Human Svcs Branch Tactics meeting	Communicate daily ESF 6 Priorities, Goals & Objectives	Deputy ESF 6 Coordinator			
1100				Agency Situation Reports	EM Constellation	Appropriate ESF 6 agencies

Time	Activity	Activity Outcome	Participants	Information product submission	Recipients	Responsible for submission
1115	County Conference Call	Awareness of critical County priorities; Evacuation Coordination (if required)	Situation Unit; NGO reps			
1130				Summary of Conference Call decisions/ determinations (when required)	All conference call participants	Deputy ESF Coordinator
1400	Logistics Meeting	Update logistics common operating picture; coordinate current ESF 6 logistics shortfalls and future requirements	SMCC, NGO reps, TF LDRS			
				Draft Mass Care situation analyses (when required)	SMCC, ESF Deputy's, TF LDRS, Sit Unit LDR	SMCC or Appropriate Task Force (If activated)
1500				Draft briefing slides for ESF 6 PM SERT brief	SMCC, ESF Deputy's, TF LDRS,	Situation Unit
1530	ESF 6 Assessment Meeting	Approve ESF 6 Feeding & Sheltering Situation Analyses; approve Briefing slides for ESF 6 PM SERT brief	SMCC, ESF Deputy's, TF LDRS, Sit Unit LDR, NGO reps			
1600				Briefing slides for ESF 6 PM SERT brief	EM Constellation	Situation Unit

Time	Activity	Activity Outcome	Participants	Information product submission	Recipients	Responsible for submission
1600				Approved ESF 6 Feeding & Sheltering Situation Analyses (when required)	Designated by SMCC	Situation Unit
1715	County Conference Call	Awareness of critical County priorities; Evacuation Coordination (if required)	Situation Unit; NGO reps			
1800	SERT Brief by ESF	Inform SERT Chief, SCO & FCO of ESF 6 status	ALL			
1900	ESF 6 PM meeting	Review daily activities; resolve issues;	SMCC, ESF Deputy's, TF LDRS, Sit Unit LDR			

APPENDIX 4 – Shelter Transition Team

Shelter Transition Team. County requests for a Shelter Transition Team are assigned at the State EOC to the Human Services Branch and then tasked to ESF 6. The ESF 6 Resource Unit coordinates the mission with the requesting County in accordance with Figure 4 (If a Shelter Task Force has been activated then County coordination is conducted in accordance with the Shelter Task Force SOG).

Figure 4-1. Shelter Transition Team Mission Coordination Process
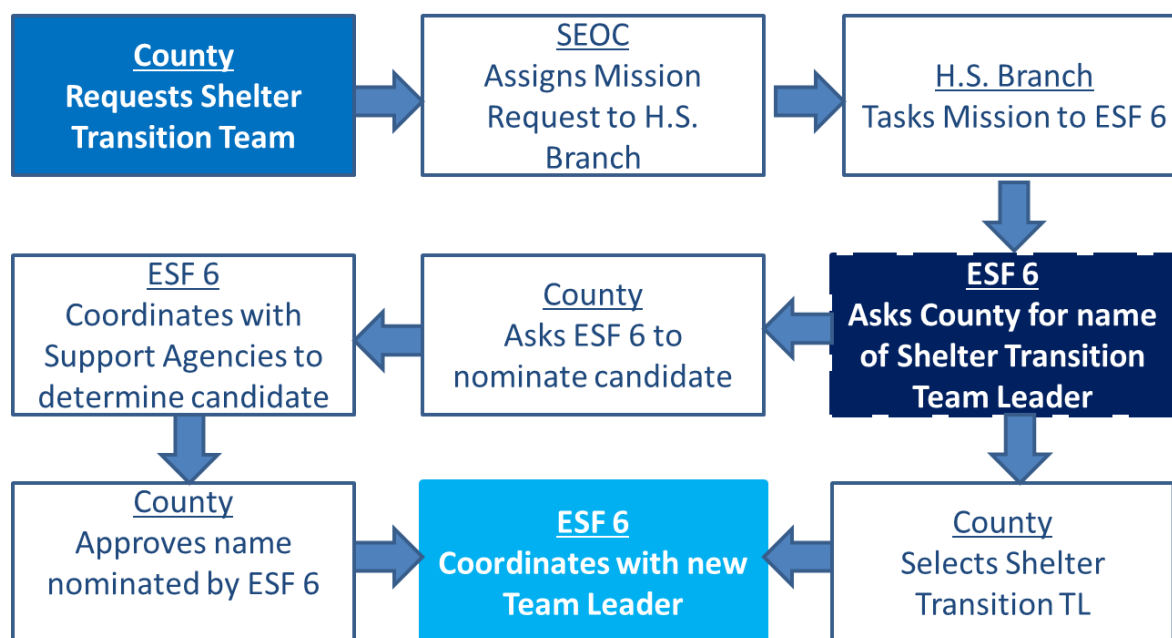
Once a Shelter Transition Team has been tasked to ESF 6 then the ESF 6 Resource Unit contacts the local POC on the mission request to determine if the County has designated a Shelter Transition Team Leader. If they have not done so they have the option to: 1) designate a Team Leader, or 2) approve a Team Leader nominated by ESF 6.

- If the County selects the first option then the ESF 6 Resource Unit will get the name, agency, email and mobile phone number of the designated Team Leader.
- If the County selects the 2nd option then the ESF 6 Resource Unit will notify the ESF 6 Deputy Coordinator, who will work with the appropriate ESF 6 Support Agencies to identify a Team Leader. Once identified the individual's name, agency, email and mobile phone number are passed to the Resource Unit.

The EMC status of the mission request for a Shelter Transition Team will be entered according to the following criteria:

- Mobilizing: Entered by ESF 6 Resource Unit - within 30 minutes of mission tasking.
- Enroute: Entered by appropriate ESF 6 Support Agencies - the name, agency, email and mobile phone number of the individual identified as their local Shelter Transition Team representative.
- Enroute: Entered by ESF 6 Resource Unit - Upon identification, the Name and agency of the Shelter Transition Team Leader.
- On Scene: Entered by ESF 6 Resource Unit – Once the Team Leader and all Team members have been identified.
- Demobilizing: Entered by ESF 6 Resource Unit – Once the shelter population within the County has been transitioned to appropriate housing and the shelters closed.
- Complete: Request made by ESF 6 Resource Unit to Human Services Branch once Team is demobilized.

Tab A to Appendix 4: Shelter Transition Team Status Log

SHELTER TRANSITION TEAM STATUS LOG

DATE		COUNTY		
POSITION	NAME	AGENCY	EMAIL	PHONE
TEAM LDR				
TEAM MBR				
TEAM MBR				
TEAM MBR				
TEAM MBR				
TEAM MBR				
TEAM MBR				
TEAM MBR				

COUNTY SHELTER STATUS

DATE	# SHELTERS	TOTAL POPULATION	

COORDINATION LOG

DATE	SUMMARY OF ACTIVITIES

APPENDIX 5 – ESF 6 Planning Process

"Don't confuse activity with progress."

ESF 6 Planning is a process to analyze the mass care situation and to recommend actions to achieve the completion of ESF 6 Operational Priorities. The Time Horizon for MC/EA Planning is 48 hours from NOW and beyond. Recommended actions developed through the planning process are discussed, modified (if necessary) and approved (if agreed upon) by the participants of the daily State Mass Care Conference call. The outcomes of the planning process are an Initial Estimate and ongoing Situation Analyses.

An Initial Estimate is performed upon initiation of an event to determine the scale of the disaster and to gauge if adequate resources are on hand to meet the outcomes prescribed by ESF 6 Operating Priorities. An Initial Estimate is completed within 12 hours of a No-Notice Event or not later than 24 hours prior to a Noticed Event and then updated as new information arrives. The Initial Estimate determines the answers to the following four questions:

1. *How big is the disaster?* Defining the scale of the disaster allows the planner to determine mass care resource requirements. For mass care, the scale of the disaster is a function of the land area, the intensity of the event and the population. The land area is defined as those parts of the jurisdiction affected by the disaster. The land area is further subdivided by the intensity of the event into High, Medium and Low impacted areas (see Table 5-1). Finally, the planner determines the total population affected by each Intensity Level.
2. *What ESF 6 resources are required for the identified scale of the disaster?* Based on the data from Question 1, estimate the number of meals/day, shelters and other resources required to meet the necessary level of support (see Tables 5-2 through 5-4 and Figures 5-1 & 5-2.). Once these estimates are developed by the mass care planners they are adopted (with modifications, if necessary) on the State Mass Care Conference Call.
3. *Can the voluntary agencies provide the required level of resources?* The Resource Status Report provided by the voluntary agencies shows available resources on hand and the estimated amount of resources from outside the disaster area en route or on call. With this information the mass care planner can determine if the voluntary agencies have the capability to meet the requirements identified in Question #2.
4. *Are state and federal resources required to augment the voluntary agencies?* If the required level of mass care resources exceeds the capabilities of the voluntary agencies then the State Mass Care Coordinator takes actions to alleviate the shortfalls through state or federal channels.

Table. 5-1. Estimating Disaster Intensity for use in forecasting mass care resources	
Intensity Level	**Factors**
High	• **Structural damage to buildings characteristic of a Category 4/5 hurricane or Mercali Intensity levels of X/XI/XII.** • **Up to 80% or more of customers without power** • **Up to 50% or more of Potable Community Public Water Systems inoperable** • **Wastewater collection system is NOT providing wastewater treatment in accordance with permit conditions and regulations.**
Medium	• **Structural damage to buildings characteristic of a Category 3 hurricane or Mercali Intensity levels of VIII/IX.** • **Up to 50% or more of customers without power** • **Up to 30% or more of Potable Community Public Water Systems inoperable** • **Wastewater collection system is properly conveying and providing wastewater treatment, but at a compromised capacity.**
Low	• **Structural damage to buildings characteristic of a Category 1/2 hurricane or Mercali Intensity levels of VI/VII.** • **Up to 20% or more of customers without power** • **More than 10% or more of Potable Community Public Water Systems inoperable** • **Wastewater collection system is properly conveying and providing wastewater treatment with limited disruptions.**

Table 5-2. Estimating Feeding Requirements		
Time of forecast	**Estimate/Forecast**	**Procedure**
24 Hours prior for a Noticed Event or within 12 hours after for a No-Notice Event.	Meals/Day production & distribution required	Use Table 5-3 to estimate disaster meals/day required.
	Estimate date/time start of sustained feeding	Estimate 72 hours post Event to establish field kitchens, logistics and distribution vehicles. Discuss on daily mass care conference call and adjust as required.
	Estimate date/time end of sustained feeding	Discuss on daily mass care conference call and adjust as required. Estimate can be derived from the collective judgment of experienced mass care practitioners.
	Estimate food boxes required for long term feeding	Estimate 10% of Meals/Day requirement will need to be prepared and distributed over 15 days, beginning on estimated date/time end of sustained feeding.

Table 5-3. Estimating Disaster Meals/Day required		
Intensity	**Estimate procedure**	**Output**
Low	Sum of population affected by Low Intensity event X 2%	X
Medium	Sum of population affected by Medium Intensity event X 7%	Y
High	Sum of population affected by High Intensity event X 23%	Z
Estimate of Meals/Day production & distribution capability required		X + Y + Z

Figure 5-1. Forecasting Mass Care feeding requirements
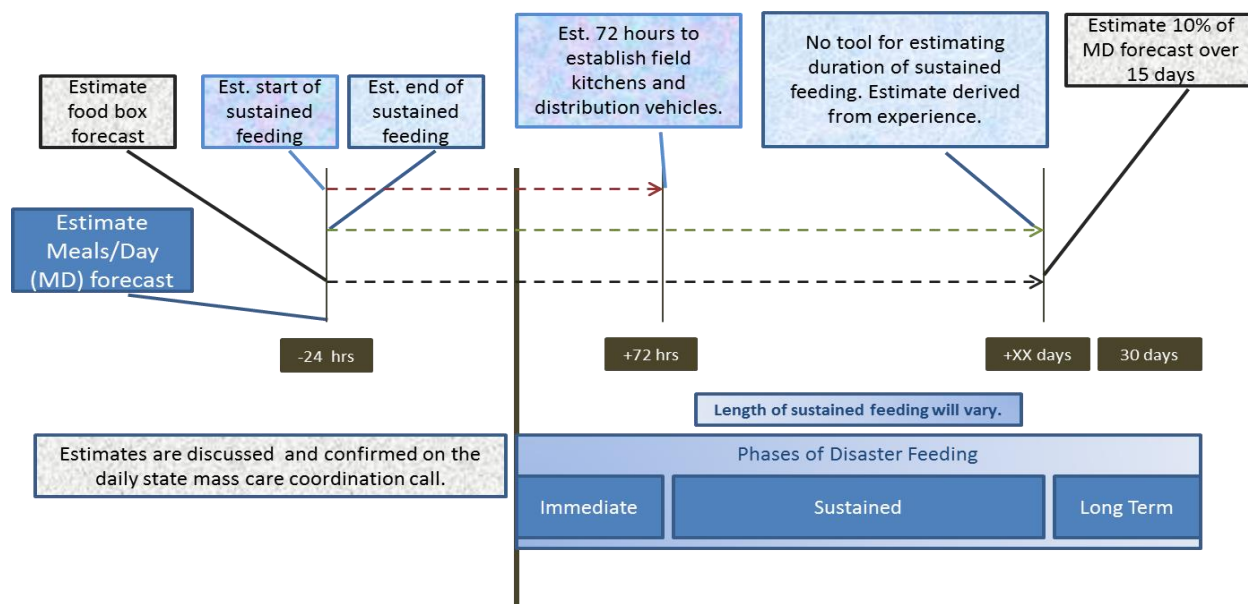
Table 5-4. Estimating Sheltering Requirements		
Time of forecast	**Estimate/Forecast**	**Procedure**
24 Hours prior for a Noticed Event or within 12 hours after for a No-Notice Event.	Peak Evacuation Shelter (PES) Population	Derived from Hurricane Evacuation Studies or other planning document.
	Estimate +72 hours short-term shelter population	For a Major Storm, estimate 10% of the PES population. For less than a Major storm, estimate 5% of the PES population.
	Estimate +10 days short-term shelter population	For a Major Storm, estimate 3% of the PES population. For less than a Major storm, estimate 1% of the PES population.
	Estimate date short-term shelters will close	Estimate 30 days from start of Event and adjust as required.

40

Figure 5-2. Forecasting Mass Care sheltering requirements
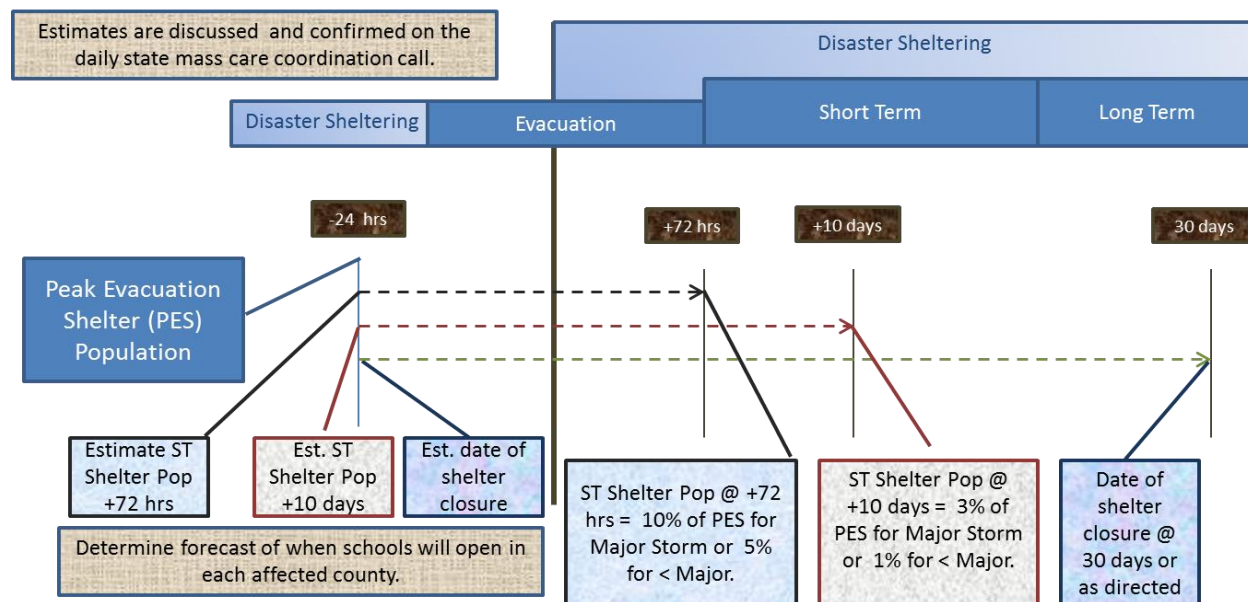
Mass Care <u>Situation Analyses</u> are the product of the ESF 6 planning process. A Situation Analyses is a written, multiagency product designed to answer the following questions:

- What is the current mass care situation?
- Can ESF 6 Operational Priorities be met within established timeframes?
- Are more resources required? If so, what kind, type and quantity are needed?
- Are we doing things right?
- Are we doing the right things?

These Analyses, in turn, are used to make resource allocation decisions. Additional Situation Analyses are performed daily or as required.

APPENDIX 6 – Field Kitchen Support Procedures

Kitchen Support procedures
1. Coordinate with State Logistics to project resource requirements for the field kitchens. For each kitchen, project the following requirements:
    a. 3 dry trailers to allow delivery and drop of food
    b. 1 dry trailer to allow delivery and drop of bottled water
    c. 1 reefer trailer to allow delivery and drop of ice
    d. 1 FL TYPE I (Mobile/Fixed Kitchen Support Package, w/ tent package) or NIMS TYPE II (Mobile/Fixed Kitchen Support Package, w/o tent package) (See Appendix 1)
    e. One trailer load each of bottled water and ice
2. Coordinate with vendors to determine date, time and location to deliver trailers for loading of food, water and ice.
3. Request State Logistics to deliver trailers to vendors at coordinated date, time and location.
4. Upon confirmation of kitchen site locations in the affected area:
    a. Request State Logistics to pick up loaded trailers of food, water and ice from vendors and deliver to kitchen sites or an Logistic Staging Area (LSA).
    b. Request Type VI Sanitation Package (portalets, dumpster and hand washing stations) for each site (see Appendix 1)
    c. Request appropriate Kitchen Support Packages for each location
5. Coordinate with NGO field headquarters to ensure that requested resources have arrived at the field kitchen sites.

FL TYPE I	**MOBILE / FIXED KITCHEN SUPPORT PACKAGE (W/TENT PACKAGE)**
	1 each all terrain extended reach forklifts, 1 each manual pallet jack, 4 each 4000 watt light towers - self contained, 1 each 80 kW diesel generator, 2 each 40'X40' pole tents with side curtains and floors, 2 each 20 Ton Portable HVAC for Tents, 8 strings tent lighting, 150 each folding chairs, 60 each folding tables, 4 each 52" warehouse fans, 40 each 100' 12/3 extension cords, 40 each 3-way splitters, 20 each 55 gallon plastic trash cans with lids. DAILY REFUELING SERVICES FOR EQUIPMENT. ALL SYSTEMS DELIVERED, INSTALLED AND DEMOBILIZED.
NIMS TYPE II	**MOBILE / FIXED KITCHEN SUPPORT PACKAGE (NO TENTS)**
	1 each all terrain extended reach forklifts, 1 each manual pallet jack, 2 each 4000 watt light towers - self contained, 1 each 80 kW diesel generator, 4 each 52" warehouse fans. DAILY REFUELING SERVICES FOR EQUIPMENT. ALL SYSTEMS DELIVERED, INSTALLED AND DEMOBILIZED.

Post Disaster Sanitation Needs:

Resources	Mass Feeding
Toilet*	6
ADA toilet	2
Hand Wash Station**	6
Dumpster***	2
Toilets	Daily
Hand Wash	Daily
Dumpsters	3rd Day

Kitchen Report. The Kitchen Report lists the locations of all the American Red Cross, Salvation Army and Southern Baptist field kitchens deployed in the affected area and the state resources that have been assigned to that kitchen. The ESF 6 Resource Unit is responsible for preparing and updating this report.

The Kitchen Report provides the following information for each site:

- Agency providing the kitchen, and tracking number, if available
- Street address
- Point of contact and telephone number(s).
- A status for each State resource requested for that site and the mission number of the ESF 6 request for that resource. State resources typically ordered for field kitchens include Sanitation packages, forklifts, pallet jacks, dry trailers and reefer trailers.
- If trailers are requested and delivered, the trailer number identifying each trailer should be listed.
- For each resource deployed to that site, a separate status must be entered for the demobilization of that resource. This status will indicate if the request to pick up that resource has been electronically entered in the system.

APPENDIX 7 – ESF 6 Liaison to the SLRC

Purpose and Scope

The purpose of this document is to provide operational guidance to persons assigned as Emergency Support Function 6 (ESF 6) liaisons to the State Logistics Response Center (SLRC) in Orlando during a major or catastrophic event affecting the state.

Role of the ESF 6 liaison

The ESF 6 Liaison to the SLRC operates under the direction of the ESF 6 Deputy Coordinator (see Chart 2 in Appendix 2). The ESF 6 liaison to the SLRC assists the ESF 6 Primary and Support agencies in the identification and onward movement of resources through the SLRC and the Unified Logistics System established for the relief effort. The capacity to perform this role can only be achieved by a continuous and relentless effort to remain current on the status of the state's logistical response and the role of the SLRC in that effort, as well as the activities of the ESF 6 Primary and Support Agencies and their actions in the ongoing relief effort.

Mission of the State Logistics Response Center (SLRC)

The purpose of the State Logistics Response Center is to store approximately one to one and a half days supply of water and other commodities to assist the citizens of the State to recover from an emergency event; order necessary commodities and equipment; supply logistical staging; manage and coordinate logistical response efforts; and to centrally locate emergency support vehicles and equipment. A Movement Control Center, if established, would operate at the SLRC.

Liaison Duties

- Upon arrival at the SLRC, report to the Deputy Logistics Chief to receive any administrative instructions that he (she) may have.
- Serve as the single point of contact to the SLRC for all ESF 6 Primary and Support Agencies
- Participate in the State mass care conference call at 1000 hours daily
- Participate in the State Logistics conference call at 1400 hours daily
- Participate in State Logistics Staging Area Conference calls, as required
- Coordinate daily with the State Emergency Support Function 8, Health & Medical representatives at the SLRC
- Coordinate daily with the State Emergency Support Function 11, Food & Water representatives at the SLRC
- Coordinate movement of ESF 6 resources into the impact area with the Movement Coordination Center at the SLRC, as required

- Assist ESF 6 Primary and Support Agencies in resolving resource request issues, or in locating ESF 6 requested resources at the SLRC or logistic staging areas
- Monitor the Emergency Management Constellation (EMC) web-based message system in order to maintain situational awareness of the event and to track ESF 6 resource requests

Mission Tracking

During an event requests for resources from the counties or other members of the State Emergency Response Team (SERT) are entered into the EMC web-based message system (see References for information on how to access and utilize this system). Requests for resources are called "missions" and each mission is given a "mission number."

Mission requests entered into the EMC system are "Assigned" for action to a Branch within the State Emergency Operations Center. Some Branches, in turn, "Task" the mission to an ESF or a field location. The Branch (or ESF) with responsibility for fulfilling the mission enters "updates" to the mission within EMC detailing the actions taken to deliver the resource or service requested in the mission.

If requests for assistance in locating requested resources are received by the liaison by phone or email, such requests must include the mission number. If not, the liaison must ask for this information before proceeding.

Coordination Roles

For issues involving the American Red Cross, the Salvation Army or the Florida Baptists, contact their respective liaisons at the State Emergency Operations Center.

Administrative

Liaisons need to bring their own laptop, cell phone and email capability. They are required to be at the SLRC for a minimum of 12 hours daily until relieved or the event terminates. An assignment at the SLRC should not exceed 14 days.

On the second floor of the SLRC there is an office assigned to ESF 6. The office has two workstations with a telephone and internet connection for both.

Prior to or upon arrival at the SLRC liaisons should receive the following information from the ESF 6 Deputy Coordinator:

- Login/password to the EMC system
- List of telephone numbers and emails for key contacts
- Conference call schedule with dial-in numbers and pins

Key ESF 6 reference documents are maintained at the ESF 6 website:

http://floridadisaster.org/training/esf6/

This site includes the ESF 6 EMAC Training Module, a self-study course to familiarize incoming personnel with ESF 6 plans and operational procedures within the State EOC. The following SLRC documents are included on the ESF 6 website for reference by the ESF 6 SLRC Liaison:

- Annex 6, Movement Control Center, to the State of Florida Unified Logistics Plan
- Annex 11, State Logistics Response Center, to the State of Florida Unified Logistics Plan
- State Logistics Response Center Operations Guide

APPENDIX 8 – Types of State Mass Care Task Forces

Once the Coordination Complexity Level of the Event is determined (see Appendix 2), the Resource Typing Table at the end of this Appendix is used to select the appropriate task force by Type, or capability desired. This Typing Table shows staffing, procedures, facility and equipment requirements for three typed mass care task force organizations. The organizational structures and positions for the different Type 1, Type 2 and Type 3 Task Forces are shown in the diagrams below.

Type 1 Mass Care Task Force

Facility: Assigned work space with sufficient access to electrical outlets & internet access

Coordination for requirements beyond 48 hours

Task Force Leader

Task Assignment

Task Assignment

(As required)

Deputy TF Leader

Agency Liaisons & Technical Specialists

Federal Agencies

State Agencies

Private Sector

NGO's

Situation Reporter — Assigned for all TF. Documents TF activities, estimates & recommendations. Prepares TF Situation Report.

Mass Care Planner — Assigned for a Type 1 & 2 TF. Calculates ongoing estimates of mass care resource requirements. Prepares Mass Care Assessment.

Display Processor — Assigned for a Type 1 TF. Acquires & displays resource and situation status summary information for the TF

Type 2 Mass Care Task Force

Facility: Periodic use of meeting room and conference call facility

Coordination for requirements beyond 48 hours

Task Force Leader

Task Assignment

Task Assignment

(As required)

Situation Reporter

Mass Care Planner

Agency Liaisons & Technical Specialists

Federal Agencies

State Agencies

Private Sector

NGO's

Type 3 Mass Care Task Force

Facility: Periodic use of conference call facility

Coordination for requirements beyond 48 hours

Task Force Leader

Situation Reporter

(As required)

Agency Liaisons & Technical Specialists

Federal Agencies

State Agencies

Private Sector

NGO's

DESCRIPTION	A State Mass Care Task Force assists the State Emergency Response Team in planning and coordinating assigned goals and objectives of the state Mass Care Plan.		
RESOURCE CATEGORY	Mass Care	**RESOURCE KIND**	Task Force
OVERALL FUNCTION	This Task Force operates under the direction of a Task Force Leader to ensure coordinated support of mass care operations in the affected area and in host communities.	**COMPOSITION AND ORDERING SPECIFICATIONS**	The Type of Task Force selected depends on the Coordination Complexity of the event. A Type 1 or 2 Mass Care Task Force Leader may also need to be requested.

RESOURCE TYPES			TYPE I (COORDINATION COMPLEXITY LEVEL 1)	TYPE II (COORDINATION COMPLEXITY LEVEL 2)	TYPE III (COORDINATION COMPLEXITY LEVEL 3)	NO TYPE IV
COMPONENT	**METRIC / MEASURE**	**CAPABILITY**				
Personnel	Per Task Force	Management & Oversight	- One Type 1 Mass Care Task Force Leader - One Deputy Mass Care Task Force Leader	One Type 2 Mass Care Task Force Leader	Same as Type II	Not Applicable
Personnel	Per Task Force	Coordination of Summary Information	Situation Reporter	Situation Reporter	Situation Reporter	Not Applicable
Personnel	Per Task Force	Resource Acquisition & Allocation	Mass Care Planner	Mass Care Planner	Not Applicable	Not Applicable
Personnel	Per Task Force	Coordination of Summary Information	Display Processor	Not Applicable	Not Applicable	Not Applicable
Personnel	Per Task Force	Situation Assessment	Technical Specialists	Same as Type I	Same as Type I	Not Applicable
Personnel	Per Task Force	Coordination with other MACS Elements	Agency liaisons assigned to task force	Agency liaisons available for meetings & conference calls	Agency liaisons available for conference calls	Not Applicable
Procedure	Per Task Force	Coordination with other MACS Elements	Task Force Conference Call Agenda Template	Same as Type I	Same as Type I	Not Applicable
Procedure	Per Task Force	Coordination with	Task Force Meeting	Same as Type I	Not Applicable	Not Applicable

		other MACS Elements	Agenda Template			
Procedure	Per Task Force	Coordination of Summary Information	Task Force Situation Report Template	Same as Type I	Same as Type I	Not Applicable
Procedure	Per Task Force	Situation Assessment	Task Force Situation Assessment Template	Task Force Situation Assessment Template	Task Force Situation Assessment Template	Not Applicable
Procedure	Per Task Force	Resource Acquisition & Allocation	Task Force Resource Assessment Template	Task Force Resource Assessment Template	Task Force Resource Assessment Template	Not Applicable
Procedure	Per Task Force	Incident Priority Determination	Incident Priority Determination Template	Not Applicable	Not Applicable	Not Applicable
Facilities	Per Task Force	Continuity of Operation	Assigned work space	Periodic use of meeting room and conference call facility	Periodic use of conference call facility	Not Applicable
Equipment	Per Task Force	Situation Assessment	Assigned computer/projector	Periodic use of computer/projector	Not Applicable	Not Applicable
Equipment	Per Task Force	Situation Assessment	Assigned printer	Not Applicable	Not Applicable	Not Applicable

Comments

- NIMS span of control criteria should be applied when assigning staff.

References

1.   *Shelter Guidance Aid and Mega-Shelter Planning Guide*, http://www.iavm.org/