State of Florida
Mass Care &
Emergency Assistance
Capability Level Guide

State ESF 6
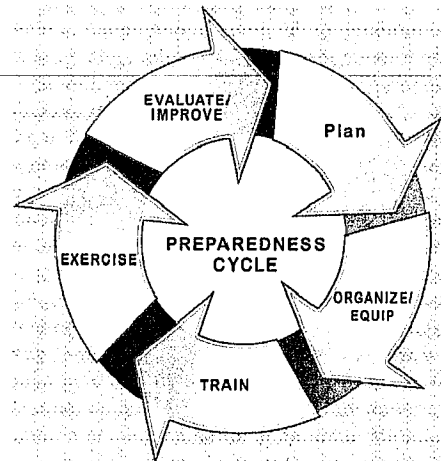850-717-1290
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Developing a Mass Care and Emergency Assistance Capability

Purpose of the Guide and Overview

The state of Florida's Mass Care & Emergency Assistance Capability Level Guide (CLG) is intended to provide jurisdictions within the state considerations for identifying and developing a mass care and emergency assistance capability. This Guide was developed with input from national, state, and local government and nongovernment practitioners and subject matter experts in mass care and emergency assistance. FEMA's new State Mass Care Coordinators Course is based on this Guide.

This CLG provides the following resources for capability development:

1. **Capability Definition**
2. **Risk Considerations:** This section provides communities with risk factors related to Mass Care and Emergency Assistance that they may wish to consider during their Threat/Hazard Identification and Risk Assessment (THIRA) or other ongoing risk assessment/hazard identification processes. Presence of these risk factors may assist with determining how much of a capability is needed in the community.
3. **Planning, Organizing and Equipping, Training, and Exercising a Mass Care and Emergency Assistance Capability:** This section applies the Preparedness Cycle construct to guide preparedness activities

4. **Sample Capability Model Level Goals:** This section provides jurisdictions with a range of Mass Care and Emergency Assistance Capability levels that can be used as model preparedness goals. These goals reflect input from practitioners and subject matter experts but are provided only as examples. Users should develop capability levels that reflect their own determination of need.

This Guide is designed to be used with the Comprehensive Preparedness Guide (CPG) 101, "Developing and Maintaining Emergency Operations Plans." CPG 101 states that "...planning provides a methodical way to engage the whole community in thinking through the life cycle of a potential crisis, determining required capabilities, and establishing a framework for roles and responsibilities." As jurisdictions conduct their planning, this Guide aids in determining required mass care and emergency assistance capabilities as well as assists in identifying operational priorities, goals and objectives. Use of the Guide by the state and local governments in preparing the mass care and emergency assistance portions of their comprehensive emergency management

plans ensures that each jurisdiction determines their required capabilities in a methodical, uniform manner. This will ensure that mass care and emergency assistance planning is vertically integrated within the state.

The foundation of the Mass Care and Emergency Assistance Capability is the **Mass Care Typed-Resources** and the **Mass Care Working Group Job Titles** developed by the NIMS Mass Care Working Group. While these resource types provide a starting point for assessing capability, building competencies, and sharing resources among jurisdictions, the Whole Community approach involves expanding beyond this foundation and engaging the entire capacity in each community to accomplish tasks and achieve outcomes.

This guide supports the **National Response Framework (NRF), Emergency Support Function (ESF) #6, Mass Care, Emergency Assistance, Housing, and Human Services** as well as the **ESF #6 – Mass Care Appendix to the state of Florida Comprehensive Emergency Management Plan**. The Mass Care and Emergency Assistance Capability supports these functions by providing common definitions and a flexible, risk-based approach to capability development.

Delivering this capability involves cooperation and coordination among multiple agencies and organizations. This includes a coordination structure with the ability to decide how to best allocate resources during shortages and austere conditions. In addition to feeding and sheltering operations and the distribution of relief supplies, the Mass Care and Emergency Assistance Capability includes supporting mass evacuation, family reunification, and the support to Recovery operations. Mass Evacuation Support responsibilities that fall within the Capability include tracking government transportation-assisted evacuees and supporting mass care services in congregate locations, such as transportation modes (e.g., planes, buses, trains), and when overnight stops at shelters are needed during transport.

Mass Care and Emergency Assistance Response operations must set the stage for a smooth transition from the emergency operations center to the Joint Field Office. For this reason Support to Recovery Operations is an operational priority of this capability. Support to Recovery Operations includes support to Disaster Recovery Centers (DRC)/Essential Service Centers (ESC), the Disaster Supplemental Nutrition Assistance Program, the temporary disaster unemployment program, and the temporary disaster employment program.
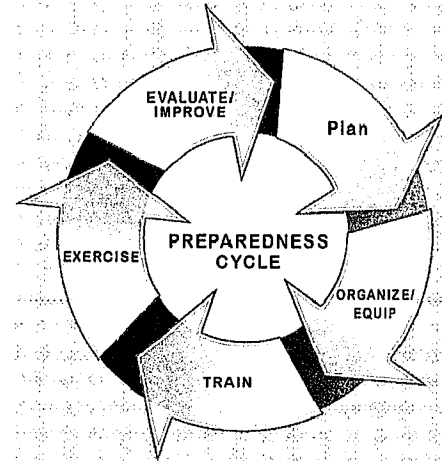
The Stafford Act and the Post-Katrina Emergency Management Reform Act (PKEMRA), along with Federal civil rights laws, mandate integration and equal opportunity for people with disabilities and functional needs in all aspects of Mass Care and Emergency Assistance services delivered during a disaster. An integral, and legally-mandated, aspect of this Capability is to enable individuals to maintain their independence while being sheltered. To accomplish this mission, shelters may be obligated to provide: reasonable modifications to policies, practices, and procedures; durable medical equipment, consumable medical supplies, personal assistance services, and other goods and services as needed; the selection of accessible sites for shelters; and auxiliary aids and services to ensure effective communication. Individuals with health issues that can be safely accommodated through support services will be incorporated into a general shelter; however, medically fragile individuals and those individuals that require care by licensed

medical care practitioners will most likely be accommodated in special needs shelters, hospitals, or alternate care sites.

Capability Definition

The Mass Care and Emergency Assistance Capability is the capacity to achieve the following operational priorities:

1. **Coordinate Mass Care and Emergency Assistance Activities**
2. **Conduct Feeding Operations**
3. **Conduct Sheltering Operations**
4. **Conduct Distribution of Relief Supplies Operations**
5. **Support Mass Evacuation**
6. **Support to Recovery Operations**
7. **Support Family Reunification Services**

Using the whole community, the capability may be achieved with any combination of properly planned, organized, equipped, trained, and exercised personnel that achieves these intended objectives.

Risk Considerations

In accordance with the Planning Process outlined in CPG 101, "Understanding the Situation" is the key to development of goals and objectives for the jurisdiction. The extent of capability needed (the target level) is directly related to the hazards the jurisdiction has identified and its assessment of risks and the actual needs of the community.

In addition to considering hazards and risks, assessing a jurisdiction's appropriate target level of capability involves considering population characteristics and likely behavior in response to identified hazards. The resources required to meet each of the capability's operational priorities depends on what portion of a population shelters in place, what portion presents at shelters, and what portion must be supported in evacuation. The characteristics of the population may indicate the likelihood of each response and the level of functional and medical support, supplies, and family reunification services needed. Awareness of these considerations also contributes to developing Whole Community solutions addressing unique community needs following an incident.

The following Risk Considerations can inform community/jurisdiction level threat/hazard identification risk assessment efforts and the determination of capability levels.

- **At-Risk Population Density:** Jurisdictions or entities with a threatened hazard potentially resulting in consequences impacting larger and more dense populations (e.g., jurisdictions greater than 1.0 million).
- **High Population Vulnerability:** Jurisdictions or entities with high scores on vulnerability criteria, such as:
  - Poverty level (measured by the percentage of population living in poverty)
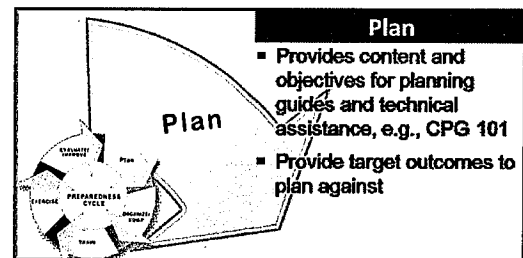 - Lack of proficiency in English (measured by the percentage of population not proficient in English)

o Vulnerable age groups (measured by the percentage of population under five and above 65 years old)

o Disabled population (measured by the number of disabled residents)

o Number of pets per population or percentage of individuals or households with pets (estimated through American Veterinary Medical Association or jurisdiction specific tools)

- **Likelihood of Major Incidents:** Risk from major natural disasters (e.g. hurricanes, wildfires, tornadoes, major floods).

- **Likelihood of Incidents that would Exceed Supplemental Support Capacity:** Risk to jurisdiction that catastrophic events would exceed the national capacity of the mass care voluntary agencies.

- **Likelihood of Mass Evacuation:** Risk to jurisdiction will result in evacuation of a pre-determined percentage of population.

- **Likelihood of Serving as a Host Community:** Risk to jurisdiction will result in it receiving a pre-determined percentage of population.

Planning, Organizing and Equipping, Training, and Exercising a Mass Care and Emergency Assistance Capability

The following sections provide tables with the linkages, references, and examples for accomplishing the capability objectives through the Preparedness Cycle.

Planning

The Planning Table consists of industry standards, Standard Operating Procedures (SOPs), and operationally focused documents which may be used as guidance for developing Mass Care and Emergency Assistance Capability plans. The Planning Table is not meant to be a comprehensive list of all available guidance documents. Operational plans should specify how a jurisdiction will obtain the personnel, teams, and equipment necessary to meet each operational priority during a major incident. Jurisdictions are encouraged to go beyond traditional governmental planning documents and engage planning capacity that exists in other spheres of the community (the private sector, non-governmental organizations, and the public themselves) to develop plans reflecting actual community needs.
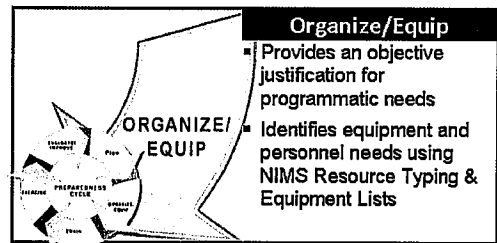
PLANS

The following guidance documents can inform the planning effort associated with each of the operational priorities found in the Mass Care and Emergency Assistance Capability

- State and local jurisdiction plans and procedures
- Community planning capacity - the private sector, non-governmental organizations, neighborhood, and fraternal organizations
- NIMS link
- CPG 101: Producing Emergency Plans link
- NRF, Emergency Support Function #6 link
- Appendix VI: ESF 6 Mass Care to the Florida Comprehensive Emergency Management Plan link
- National Commission on Children and Disasters Publications American Red Cross
- Shelter Guidance Aid and Shelter Staffing Matrix link
- NIMS Mass Care Typing Documents link
- State of Florida Multi-Agency Feeding Plan link
- Accommodating Individuals with Disabilities in the Provision of Disaster Mass Care, Housing, and Human Services link
- American National Standards Institute (ANSI): Emergency Preparedness for Persons with Disabilities and Special Needs link

- BCFS Recommendations for General Planning for Meeting Functional Needs in an Emergency link
- ADA Guide for Local Governments: Making Community Emergency Preparedness and Response Programs Accessible to People with Disabilities link
- Guidance on Planning for Integration of Functional Needs Support Services in General Population Shelters link
- Americans with Disabilities Act (ADA) Best Practices Tool Kit for State and Local Governments: Chapter 7 Addendum 2 link
- A Guide for Local Jurisdictions In Care and Shelter Planning: Alameda County Area Emergency Management Organization link
- Plans to Support Family Reunification Services as described by the American Red Cross

Organize/Equip

NIMS Mass Care Resource Types and Job Title Credentials listed in the following table provide a starting point for delivering the capability and the optimal way for providing emergency assistance among jurisdictions. However, the Personnel and Teams needed to deliver the capability should not be limited to government entities. All

Organize/Equip
- Provides an objective justification for programmatic needs
- Identifies equipment and personnel needs using NIMS Resource Typing & Equipment Lists

elements of a community can contribute — including unaffiliated citizens who converge following a disaster. Where resources are not specifically described by NIMS typing or under development, personnel are listed by function and noted as "non-resource typed." The Personnel and Teams Table is not a comprehensive list of all available resources; jurisdictions should determine how to employ resources to deliver this capability per their unique needs and available assets. Additional resource typing guidance can be found at the NIMS Resource Center.

PERSONNEL/TEAMS:

Coordinate Mass Care and Emergency Assistance Activities

- Distribution Manager
- State Mass Care Coordinator
- Mass Care ESF #6 lead or equivalent function (non-resource typed)
- Local, county and state Mass Care Teams (non-resource typed)
- Local, county, state and National NGO Teams (non-resource typed)
- Emergency Management Assistance Compact Resource Typed Mission Packages (pp. 70-83)
- Individual Assistance Support Teams (non-resource typed)
- Staging Area Support Teams (non-resource typed)
- Emergency Liaison Officers (Coordinate at Emergency Operations Center (EOC) with agency and field support) (non-resource typed)
- NGO Representatives (American Red Cross, Salvation Army, Southern Baptist) (non-resource typed)
- Jurisdictional Mass Care Coordinators (non-resource typed)
- Facility Owner or Liaison Representative (non-resource typed)
- Functional Needs Support Services (FNSS) Assessment Team
- Support and Personal Assistance Staff
- BCFS Recommendations for Meeting Functional Needs in an Emergency link

Conduct Feeding Operations

- Field Kitchen Team
- Mobile Kitchen Team
- Food Service Delivery Team
- Kitchen Managers (non-resource typed)
- Coordinator of Mobile Feeding Operations(non-resource typed)
- Feeding task force Coordinator (non-resource typed)
- Food and Nutrition Services (non-resource typed)
- Specific Dietary Needs and Restrictions Manager
- Private sector liaison (e.g., Wal-Mart, SYSCO, Publix food stores) (non-resource typed)
- Point of Distribution Support Team (non-resource typed
- Voluntary Agency Liaison
- NGO Representatives (i.e., American Red Cross, Salvation Army, Southern Baptist, local and state) (non-resource typed)
- First aid and medical coordinator (non-resource typed)
- Disaster Mental Health Workers (non-resource typed)
- Security personnel (non-resource typed)
- Sanitarian, Environmental Health Specialist, Industrial Hygienist, or other public health professional (non-resource typed)
- Support and Personal Assistance Staff
- Other staff as needed

PERSONNEL/TEAMS:

Conduct Sheltering Operations

- ESF #8 Lead or Equivalent Lead for Medical Sheltering
- Shelter Manager I
- Shelter Manager II
- Shelter Manager III
- Shelter Management Team
- Mobile Distribution Vehicle Mega Shelter
- Mega Shelter Assistance Team
- Support Shower Team
- Support Laundry Team
- Temporary Child Care Team
- Comfort Station Team
- General Shelter staff (non-resource typed)
- Functional Needs Support Services Assessment Team
- Public Health and Medical Team in a Shelter
- Support and Personal Assistance Staff
- Shelter Guidance Aid and Shelter Staffing Matrix link

Conduct Distribution of Relief Supplies Operations

- Warehouse Supervisor
- POD Support Staff (non-resource typed)
- Manager
- Team Leader
- Forklift Operators
- Law Enforcement Officers
- Community Relations Coordinator
- Support and Personal Assistance Staff

Support Family Reunification Services

- Family Reunification Workers
- Family Reunification Manager/Supervisor Lead (Achieving Reunification Center guidance indicates 3 Workers and 1 Lead for shelter populations up to 2500, and 4 Workers and 2 Leads for shelter populations of 5000)

Support Mass Evacuation

Personnel listed under other headings, as needed for evacuation routes and hubs

In events where Mass Care and Emergency Assistance planning and response assistance is needed for Federal and/or State operations at the Regional Response Coordination Centers, Joint Field Offices, state Emergency Operations Centers or other field locations, FEMA Regions may request activation, through ESF #6, of a Mass Care and Emergency Assistance Group. The Mass Care and Emergency Assistance Group may provide a Mass Evacuation Support Unit, a Congregate Care Coordination Unit (Sheltering Support Task Force, Feeding Support Task Force, Functional Needs Support Task Force, Household Pets Support Task Force, Distribution of Relief Supplies Task Force, Children or other Strike Teams), and a Family Reunification Services Unit.

Equipment

The Equipment Table identifies the equipment jurisdictions should have access to in sufficient quantities to meet the operational priorities of the Mass Care and Emergency Assistance Capability. The table does not include common equipment items that personnel or teams generally carry on a routine basis. Rather, the table identifies items that personnel may not generally carry for standard operations. Equipment references are drawn from existing Federal guidance, including: NIMS, Standardized Equipment List (SEL), and the Authorized Equipment List (AEL). The complete Department of Homeland Security (DHS)-AEL provides general categories and specific equipment allowable for funding under the DHS Homeland Security Grant Programs. Additional information on equipment (including applicable standards, manufacturing requirements, and reviews) can be found at the FEMA NIMS website.

Relying on a set amount of traditional disaster resources may be insufficient to meet the needs of those impacted in large scale events. Jurisdictions should be considering how to meet requirements with non-traditional partners and resources that exist in the community. For example, jurisdictions may need to establish procedures for waiving traditional standards for equipment and expand the equipment available to include anything suited to achieving the outcomes and tasks required by the community.

EQUIPMENT

This table provides equipment resources typically utilized for providing support to this capability. Jurisdictions should not consider themselves limited to these. Using the Whole Community concept, all community capacity should be considered as a resource to be leveraged for delivering these objectives.

Coordinate Mass Care and Emergency Assistance Activities

- Notebook computers (non-resource typed)
- Cell phones (non-resource typed)
- General Office Supplies (non-resource typed)
- All weather equipment and clothing (non-resource typed)
- BCFS Recommendations for General Planning for Meeting Functional Needs in an Emergency link

Conduct Feeding Operations

- Field Kitchen
- Mobile Kitchen
- Food Service Delivery Vehicle
- Shelf Stable Meals
- Notebook computers (non-resource typed)
- Cell phones (non-resource typed)
- General Office Supplies (non-resource typed)
- All weather equipment and clothing (non-resource typed)
- BCFS Recommendations for General Planning for Meeting Functional Needs in an Emergency link

EQUIPMENT

Conduct Sheltering Operations

- Shelter management kits (non-resource typed)
- Basic first aid supplies (non-resource typed)
- Notebook computers (non-resource typed)
- Cell phones (non-resource typed)
- General Office Supplies (non-resource typed)
- All weather equipment and clothing (non-resource typed)
- BCFS Recommendations for General Planning for Meeting Functional Needs in an Emergency link
- Durable medical equipment
- Consumable medical supplies

Conduct Distribution of Relief Supplies Operations

- Forklift
- Warehouse/Storehouse Facility
- Notebook computers (non-resource typed)
- Cell phones (non-resource typed)
- General Office Supplies (non-resource typed)
- All weather equipment and clothing (non-resource typed)
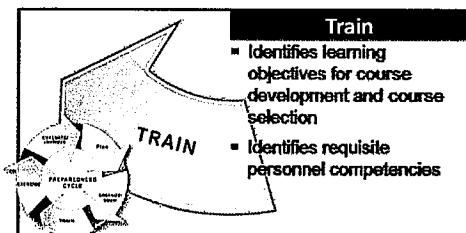- BCFS Recommendations for General Planning for Meeting Functional Needs in an Emergency link

Support Mass Evacuation

- Paper Based Evacuation Support Tool
- Low-Tech Evacuation Support Tool
- Advanced Technical Evacuation Support Tool
- BCFS Recommendations for General Planning for Meeting Functional Needs in an Emergency link
- Durable medical equipment
- Consumable medical supplies

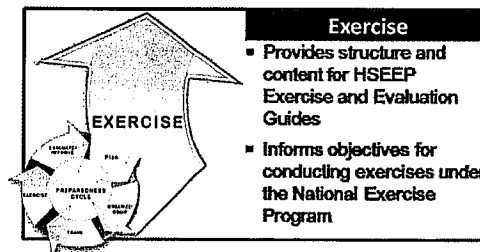**Support Family Reunification Services**

- Tracking Tool
- Cell-Phones (see American Red Cross (ARC) guidance on sufficient numbers)
- Computers (see ARC guidance on sufficient numbers)
- Connection to internet and cell-phone network(s)
- FNSS Communication technology and support

Training and Exercises

Train
- Identifies learning objectives for course development and course selection
- Identifies requisite personnel competencies

The Training and Exercise table identifies the essential learning objectives and tasks for building competency in the Mass Care and Emergency Assistance Capability. These objectives can be linked to the goals and operational priorities in the mass care and emergency assistance plan. Learning objectives reflect skills and abilities that can be observed during an exercise or operation, but do not represent all available guidance and course requirements. Jurisdictions are encouraged to include atypical actors with needed skill sets and the whole community in training and exercises (i.e., Federal, State, local, and tribal entities, private sector, NGOs, faith based and community organizations, and the public).

Exercise
- Provides structure and content for HSEEP Exercise and Evaluation Guides
- Informs objectives for conducting exercises under the National Exercise Program

Jurisdictions should ensure personnel have taken courses that teach performance of these tasks. Course developers can use the tasks to align existing courses or establish new ones. Learning objectives will be updated to reflect NIMS Guidelines for the Credentialing of Personnel and Qualifications Guides as they are developed. Jurisdictions can also select tasks from the table to devise operations-based exercises. Ideally, jurisdictions will engage non-traditional partners in

exercising these tasks, thereby, leveraging all the elements of the community to respond more effectively.

TRAINING AND EXERCISE TASKS

Coordinate Mass Care and Emergency Assistance Activities

- 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
- Coordinate, on an ongoing basis, with local, tribal, state, private sector and NGOs to determine mass care resources available within the jurisdiction
- Ensure provision of emergency first aid for survivors and emergency workers
- Collect, report and coordinate information on mass care activities and share with mass care and emergency assistance partners
- Ensure children and adults with and without disabilities who have access and functional needs are integrated into all aspects of Mass Care and Emergency Assistance services.
- Establish mass care and emergency assistance emergency operations center staffing
- 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
- Conduct regularly scheduled coordination with mass care and emergency assistance providers
- Track and respond to requests for information and resources related to mass care and emergency assistance activities
- Maintain situational awareness
- Establish demobilization procedures

Conduct Feeding Operations

- Coordinate and provide meal dissemination
- Coordinate and conduct feeding operations
- Request feeding resources to meet identified shortfalls
- Secure, store, serve, and dispose of food commodities in accordance with food safety standards
- Account for infants, children, and individuals with special dietary needs including those with medical and religious dietary needs
- Continue to update feeding requirements based on population

Conduct Sheltering Operations

- Register and assess needs of evacuees and survivors
- Provide emergency first aid to individuals
- Provide a safe and sanitary facility
- Assess and provide appropriate level of security
- Conduct feeding and hydration of the evacuees
- Provide management of the shelter
- Provide for health and emotional well-being needs at the shelter
- Prepare for dormitory management
- Plan for distribution of personal hygiene supplies for evacuees
- Assess community impact
- Conduct intake assessment and determine resource requirements for FNSS
- Procure functional needs support resources for shelter residents
- Monitor shelter residents with functional needs and transport to higher levels of care as needed

TRAINING AND EXERCISE TASKS

Conduct Distribution of Relief Supplies Operations

- Collect data and report statistical information on distribution of relief supplies operations
- Assess the need and availability of commodities for distribution of relief supplies
- Determine the quantity of commodities and logistics required to conduct distribution of relief supplies
- Conduct distribution of relief supplies at fixed facilities and/or mobile distribution

Support Mass Evacuation

- Maintain situational awareness of individuals undergoing evacuation and likely to need evacuation
- Track individuals that are evacuated
- Provide mass care services in congregate locations

Support Family Reunification Services

- Make phone and computer services available at nodes and shelters
- Maintain phone and computer services at nodes and shelters
- Maintain orderly services to people at nodes and shelters

Support Recovery Operations

- Notify SERT when affected areas are eligible for DSNAP.
- Notify SERT of outcome of coordination with local jurisdictions for determination of locations and timing of DSNAP Service Centers.
- Identify and request state resources required to operate DSNAP Service Centers
- Coordinate with Recovery to determine ESF 6 mass care requirements for DRC/ESCs
- Provide mass care resources at assigned times and at designated locations
- Coordinate with Recovery to determine ESF 6 staffing requirements for DRC/ESCs
- Provide program staff at assigned times and at designated locations
- Notify SERT when affected areas are eligible for disaster unemployment.
- 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
- 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

Sample Capability Level Goals:

The capability needs of a community (capability levels) should be based on their assessment of risk. The following chart provides model capability levels ranging from "low" (5) to "high" (1). These notional levels and risk-informed measures assist jurisdictions in considering how much of a capability to build. Consistent with NIMS, these levels should be considered as a flexible, adaptable range of goals for each operational priority. Jurisdictions can adjust these models to their specific circumstances and as they see appropriate through engaging their whole community.

Operational Priorities	Capability Level 5	Capability Level 4	Capability Level 3	Capability Level 2	Capability Level 1
Coordinate Mass Care and Emergency Assistance Activities	• Maintain a steady-state evaluation of mass care and emergency assistance capabilities and available support resources. • 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. • Integrate and report the actions of responsible organizations for an incident that can be met within the resources and capabilities of mass care and emergency assistance organizations in the local community.	• Maintain a steady-state evaluation of mass care and emergency assistance capabilities and available support resources. • 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. • Integrate and report the actions of responsible organizations for an incident that can be met within the resources and capabilities of mass care and emergency assistance organizations from the local and adjacent communities.	• Maintain a steady-state evaluation of mass care and emergency assistance capabilities and available support resources. • 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. • Integrate and report the actions of responsible organizations for an incident that can be met within the resources and capabilities of mass care and emergency assistance organizations in the local community, State, inter-State, or nation.	• Maintain a steady-state evaluation of mass care and emergency assistance capabilities and available support resources. • 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. • Integrate and report the actions of responsible organizations for an incident that exceeds the available resources of the national mass care and emergency assistance organizations.	• Maintain a steady-state evaluation of mass care and emergency assistance capabilities and available support resources. • 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. • Integrate and report the actions of responsible organizations for an incident that exceeds the available capabilities of the national mass care and emergency assistance organizations.

	Capability Level 5	Capability Level 4	Capability Level 3	Capability Level 2	Capability Level 1
Conduct Feeding Operations	• Immediately coordinate with mass care and emergency assistance organizations to assess feeding requirements and capabilities. • Establish priorities, and provide guidance on feeding operations.	• Immediately coordinate with mass care and emergency assistance organizations to assess feeding requirements and capabilities. • Establish priorities, provide guidance on feeding operations. • Determine the need for establishing a feeding task force.	• Activate a multi-agency feeding task force within 12 hours of determination of need. • Coordinate the feeding operations requirements for the displaced and impacted population in accordance with the state feeding plan. • Determine feeding requirements using a capability and risk analysis, assess shortfalls.	• Activate a multi-agency feeding task force within 6 hours of determination of need. • Coordinate the feeding operations requirements for the displaced and impacted population in accordance with the state feeding plan. • Determine feeding requirements using a capability and risk analysis, assess shortfalls.	• Activate a multi-agency feeding task force within 6 hours of determination of need. • Coordinate the feeding operations requirements for the displaced and impacted population in accordance with the state feeding plan. • Determine feeding requirements using a capability and risk analysis, assess shortfalls.
Conduct Sheltering Operations	• Immediately assess in coordination with shelter providers the short and interim sheltering requirements and shortfalls. • Establish priorities, provide guidance, request additional resources, and monitor shelter operations pursuant to a sheltering plan and sheltering support plan. • Immediately assess, in coordination with shelter providers, the requirements for functional need support services for shelter residents.				
Conduct Distribution of Relief Supplies Operations	• Assess the need for distribution of relief supplies within 48 hours. • Within 3-5 days, assess and determine distribution of relief supplies needs, sites, and routes and be prepared to initiate distribution in coordination with feeding and other operations for the displaced and impacted population.		• Immediately assess the need for distribution of relief supplies and either incorporate distribution of relief supplies within the multi-agency feeding task force, or activate a multi-agency distribution of relief supplies function within 24 hours of determination of need. • Within 3-5 days, task force will assess and determine distribution of relief supplies need, sites, and routes and be prepared to initiate distribution in coordination with feeding and other operations for the displaced and impacted population.		
Support Mass Evacuation	• 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. • Coordinate with responsible organizations for the delivery of mass care support and track evacuated individuals within the local and adjacent communities.		• 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. • 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.		

Support to Recovery Operations	• Coordinate locations and start dates for DSNAP service delivery locations • Provide mass care support to DRC/ESC's. • Assess the requirements for Disaster case management based on the need and support activation of this service for individuals within the affected areas.	• Coordinate locations and start dates for DSNAP service delivery locations • Provide mass care support to DRC/ESC's. • Assess the requirements for Disaster case management based on the need and support activation of this service for individuals within the affected areas.	• Assess the requirements for DSNAP operations based on the need and activate DSNAP services for individuals within the affected areas. • Provide mass care support to DRC/ESC's. • Provide program staffing support to DRC/ESC's. • Assess the requirements for disaster unemployment based on the need and activate this service for individuals within the affected areas. • Assess the requirements for temporary disaster employment based on the need and activate this service for individuals within the affected areas. • Assess the requirements for Disaster case management based on the need and support activation of this service for individuals within the affected areas.
Support Family Reunification Services	• Assess the requirements for family reunification services and activate reunification services for individuals within the local community.	• Assess the requirements for family reunification services and activate reunification services for individuals within the local and adjacent communities.	• Assess the requirements for family reunification services and activate reunification services for individuals within the local and adjacent communities. • Coordinate family reunification services and tracking with responsible state, inter-state, or national organizations.