

Emergency Support Functions Annex
**ESF-6 MASS CARE, EMERGENCY
ASSISTANCE, HOUSING, AND HUMAN SERVICES**



ESF Coordinator:

Department of Family Services

Primary Agency:

Department of Family Services

Section:

Operations

Support Agencies:

American Red Cross, National Capital and
Greater Chesapeake Region

Department of Animal Services

Department of Mental Health, Substance
Abuse and Developmental Services

Department of Parks, Recreation and
Community Services

Loudoun Cares

Loudoun County Health Department

Loudoun County Public Schools

Office of the County Administrator

Public Affairs and Communications Division

Office of Emergency Management

Branch:

Human Services

Groups:

Mass Care

Animal Protection

Volunteer Management

Donation Management

Community Lifeline(s):

Food, Water, and Shelter

INTRODUCTION

Purpose

Emergency Support Function (ESF)-6 Mass Care, Emergency Assistance, Housing, and Human Services provides guidance and direction to designated agencies responsible for providing life-sustaining and other essential services to persons and pets impacted immediately following a significant event.

Scope

ESF-6 Mass Care, Emergency Assistance, Housing, and Human Services coordinates the resources necessary to provide facilities, food, and relief items immediately following a significant event. Activities within the scope of ESF-6 functions include: opens and staffs physically and programmatically accessible human services facilities; provides essential services to those impacted by a significant event; and distributes emergency relief items.

For the purpose of this document, human services facilities include, but are not limited to: Evacuation and Emergency Shelters, Pet-friendly Shelters, Family Assistance Centers, Family Reunification Centers, Commodity Distribution Centers, and Cooling Centers.

Relevant Laws, Statutes, Plans, and Policies

- ▶ Loudoun County Emergency Operations Center (EOC) Policies and Procedures Guide
- ▶ Americans with Disabilities Act of 1990, as amended
- ▶ Loudoun County Animals in Emergencies Operations Plan
- ▶ Loudoun County Shelter Operations Plan
- ▶ Pets Evacuation and Transportation Standards Act of 2006, Public Law 109-308
- ▶ Loudoun County Family Assistance Center (FAC) Plan

ESF Planning Assumptions

- ▶ Individuals and families may be unable to obtain food, clothing, shelter, and medical needs.
- ▶ Evacuees who require acute medical care will be referred to a special medical needs shelter or other appropriate facility. See ESF-8 Public Health and Medical.
- ▶ Family members may become separated and unable to locate each other.
- ▶ Individuals may experience stress or other mental health crisis as a result of the significant event.

ORGANIZATION

ESF Responsibilities

- ▶ Reports to and takes direction from the Human Services Branch Director.
- ▶ Provides informational updates to the Planning Section.
- ▶ Develops plans, policies, and procedures necessary to resolve mass care issues during the significant event.
- ▶ Documents information and actions related to mass care, emergency assistance, housing, and human services missions and assignments.
- ▶ Utilizes current methods and procedures to process requests for assistance.
- ▶ Submits a detailed record of costs and expenditures to the Finance and Administration Section.

Agency Roles and Responsibilities

Department of Family Services (DFS)

- ▶ The agency recognized with ESF coordination. Department of Family Services is responsible for overall leadership and coordination associated with mass care, emergency assistance, housing, and human services. Emergency operational policies and procedures developed by Family Services provide the framework for carrying out these activities.
- ▶ Serves as the primary liaison with recognized non-profit organizations activated in support of a significant event.

American Red Cross, National Capital and Greater Chesapeake Region (ARC)

- ▶ Provides personnel, equipment, and supplies to supplement County resources.

Department of Animal Services (DAS)

- ▶ Serves as the agency with primary responsibility to control, protect, and ensure the humane care and treatment of livestock and domestic animals. DAS maintains equipment, personnel, and affiliations with volunteer groups necessary to provide rescue, evacuation, and sheltering functions.

Office of Emergency Management (OEM)

- ▶ Serves as the agency with primary responsibility for coordinating with primary and support agencies regarding the need for essential services and critical resources.

Department of Mental Health, Substance Abuse and Developmental Services (MHSADS)

- ▶ Serves as the agency with primary responsibility for coordinating mental health assessment, treatment, and monitoring. MHSADS provides personnel and resources necessary to support those impacted by a significant event.

Department of Parks, Recreation and Community Services (PRCS)

- ▶ Serves as the agency with primary responsibility for coordinating recreational activities. PRCS provides personnel, equipment, and supplies necessary to assist in shelter operations.

Loudoun Cares (LC)

- ▶ Serves as the agency with primary responsibility for matching identified community needs with vetted volunteers.

Loudoun County Health Department (LCHD)

- ▶ Serves as the agency with primary responsibility for assessing the medical condition of those impacted by a significant event. Monitors facility health standards and manages infectious disease prevention, control, and surveillance.

Loudoun County Public Schools (LCPS)

- ▶ Serves as the agency responsible for providing a suitable shelter facility. LCPS provides personnel to perform general facility management.

Office of the County Administrator (CA)

Public Affairs and Communications Division (PAC)

- ▶ Serves as the agency with primary responsibility to develop and disseminate messages regarding mass care, emergency assistance, housing, and human services.

MISSIONS AND ASSIGNMENTS

Mission 1: Coordinates the resources necessary to provide shelter, food, and relief items during a significant event.

Assignment 1-1: Identifies, prioritizes, procures, and allocates available resources to meet human services and emergency animal shelter facility requirements.

Assignment 1-2: Considers future (in the subsequent 12 to 24-hour period) resource requirements and conveys to EOC leadership.

Mission 2: Opens and staffs physically and programmatically accessible human services facilities during a significant event.

Assignment 2-1: Assesses the need for human services facilities, emergency animal shelter facilities, and coordinates the appropriate activation.

Assignment 2-2: Manages, maintains, and operates the necessary human services and emergency animal shelter facilities.

Assignment 2-3: Ensures essential services and programs are made available to the facility population.

Assignment 2-4: Provides timely updates to the EOC regarding the status and current capacity of human services and emergency animal shelter facilities.

Mission 3: Provides essential services to those persons and animals impacted by a significant event.

Assignment 3-1: Delivers basic traditional services that may be unavailable as a result of the significant event. Such services include, but are not limited to: feeding, laundry, and access to internet.

Assignment 3-2: Provides access to services for those with acute individual needs. Services include, but are not limited to: physical and mental health referrals (refer to ESF-8 Public Health and Medical Services), assistance with state and federal programs, and short-term or temporary housing (refer to ESF-14 Community Recovery for long-term housing needs).

Assignment 3-3: Coordinates family reunification.

Assignment 3-4: Coordinates animal reunification.

Assignment 3-5: Controls, protects, and ensures the humane care and treatment of livestock and domestic animals.

Mission 4: Distributes emergency relief items.

Assignment 4-1: Coordinates the distribution of essential resources to those impacted by a significant event.

Assignment 4-2: Serves as liaison with non-governmental organizations (NGOs) in order to secure goods (refer to the Donations Management Annex).

COMMUNITY LIFELINE(S)

Food, Water, and Shelter

1. Food (Food distribution programs)

- ▶ Identify the status of food distribution programs.
- ▶ Determine impact to response operations and how they will improve if component is stabilized.
- ▶ Identify actions that must be taken to improve local food distribution programs.
- ▶ Evaluate factors that may limit the ability to make improvements.
- ▶ Establish restoration timeline for food distribution programs.

2. Shelter (Housing e.g., homes and shelters, Commercial facilities e.g., hotels)

- ▶ Identify the status of local shelters.
- ▶ Determine impact to response operations and how they will improve if component is stabilized.

**EMERGENCY SUPPORT FUNCTIONS ANNEX: ESF-6 MASS CARE,
EMERGENCY ASSISTANCE, HOUSING, AND HUMAN SERVICES**

- ▶ Identify actions that must be taken to improve local shelters.
- ▶ Evaluate factors that may limit the ability to make improvements.
- ▶ Establish restoration timeline for local shelters.

3. Agriculture (Animals)

- ▶ Identify the status of veterinary services.
- ▶ Determine impact to response operations and how they will improve if component is stabilized.
- ▶ Identify actions that must be taken to improve veterinary services.
- ▶ Evaluate factors that may limit the ability to make improvements.
- ▶ Establish restoration timeline for veterinary services.