



NEW HAMPSHIRE

STATE EMERGENCY OPERATIONS CENTER



EMERGENCY SUPPORT FUNCTION ESF 6 – MASS CARE, HOUSING, AND HUMAN SERVICES

2019

Table of Contents

Acronyms	2
Lead Agency	3
Support Agencies	3
Introduction	3
Purpose.....	3
Concept of Operations	3
General	3
Organization	4
Notification.....	4
Event Reporting.....	5
ESF Actions	5
Prevention/Preparedness Actions	5
Response Actions	6
Recovery Actions	7
Mitigation Actions	8
Responsibilities	9
General	9
Agency Specific.....	9
Lead Agency.....	9
Support Agency	9
Coordination with Other Emergency Support Functions	10
Mutual Aid	10
Attachments	11
Plans/Procedures, Etc.....	11
Listings/Maps	11
Mutual Aid Agreements	11
Record of Update	11



Acronyms

ARC	American Red Cross
DAMF	Department of Agriculture, Markets and Food
DES	Department of Environmental Services
DHHS	NH Department of Health and Human Services
DOJ	NH Department of Justice
DOS	NH Department of Safety
EMAC	Emergency Management Assistance Compact
EMS	Emergency Medical Services
ESF	Emergency Support Function
ESU	NH DHHS Emergency Services Unit
FEMA	Federal Emergency Management Agency
FSTEMS	Division of Fire Standards and Training and Emergency Medical Services
HSEM	Division of Homeland Security and Emergency Management
IEMAC	International Emergency Management Assistance Compact
LOA	Letter of Agreement
MOU	Memorandum of Understanding
NCMEC	National Center for Missing and Exploited Children
NHES	NH Department of Employment Security
NIMS	National Incident Management System
NRF	National Response Framework
OVS	NH Office of Veterans Services
PHN	Public Health Network
RSF	Recovery Support Function
SEOC	State Emergency Operations Center
SEOP	State Emergency Operations Plan
SME	Subject Matter Expert



Lead Agency

NH Department of Health and Human Services (DHHS)

Support Agencies

American Red Cross (ARC)

NH Department of Agriculture, Markets and Food (DAMF)

NH Department of Justice (DOJ)

NH Governor's Commission on Disability (GCD)

Regional Public Health Networks (PHN)

Introduction

Emergency Support Function (ESF) 6 – Mass Care, Housing, and Human Services Annex provides a framework for coordination of the below activities before, during, and after any disaster.

- Mass Care
 - sheltering, feeding, distribution of emergency supplies, reunification services
- Emergency Assistance
 - mass evacuee support, PDAFN, household pets and service animals
- Temporary Housing
 - nonconventional/transitional sheltering, multi-family lease and repair
- Human Services
 - Communications Access, Crisis Counseling, and Supplemental Nutrition Assistance.

Purpose

The purpose of ESF is to organize mass care, emergency assistance, temporary housing, and human services-related support and assistance to local jurisdictions in the event local needs exceed available resources during and after an emergency.

Concept of Operations

This annex will be activated at the direction of HSEM when there is potential for or an actual disaster situation or planned event affecting mass care, housing, and human services or requiring state mass care, housing, and human services resources.

General

1. DHHS, as the lead agency, must ensure that through coordinated annual planning, all ESF 6 Support Agencies are:
 - a. Participating in reviews and maintenance of the ESF 6 Annex;
 - b. Receiving sufficient training and are capable of supporting responsibilities of ESF 6 in the SEOC; and
 - c. Coordinating, attending, and participating in ESF 2 meetings, training sessions, conferences and exercises.
2. All agencies and organizations involved with this ESF 6 have obligations under civil rights laws to ensure equal opportunity, which includes reasonable modifications to policies, practices,



and procedures, when providing mass care, housing, and human services for individuals with disabilities and others with access and functional needs. This population includes: persons with disabilities (behavioral, cognitive and development, intellectual, mental health, physical, and sensory); women that are pregnant; persons with chronic medical conditions; substance misuse dependency; transportation disadvantaged; economically disadvantaged; limited English proficiency or non-English speaking; ages (infancy through advanced age); cultures; ethnicities; genders; nationalities, orientations (lesbian, gay, bisexual, transgender, queer/questioning); races; and religions.

3. Determine the need and appropriateness to relax or suspend any related statutes, legislation, regulations, and laws from appropriate oversight agency/department or state legislature to protect the public safety and meet disaster or emergency needs.
4. Maintain manual or automated listings of the following:
 - a. DHHS and support agency emergency points of contact that may need to be contacted by ESF 6 representatives; and
 - b. Available mass care, housing, and human services resources.

Organization

1. **Command & Control Structure:** ESF 6 shall function under the direction and control of the Health and Human Services Branch under the SEOC Operations Chief (*See Organizational Chart in SEOP Base Plan*).
2. **Field Operations:** ESF 6 may serve in Field Operations for deployment or standby status. As activation of these activities usually occurs early in an event, its activation sequence should be prepared for in the first hours of an event.
3. **Federal Resources:** When ESF 6 foresees or has a need for resources not otherwise available, action will be taken to secure such resources through the *National Response Framework* (NRF) or some other federal source. This request should be coordinated through the SEOC Operations Chief and Logistics Chief, as required.
4. **Contracts and Contractors:** Resources that are available through ESF 6 may be obtained through a contractor. State of NH contracts or private sector contracts should be facilitated through Logistics and ESF 7 – Resource Support.

Notification

1. HSEM will notify the lead agency points of contact when an immediate or anticipated SEOC activation requiring ESF 6 representation.
2. The lead agency will then notify the support agencies and determine coverage for ESF 6 in the SEOC.
3. ESF 6 agencies will make notifications to their appropriate regions, districts, local offices, etc.
4. The above notification process will be utilized for all phases of activation and activities in which the ESF 6 will be involved.



Event Reporting

1. WebEOC will be utilized to provide continuous situational awareness.
2. Position logs should be maintained by each ESF agency in sufficient detail to provide information on activities taken during the event.
3. Agencies are also expected to keep their lead agency updated upon all activities and actions.
4. The lead agency will be responsible for making periodic reports to the Operations Section Chief on activities taken by the ESF during the event and assure the actions are properly documented.
5. Lead and support agencies must maintain financial records of all activities and costs during the event. The records will be turned into the lead agency when requested.

ESF Actions

Prevention/Preparedness Actions

1. Provide technical assistance to other ESFs and internal and external partners, in preparation for emergencies/incidents that require mass care, housing, and human services response.
2. Release information on individual, family, domestic pet, and/or service animal preparedness and disaster planning through news releases, brochures, websites, trainings, or other means.
3. Identify disaster sheltering facilities and the provision of life-sustaining services in a safe, sanitary, and secure environment.
4. Identify nonconventional/transitional shelter facilities (private or public) e.g., hotel, motel, and other private lodging, which provides an increased degree of privacy over a general population shelter. A lease or minimum length of occupancy is not required.
5. Identify and establish applicable MOUs/MOAs/LOAs with feeding and water services organizations/vendors that can procure, prepare, and distribute a variety of food and water to an affected population.
6. Identify and establish resources for mass evacuee support e.g., temporary shelter at points of embarkation and debarkation, feeding, water, etc.
7. Identify and establish MOUs/MOAs/LOAs with organizations/vendors that can provide life sustaining, comfort, cleanup, and other essential supplies during and post disaster.
8. Identify existing reunification resource capabilities; determine reunification resource requirements to meet capability target for low, medium, and high intensity incidents; establish systems and mechanisms to allow individuals that are separated to contact one another; determine resources needed to monitor and support staff 's emotional health during and after reunification operations; identify partners providing direct services to people with disabilities and others with access and functional needs who can support reunification services including physical programmatic and effective communications; identify partners providing domestic pets and service animal services who can support reunification services.
9. Identify and establish resources and support services that persons with disabilities and other access and functional needs may utilize to maintain independence while receiving mass care,



housing, and human services activities, including sheltering, feeding, and distribution of emergency supplies.

10. Identify the needs to support individuals with household pets and service animals during evacuation, rescue, and disaster shelter activities (e.g., feeding, water, emergency supplies, and routine exercise for service animals), reunification, and coordinate veterinary care.

Response Actions

1. Coordinate resources to support shelter operations for individuals and households displaced by disasters. This should also include support to survivors sheltering in place and in ESF 8 alternate care sites.
2. Ensure staffing and supplies are adequate for identified shelter operations, including resources to support individuals with access and functional needs.
3. Mobilize and pre-position resources, when it is apparent that shelter and mass care resources may be required.
4. Maintain and update the WebEOC shelter board. Provide the SEOC with a listing of shelter status, occupancy levels, unmet needs, and shelter conditions a minimum of once per operational period.
5. Coordinate with the American Red Cross National Shelter System information team.
6. Coordinate with ESF 8 to ensure that evacuees with complex medical needs can be supported in the appropriate setting.
7. Coordinate with ESF 8 to provide resources to support medical and mental health services at shelters, as needed.
8. Coordinate with ESF 12 to determine a power restoration timeline for areas operating shelters.
9. Coordinate with ESF 15 to provide information to the public, industry, and local government on matters relating to mass care, sheltering, mass feeding, human services, and relief supplies.
10. Coordinate with SEOC Logistics Section Chief and ESF 14 concerning protocols and procedures for volunteers and donated goods to support mass care, sheltering, and emergency housing.
11. Mobilize available resources for post-impact emergency housing and plan for expected emergency housing needs.
12. Acquire and arrange for delivery of life-sustaining resources, hygiene items, and cleanup items to meet the urgent needs of disaster survivors.
13. Coordinate resources to assist communities in identifying populations in need of food, to ensure services.
14. Coordinate with the SEOC Logistics Section Chief to coordinate the distribution of food to mass feeding sites identified and coordinated by ESF 6.



15. Provide systems and mechanisms to allow individuals that are separated to contact one another. Facilitate the reunification of children separated from their parent(s)/legal guardian(s), as well as adults separated from their families, due to disaster.
16. Provide mass care services and tracking the movement of evacuees, their household pets, service animals, and medical equipment. In coordination with ESF 8, provide mass care services to medical patient evacuees. *Note: Evacuees who have chronic medical conditions may be evacuated with the general population. For evacuation of patients, refer to ESF 8.*
17. Coordinate with personal assistance services and other agencies/organization for the provision of equipment, supplies, and services required to assist children and adults with disabilities and others with access and functional needs to maintain their independence.
18. Coordinate with animal support services/organizations for the rescue, transportation, shelter, reunification, care, and essential needs of household pets and service animals during response operations to ensure their safety and well-being. *Note: Service animals are not pets and may not be separated from the individual with a disability or other access and functional need; service animals should be permitted anywhere the public goes.*
19. Coordinate access to a private or public facility such as hotels, motels, lodging facilities, retreats, camps dormitories, cruise ships, etc., to survivors when traditional sheltering is not available or feasible or when the impact of the disaster requires extended shelter operations.
20. Provide communication assistance and language access to diverse populations impacted by disaster.
21. Provide crisis counseling, mental health services, and other similar immediate, short-term psychological assistance to disaster survivors.
22. Provide eligible households with supplemental nutrition assistance through established programs when income is lost due to a declared disaster.
23. Coordinate with state and federal entities for disbursement of financial assistance for families and related financial resources.
24. **Radiological Emergency Preparedness Actions**
Refer to the ESF 6 section of the *NH Radiological Emergency Response for Nuclear Facilities Incident Annex, Attachment A – Implementing Procedures for State Agencies.*

Recovery Actions

1. Coordinate resources to support the consolidation and/or closing of shelters, mass feeding sites, when appropriate.
2. Coordinate with local governments, American Red Cross, local emergency management agencies, and applicable federal agencies to assist in determining long-term sheltering and emergency housing needs, mass feeding, and human services needs for impacted populations.
3. Coordinate to identify long-term housing needs of impacted populations who cannot return to their normal living arrangements because of disaster damage and impacts.



4. Maintain information and status on mass care, housing, and human services to SEOC Operations via WebEOC.
5. Continue to coordinate activities and requests with partner ESFs.
6. Prepare for arrival of and coordination with FEMA ESF 6 personnel, as appropriate.
7. Generate information to be included in SEOC briefings, situation reports, and/or action plans.
8. Ensure ESF 6 lead and support agencies document event-related costs for any potential reimbursement.
9. Assess need for ongoing reunification operations of affected displaced population across vast geography, reunification/identification of unclaimed fatalities, reunification of unaccompanied minors/adults with cognitive/intellectual disabilities, missing children/adults with cognitive/intellectual disabilities.
10. Transition individual cases to local agencies, when the situation becomes stable and communications are restored.
11. Identify and resolve barriers to returning evacuees back to their communities.
12. Support transition of evacuees to temporary or permanent housing as determined by the disaster event.
13. Refer to the NH Recovery Annex, RSF 4 – Housing.

Mitigation Actions

1. Provide input to the State Hazard Mitigation Plan as needed.
2. Support and plan for mitigation measures, including monitoring and updating mitigation actions in the State Hazard Mitigation Plan.
3. Support requests and directives from the Governor and/or FEMA concerning mitigation and/or re-development activities.
4. Identify mass care, housing, and human services hazards and vulnerabilities and collaborate to develop or recommend plans, protocols, procedures, and policies to prevent or mitigate their impact.



Responsibilities

General

1. Agencies will provide Subject Matter Experts (SMEs) to support ESF 6 in the SEOC.
2. Agencies will maintain inventories/databases, status of availability, and procedures to obtain access to and use of their health and medical assets.
3. Participate in the evaluation and mission assignment of ESF 6 resource requests submitted to the SEOC, including resources that are available through mutual aid agreements, compacts, contracts, etc.
4. Determining the need and appropriateness to relax or suspend any related statutes, legislation, regulations, and laws from appropriate oversight agency/department or state legislature to protect the public safety and meet disaster or emergency needs.

Agency Specific

Lead Agency

Department of Health and Human Services (DHHS)

1. Identify, train, and assign personnel to staff ESF 6 in the SEOC.
2. Notify all ESF 6 supporting agencies upon activation.
3. Assign personnel to the ESF 6 duty schedule at the SEOC.
4. Provide staff and resources necessary to conduct impact assessments of the affected area(s).
5. Provide mass care resource support to temporary housing and human services that are associated with ESF 8 activities such as, but not limited to, mass fatality management, isolation, and quarantine procedures.
6. Coordinate and direct the establishment and operation of mass feeding for impacted populations, to include mobile feeding routes, fixed feeding sites, base camps, and comfort stations. Working with ESF 8 to assure food safety and food-borne disease surveillance.
7. Notify DHHS Auxiliary Response Team and ESU-managed volunteer teams, when needed, to provide personnel and resources for field operations. ESU volunteer teams include: NH Disaster Animal Response Team (DART); NH Disaster Behavioral Health Response Team (DBHRT); Medical Reserve Corps (MRC); Civilian/Community Emergency Response Team (CERT); Metropolitan Medical Reserve System (MMRS);

Support Agency

1. American Red Cross (ARC)

- a. Provide mass care and shelter support during emergencies, in coordination with the ESF 6 lead.
- b. Assist in identifying and assessing the requirements for food, feeding, and critical emergency needs of the impacted population.
- c. Anticipating regional response capabilities and make recommendations to ARC National Headquarters for support, if deemed necessary.



- d. Provide representation or information at Disaster Recovery Centers (DRCs) to inform applicants of available ARC assistance, federal resources, and other resources available to the impacted population.
 - e. Provide training to local officials and personnel in shelter management and other related disaster-relief programs and activities.
- 2. NH Department of Agriculture, Markets, and Food (DAMF)**
- a. Assist with ESF 6 activities affecting evacuation and protective actions for animals, including household pets, livestock, and wildlife.
 - b. Provides technical assistance and subject matter expertise regarding animal response issues.
 - c. Coordinates veterinary resources to monitor the health of rescued household pets and service animals.
- 3. NH Department of Justice (DOJ)**
- a. Provide guidance on federal civil rights laws, including their general application to emergency management activities, programs, and services.
- 4. NH Governor’s Commission on Disability (GCD)**
- a. Provides assistance with the American with Disabilities Act (ADA) and other disability law compliance.
- 5. Regional Public Health Networks (PHN)**
- a. Coordinate regional mass care, housing, and human services in their specific areas around the state.
 - b. Coordinate personnel, as available, to assist in emergency shelters.
 - c. Provide support to mass care, housing, and human services activities, including emergency sheltering, healthcare services, and other response efforts as needed.

Coordination with Other Emergency Support Functions

ESF 6 will coordinate with other ESFs through the SEOC by:

- 1. Notifying organizations of available resources.
- 2. Providing availability of subject matter experts for specialized requests.
- 3. Providing mass care, housing, and human services support for other ESF partners.

Mutual Aid

Lead and support agencies will maintain up-to-date Memorandums of Understanding (MOU), Letters of Agreement (LOA), etc. with other agencies, regions, states, or countries, as appropriate.

Each agency is responsible for keeping these documents updated and with appropriate points of contact. Support agencies should keep the lead agency informed of any such agreements, which may affect resources or capabilities during an emergency incident.

The State of New Hampshire also maintains agreements and mutual aid compacts on behalf of various organizations. These may be activated, as the situation warrants.

Attachments

Plans/Procedures, Etc.

1. State Mass Care and Emergency Assistance Worksheets for Operational Phases
 - a. Sheltering
 - b. Feeding
 - c. Distribution of Emergency Supplies
 - d. Reunification
 - e. Mass Evacuation
2. State Functional Needs Guidance and Template, Version 2.0
3. NH General Population Sheltering Guide for Local Jurisdictions, Version 2.0
 - a. NH Guidance for Conducting Health Surveillance in Shelters, Version 2.0
 - b. NH Child-Friendly Spaces Guidance and Procedures, Version 1.0
 - c. NH Food Services Guidance and Operations, Version 1.0
 - d. NH Health Services Guidance and Operations, Version 1.0
4. State Multi-Agency Reunification Services Plan, Version 1.0
5. State Emergency Repatriation Plan, Version 1.0

Listings/Maps

1. USDA Food and Nutrition Service – Region I State SNAP Contacts

Mutual Aid Agreements

1. New Hampshire Grocers Association (2012)

Record of Update

Date	Title and Agency of ESF 6 Lead Approving Update

