

***NEW YORK STATE  
COMPREHENSIVE EMERGENCY MANAGEMENT  
PLAN***

**HUMAN SERVICES ANNEX &  
STANDARD OPERATING GUIDE**



**Disaster Preparedness  
Commission**

**PREPARED BY THE NEW YORK STATE  
DISASTER PREPAREDNESS COMMISSION  
HUMAN SERVICES BRANCH**

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# NEW YORK STATE COMPREHENSIVE EMERGENCY MANAGEMENT PLAN HUMAN SERVICES ANNEX AND STANDARD OPERATING GUIDE

## SECTION I – INTRODUCTION

### 1.1 Overview

Since its inception in 1978, New York State’s Disaster Preparedness Commission (DPC) has responded to a wide array of natural and man-made disasters. Recovery can be a long process, and a true test of human endurance. No matter how strong and resilient the human spirit and body may be; history has shown that emergencies tend to push both to their limits.

The goal of the DPC Human Services Committee is to minimize this impact by responding quickly and compassionately to the physical, mental, emotional and spiritual needs of disaster survivors to restore the dignity, self-esteem and well-being of the citizens of the great state of New York. This is accomplished through coordinating the efforts of State, Local and Voluntary Agencies, as outlined in this Standard Operating Guide (SOG) to the State’s Comprehensive Emergency Management Plan (CEMP).

This Human Services Standard Operating Guide (SOG) to the CEMP has been developed as a conceptual and tactical document to support the activities performed by the Human Services Committee during times of non-disaster (preparedness), and the Human Services Branch during emergency operations, into recovery operations.

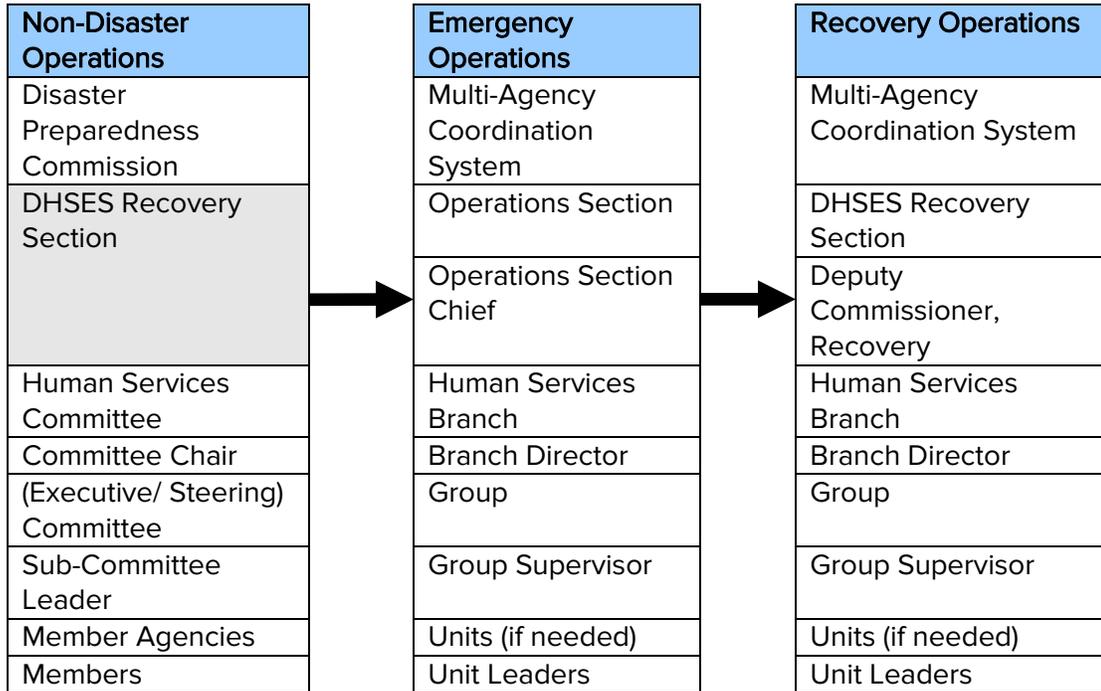
The Human Services Committee consists of over 20 New York State Agencies, and Non-Governmental Organization (NGO) partners. In times of disaster, New York State agencies will be used to augment local resources to provide and administer programs with the focus of responding quickly and compassionately to the needs of disaster survivors. These services may include but are not limited to: providing shelter, counseling and information services, providing food and housing, providing links to financial assistance, and providing support for any other unmet needs, to ensure that individuals once again retain self-sufficiency.

The Human Services Committee of the State Disaster Preparedness Commission functions under a hierarchical management structure, which consists of a Committee Lead, an Executive/ Steering Committee consisting of the Group Leaders, Sub-Committees, and Member agencies. This terminology is utilized during routine (non-disaster) operations, while a state of “readiness” is maintained.

New York State, in accordance with guidance and regulations has implemented a single management system, which is used to respond to disasters. This system, the National Incident Management System (NIMS) that utilizes the Incident Command System (ICS) provides a framework and consistent communications and terminology that allow local, state, federal and non-governmental entities (NGOs) to efficiently integrate into a single unified response structure. Human Services, while operating within this framework during

disaster operations (emergency operations and recovery) will utilize terminology consistent with this management system.

The following table reflects the Chain-of-Command, and applicable terminology that will be utilized during non-disaster operations, emergency operations, and throughout the recovery process.



## 1.2 Membership

The *Office of Temporary and Disability Assistance (OTDA)* serves as the Chair agency to New York State’s Human Services Committee as carried out through the New York State Disaster Preparedness Commission (DPC).

The Human Services Committee consists of several sub-committees established to address specific mass care and human services functions that will function in coordination with counterparts to support Emergency Support Function #6- Mass Care, Emergency Assistance, Housing and Human Services. The following table reflects the committees and lead agency assigned to manage the function and agencies assigned to their respective committees. They consist of the following:

Committee	Lead Agency/ Agencies
Mass Care Support	Department of Health American Red Cross Office of Mental Health
Mental Health	Office of Mental Health
Long-Term Housing	NYS Homes and Community Renewal

Disaster Assistance Centers	Office of Temporary and Disability Assistance Office of Children and Family Services
Unmet Needs	Office of Temporary and Disability Assistance
Disaster Case Management	Division of Homeland Security and Emergency Services

Committees with more than one lead agency listed share equal responsibility in the administration of their established plans.

In addition to the sub-committee structure identified, a Steering Committee has been established which consists of a single representative from each of the lead agencies, a representative from ITS that supports the technology needs of the Branch, in addition to the ***Office of Temporary and Disability Assistance*** representing the Chair to the State Human Services Committee. Participation from Division of Homeland Security and Emergency Services (DHSES) is implied as Chair agency to the Disaster Preparedness Commission.

Agency	Steering Committee Members
Office of Temporary and Disability Assistance	3
Department of Health	1
Office of Mental Health	2
NYS Homes and Community Renewal	1
Office of Children and Family Services	1
American Red Cross	1
NYS Voluntary Organizations Active in Disaster	1
Office for Information Technology Services	1
NYS DHSES	2

The role of the ***Steering Committee*** is as follows:

1. Provides general oversight of and direction for Human Services planning initiatives carried out in New York State through the authorship, approval and maintenance of all Human Services plans and guides.
2. Participates in regularly scheduled quarterly meetings to discuss pertinent recent events, human service issues, program status, and initiatives.
3. Participates in quarterly Steering Committee (group leader meetings to discuss planning and to address corrective actions.
4. Leads the development and implementation of exercises in accordance with a Multi-year progressive exercise cycle for Human Services to test preparedness, response, and recovery functions.
5. Participates in the delivery of regional meetings/ summits to engage local participants in human services activities.

6. Discuss investment opportunities related to the needs of the Committee and its groups.
7. Utilize technology solutions to facilitate and support initiatives of the Branch and Groups.
8. Participates in emergency response activities from the State Emergency Operations Center when the Human Services Branch (or any of its groups) are activated to support disaster operations.
9. Evaluates and develops After Action Reports (AARs) and Corrective Action Plans (CAPs) following Human Services exercises and real-life incidents where the Human Services functions were carried out in accordance with the State Comprehensive Emergency Management Plan (CEMP)

During emergency operations and recovery operations, the Steering Committee, consisting of the leaders from the Human Services Sub-Committees, may be activated to support the response, and collectively help to formulate the response provided by the branch. This Steering Committee consisting of these leaders, will specifically be called upon to establish and prioritize human services missions, resource needs and allocations, resolve conflicting policies and/or practices and provide strategic guidance and direction to support the overall incident management objectives.

Two meeting schedules have been established. A full committee meeting will take place quarterly. This meeting is open to our Human Services partners across levels of government in addition to other private and non-governmental organizations. These meetings generally include Group leaders and member agencies. Agencies or organizations interested in participating in these meetings should contact the Human Services Committee Chair.

On a quarterly basis or more frequently if necessary, the group leaders (Steering Committee) will also meet.

### **1.3 Authorities, References, and Guidance**

**Robert T. Stafford Disaster Relief and Emergency Assistance Act (The Stafford Act):** A United States federal law which provides a framework to bring federal all-hazard disaster assistance to State and Local governments to provide aid to citizens. The Stafford Act is a 1988 amended version of the Disaster Relief Act of 1974. It created the system in place today by which a Presidential Disaster Declaration of an emergency triggers financial and physical assistance through the Federal Emergency Management Agency (FEMA). The Act gives FEMA the responsibility for coordinating government wide relief efforts. The National Response Plan includes the contributions of Federal agencies and non-governmental organizations, such as the American Red Cross.

**Disaster Mitigation Act of 2000:** Provides an opportunity for states, Tribes and local governments to take a new and revitalized approach to mitigation planning. It amended the Robert T. Stafford Act by repealing the previous mitigation planning provisions and replacing them with a new set of mitigation plan requirements emphasizing the need for state, Tribal, and local entities to closely coordinate mitigation planning and implementation efforts. The requirement for a State mitigation plan is continued as a

condition of disaster assistance, adding incentives for increased coordination and integration of mitigation activities at the State level.

**Post-Katrina Emergency Management Reform Act (PKEMRA):** Title VI of the Department of Homeland Security Appropriations Act, 2007, Pub. L. 109-295, 120 Stat. 1355 (2006), clarified and modified the Homeland Security Act with respect to the organizational structure, authorities, and responsibilities of FEMA and the FEMA Administrator. PKEMRA also made changes – some appearing in the Homeland Security Act and some in the Stafford Act – directing FEMA, to:

- Establish a Disability Coordinator and develop guidelines to accommodate individuals with disabilities;
- Add disability and English proficiency to the list of provisions requiring nondiscrimination in relief and assistance activities;
- Establish the National Emergency Family Registry and Locator System to reunify separated family members and assist in establishing the National Emergency Child Locator Center to locate missing children after a major disaster or emergency;
- Coordinate and support precautionary evacuations and recovery efforts;
- Provide transportation assistance for relocating and returning individuals displaced from their residences in a major disaster;
- Provide rescue, care, shelter, and essential needs assistance to individuals with household pets and service animals as well as to such pets and animals;
- Provide case management assistance to identify and address unmet needs of survivors of major disasters; and
- Receive input from a National Advisory Council, including State and private-sector members, about the development and revision of the National Response Framework and other related plans or strategies.

**National Response Framework:** A guide to how the nation conducts all-hazards incident management. It is built upon flexible, scalable and adaptable coordinating structures to align key roles and responsibilities across the nation, linking all levels of government and private sector businesses and nongovernmental organizations. It is intended to capture specific authorities and best practices for managing incidents that range from the serious but purely local, to large-scale terrorist attacks or catastrophic natural disasters. This plan supersedes the *National Response Plan* (2004, with 2006 revisions). <http://www.hlswatch.com/sitedocs/20070801-1nrf-framework.pdf>

**New York State Executive Law, Article 2-B:** Enacted in 1978, shifted emphasis from Civil Defense to all-hazards preparedness activities and missions; created the Disaster Preparedness Commission; and called for the State to develop a Disaster Preparedness plan and authorized local government to establish Disaster Preparedness plans. <http://public.leginfo.state.ny.us/LAWSSEAF.cgi?QUERYTYPE=LAWS+&QUERYDATA=@PLEXC0A2-+&LIST=LAW+&BROWSER=EXPLORER+&TOKEN=34668292+&TARGET=VIEW>

**Homeland Security Presidential Directive-5 (HSPD-5),** developed a national incident management system to provide a consistent nationwide approach for federal, state, tribal

and local governments to work together to prepare for, prevent, respond to and recover from domestic incidents, regardless of cause, size or complexity. [http://www.dhs.gov/xabout/laws/gc\\_1214592333605.shtm](http://www.dhs.gov/xabout/laws/gc_1214592333605.shtm)

**National Disaster Housing Strategy:** Provides the overarching vision, goals, and principles for a national disaster housing effort. It complements the 2008 Disaster Housing Plan, which describes the specific actions that FEMA will take this year to support State and local officials in meeting the housing needs for disaster survivors. The Strategy will bring together all levels of government, nongovernmental organizations, and the private sector to meet the urgent housing needs of disaster survivors and enable individuals, households and communities to rebuild their lives following a disaster. The NDHS has been established in accordance with the Post-Katrina Emergency Management Reform Act.

**Guidance on Planning for Integration of Functional Needs Support Services in General Population Shelters:** Released by the Federal Emergency Management Agency, this guidance assists emergency managers and shelter planners in understanding the requirements related to sheltering children and adults with functional support needs in general population shelters. The guidance identifies methods of achieving a lawful and equitable program through the delivery of FNSS for children and adults. The Stafford Act and Post-Katrina Emergency Management Reform Act (PKEMRA), along with Federal civil rights laws, mandate integration and equal opportunity for people with disabilities in general population shelters. [http://www.fema.gov/pdf/about/odc/fnss\\_guidance.pdf](http://www.fema.gov/pdf/about/odc/fnss_guidance.pdf)

**Comprehensive Preparedness Guide (CPG) 101:** Developed by the Federal Emergency Management Agency, the Comprehensive Preparedness Guide (CPG) 101 provides guidelines on developing Emergency Operations Plans (EOPs). It promotes a common understanding of the fundamentals of risk-informed planning and decision making to help planners examine a hazard or threat and produce integrated, coordinated, and synchronized plans. Accomplished properly, 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.

Other applicable regulations, authorities, and programmatic guidelines that delineate and name functional responsibilities carried out by group members will be identified within each of the Standard Operating Guides for the respective subcommittee/groups.

**Sandy Recovery Improvement Act of 2013 (SRIA):** The law authorizes several significant changes to the way FEMA may deliver federal disaster assistance to survivors. SRIA directs FEMA to provide more objective criteria for evaluating the need for assistance to individuals, to clarify the threshold for eligibility, and to speed a declaration of a major disaster or emergency under the Stafford Act. SRIA also provides FEMA the specific authority to pay for “child care” expenses as disaster assistance under the Other Needs Assistance (ONA) provision of the Individuals and Households Program in addition to funeral, medical and dental expenses. When there is limited local housing stock available for disaster assistance, FEMA can provide an additional option for housing for disaster survivors. SRIA affirms FEMA’s authority to lease multifamily rental units and provide them

to individuals or households for use as direct temporary housing where cost effective. FEMA may make repairs to such properties to the extent necessary to serve as safe and adequate temporary housing. The value of the repairs will be deducted from and may not exceed the value of the lease agreement.

## **SECTION II – READINESS**

### **2.1 Scope**

Readiness refers to all short-and long-term activities that may eliminate or reduce the number of occurrences of disaster and the effects of disasters when they occur. It includes preparedness measures such as the development of plans and training programs on how to save lives and minimize disaster damage. The Disaster Preparedness Commission is charged with recommending prevention/mitigation strategies and recommending legislation to achieve this goal.

The Human Services Committee is the DPC planning “arm” to Human Services functions that may be carried out during times of disaster (emergency and recovery) operations. During day-to-day operations, outside of any disaster, members of the New York State Disaster Preparedness Commission Human Services Committee (the Committee) look to identify ways to reduce or minimize the impact of disaster on individuals immediately following a disaster and into the long-term recovery process for the individual and community.

The Human Services Committee maintains a posture of readiness through the development and maintenance of plans, policies and procedures, in addition to the development and implementation of training and exercise programs in accordance with nationally accepted guidelines. Additionally, the readiness phase consists of fostering relationships and networking with partners, and being engaged in active public and community outreach programs and missions with the focus of increasing the overall awareness of the human services needs and mission.

Through the State Office of Emergency Management, the coordinating agency for disasters and emergency management functions, several additional programs and resources are administered. These programs are documented in their respective Standard Operating Guide.

### **2.2 Assumptions/Factors**

- Clear direction will be provided from the New York State Office of Emergency Management, and emergency operations notification will identify if the activation will be “agency”, “functional group” or branch based.
- All notifications related to activation will initiate from the State Watch Center (SWC).
- Human Services staff members, as necessary, may be queried to provide support as part of New York’s response to disasters in other States or regions through mutual aid agreements, including the Emergency Management Assistance Compact (EMAC).

- Notification processes for activation and deployment of any human services assets through the Emergency Management Assistance Compact will follow standard notification process from the State Office of Emergency Management to the Human Services Chair.
- Scale and scope of disasters may vary. Activation of the Human Services branch does not imply that all Human Services groups will be activated. The branch is assumed activated when any of the groups are activated as part of the response. Several branches may be activated well into the recovery phase.
- When a disaster strikes, it is assumed that the local government will always be the first to respond. Local jurisdictions will have a plan in place and be prepared to respond to disasters for the initial 72 hours following the incident.
- Local governments will make every effort possible to meet critical life-sustaining needs using available resources, activate mutual aid agreements and establish necessary contracts to obtain goods and services. In the absence of local governments having pre-established evacuation routes, commodity points of distribution (PODs), shelter locations and communications and if these items cannot be met, the local jurisdiction will request assistance from the State.
- Since there are no clear boundaries or timeline standards for disasters, it will be assumed that response will transition to short-term recovery with the restoration of life-safety systems. Short-term recovery will end and long-term recovery will initiate once all essential services are fully restored.
- Each functional group/ sub-committee to the Human Services committee will have a lead or co-leaders designated. Each sub-committee shall also have depth of staffing in their leadership.
- Each functional group/ sub-committee to the Human Services committee is responsible for maintaining a current listing of members, and will be responsible for also maintaining and updating on an annual basis a plan to support their activities. Human Services Committee members will have access to all resource lists, telephone lists, operational logs, etc. necessary to facilitate the performance of their functions.
- The Human Services Committee member agencies will work together in a cooperative venture with other agencies to facilitate the application of resources and services during a disaster.

## **SECTION III – RESPONSE**

### **3.1 Priorities**

During the response phase of the incident or disaster, the overall mission focus is to execute life-sustaining and life-saving needs. This is the top priority of the

response. Since most disasters start and end at the local level, the response activities of the State, federal and NGOs will vary, depending on the local jurisdictions ability to support the response efforts, and the magnitude and scope of the event.

In major disasters, it is assumed that the local government will be overwhelmed, and as a result, assistance will be requested of the State. The State may take a forward-leaning proactive approach and deploy assets and teams for local support in advance of a disaster declaration.

For any event or incident where the State implements the Comprehensive Emergency Management Plan (CEMP), the State will be prepared to carry out duties to meet the response, and efficiently transition to recovery.

The priorities for human services functions will be documented and contained within the Standard Operating Guide (SOG) for each of the respective Human Services Groups. The priorities however for the Human Services Branch are to:

1. Maintain situational awareness of the incident and take the necessary actions to ensure the correct Human Services Groups are notified as necessary and activated as needed.
2. Serve as the conduit to route and report human services information to the responsible human services group.
3. Implement a system that will enable human services missions and requests to be prioritized appropriately.
4. Ensure that human services policies and procedures are efficiently implemented.
5. Resolve policy issues and promote policy changes and programs that will increase the effectiveness of the human services response and recovery.
6. Coordinate with Human Services Groups to ensure that resources committed to the response and recovery are efficiently utilized and demobilized as appropriate.

### **3.2 Roles and Responsibilities**

During the response phase of emergency operations through recovery, the Human Services Branch may activate one/many/all of their respective Human Services Groups. The following is a listing of these groups, with a general description of the roles and responsibilities. Each Group has the responsibility for maintaining a Standard Operating Guide (SOG) or Appendix, which provides detailed roles and responsibilities of individual member agencies for the response as well as the recovery.

**Mass Care Support:** The Mass Care Support Group for most incidents involving some form of human services response will be the first group that will be placed on standby, and then activated as part of the human services response. The Mass Care Group, under the Leadership of the Department of Health (DOH), Office of Mental Health (OMH), and the American Red Cross (ARC) will be responsible for the support for all related mass care activities. These activities include sheltering

(along with provisions for individuals with access and functional needs), feeding, basic first aid and assist State Office of Emergency Management (SOEM) and/or Federal Emergency Management Agency (FEMA) Logistics Branches with the bulk distribution of relief items. The Mass Care Support group may play a role in early support and establishment of pre-incident shelters (notice events) in addition to shelters that may be required after an incident strikes. The Mass Care Support Group is expected to remain active while sheltering and feeding activities are on-going, and until the appropriate groups for transition (ex. Disaster Assistance Centers, Mental Health and Long-Term Housing Groups), if needed, are activated.

**Disaster Assistance Center:** The Disaster Assistance Center Group generally will activate when it appears likely for the State to get an Individual Assistance Declaration or in instances where there is significant impact to individuals, and damage to their dwellings. Disaster Recovery Centers (DRCs) are generally opened jointly by FEMA and the State following an Individual Assistance (IA) declaration for the respective county. The group coordinates activities to provide individuals with access to State, Federal, Local and Non-governmental disaster assistance programs available. In the absence of a Federal declaration, the State may open a center, which will usually be called a Disaster Assistance Service Centers (DASCs). Common events that prompt the need for disaster assistance centers may include flooding, hurricanes, aircraft/ mass casualty incidents, ice storms, tornadoes, earthquakes, or other natural, technological or manmade hazards. In situations where there are mass casualties, a Family Assistance Center may be opened to provide access to services for survivors. For additional information, please reference the [NYS Mass Fatality Annex](#).

**Mental Health:** The Mental Health Group (MHG) will generally be active from the Response through Short-term Recovery phase of the disaster, although there is no clear boundary defining the duration that services are required.

The primary role of the mental health group is to support the delivery of disaster mental health services following disaster. Disaster Mental Health (DMH) services can help mitigate the severity of adverse psychological effects of the disaster and help restore social and psychological functioning for individuals, families, communities, and emergency responders.

- Local mental health resources may be quickly overwhelmed in a significant disaster event and assistance from state and federal resources may be required. Such assistance may include the provision of technical assistance, public education, and training related to disaster mental health needs and/or the deployment of Disaster Mental Health Responders. This group will draw its resources from mental health and health agencies, volunteer agencies, and the disaster mental health community.
- The MHG provides mental health support to several functions within the State OEM Human Services and Public Health Functional Branches. Such support

includes the provision of DMH Responders to assist in Recovery Centers and shelters and logistical support to the food mission of the Mass Care functional Group and may be activated in tandem with groups.

- The local mental health infrastructure and disaster resources vary significantly from county to county. The MHG works with LGUs to develop specific county Disaster Mental Health plans in coordination with the county Mental Health/Community Services Office, the agencies/organizations providing residential and supportive mental health services, county emergency management entity and emergency services providers (e.g., Red Cross) to identify potential risks and craft coordinated response strategies.
- In response to large-scale events, the MHG may be called upon to assist in the assessment of need and coordination of DMH services with federal resources tasked with assisting New York State.

**Long-Term Housing:** The Long-term Housing Group generally will become activated later in the response process as individuals that have sustained significant damage to their dwellings need to be provided with longer term housing solutions. In general, as the Mass Care Support Group determines that the immediate short term or temporary sheltering activities are no longer needed or begin to assist jurisdictions in the transition to longer term housing needs, the Long Term Housing Group functions will gain momentum. The Long-term housing group assists with the administration of programs to facilitate the placement of individuals in housing or rental options following a disaster. Housing needs may be identified through the Shelter environment or at a Disaster Assistance Center, and it is anticipated that individuals working to replace or reconstruct damaged dwellings may encounter unmet needs. For this reason close coordination with the Disaster Assistance Center Group and Unmet Needs Group is necessary.

**Unmet Needs:** The Unmet Needs Group will generally become activated for the recovery phase of the disaster, and will generally remain active or provide support throughout the recovery process. Unmet needs typically can include financial assistance, housing (location, demolition, repairs, codes and reconstruction), food, transportation assistance, replacement of home furnishings, special health care, debris removal and clean-up, and replacement of lost personal or household items. The Group is responsible for coordination and ensuring case closure of unmet needs. The Group supports VOAD activities, Long-term Recovery Committees, and actively coordinates with Local and Federal partners. To support Unmet Needs, the State may elect to submit a request for Disaster Case Management for these services.

**Disaster Case Management:**

The FEMA Disaster Case Management Program (DCMP) promotes a whole community approach through funding support to voluntary, faith-based and nonprofit organizations. The DCMP is a supplemental program that promotes: (a) effective delivery of post-disaster case management services, (b) partner integration, (c) provider capacity building, and (d) State level program

development. The program provides funding and technical assistance, when requested and approved, to ensure holistic services to disaster survivors.

DCM is a time-limited process that involves a partnership between a case manager and a disaster survivor “client” to develop and carry out a Disaster Recovery Plan. This partnership provides the client with a single point of contact to facilitate access to a broad range of resources. The process involves an assessment of the client’s verified disaster-caused unmet needs, development of a goal-oriented plan that outlines the steps necessary to achieve recovery, organization and coordination of information on available resources that match the disaster-caused unmet needs, the monitoring of progress toward reaching the recovery plan goals, and when necessary, client advocacy.

The request for the Disaster Case Management Program, will be initiated by the Governor, and may be requested as part of the Request for a Presidential Disaster Declaration that includes Individual Assistance (IA), or by written request to the FEMA Federal Coordinating Officer (FCO) within 15 days of the date of declaration. A State DCM Grant Program application may be submitted to the FCO within 60 days from the date of declaration. For the Disaster Case Management Program to be successful, it is important that there is close coordination with other Human Services group plans including, Disaster Assistance Centers, Mental Health, Housing and Unmet Needs plans. The Disaster Case Management Program is managed by the Division of Homeland Security and Emergency Services.

### **3.3 Interagency Assistance**

The Human Services Branch has not identified any specific pre-arranged agreements or memorandums of understanding in place between the Human Services Branch and other functional branches.

In disaster situations it is the responsibility of the State Office of Emergency Management through activation and management of the Emergency Operation Center (EOC) to maintain a listing of pre-established mutual aid agreements, contracts for services or compacts. These agreements will be documented in the respective plans and Guides to the State Comprehensive Emergency Management Plan.

#### **Interstate Mutual Aid/ Emergency Management Assistance Compact (EMAC)**

Members of the Human Services Branch or Functional Groups may be provided with an opportunity on a voluntary basis to participate in potential deployments to other States through the Emergency Management Assistance Compact (EMAC). The State Office of Emergency Management, as the coordinating entity will be responsible for identification of potential opportunities to provide assistance to fellow States, and will be responsible for providing notification to the Human Services Chair once there is a validated request for these resources, which in turn will be routed to the respective Functional Group(s).

The State Office of Emergency Management will open an event in NY Responds and notify agencies of the opening of the incident, in the event that a State is requesting assistance through EMAC.

Branch directors and Functional Group leaders are encouraged to monitor NY Responds for information on the status of requests.

In the event that a request is obtained for Human Services related missions, a representative from SOEM will notify the Human Services Chair. The Human Services Chair will make the determination which functional groups the request will be routed to. The Group Leaders will make the determination to disseminate the request internally to their staff and/or route the request to member agencies.

Many requests for resources may be needed in a very short timeframe, therefore timely processing of requests is critical.

Once requests have been disseminated to member agencies to canvas their group members, the Functional group leaders will provide correspondence to the Human Services Chair or designate, who will coordinate with SOEM to ensure that the ticket in NY Responds is accurately updated to account for actions taken by the agencies.

In the event that the State and agencies have identified staff that are interested in accepting an EMAC mission, the agencies will need to ensure that deployment is agreed to by the appropriate supervisors and leadership of the respective agency. Once authorized to potentially participate in a deployment, a listing of individuals with contact information will be provided to the Human Services Chair and SOEM.

In the interim, SOEM staff working on EMAC missions will maintain updates on the status of requests, to ensure that they are not assigned to other States in the interim as agencies are working the requests. In the event that a request has been filled or cancelled, SOEM will immediately notify the Human Services Chair, so that information can be routed to all agencies that were routed a copy of the request.

Likewise, the State may also place requests for assistance as part of the EMAC to receive resources to support Human Services functions from representatives of other states. An example of this might be the request of an EMAC team to support Mass Care activities. Should it be identified that additional support is required that cannot be met with the existing resources of the State, then the EMAC request will be generated by the requesting group or branch and as appropriately coordinated through the EOC for processing and authorization.

**Intrastate Mutual Aid:**

Recently Section 29-h has been added to New York State Executive Law, Article 2-B. This section of law creates an intrastate mutual aid program to complement existing mutual aid agreements in the event of a disaster that results in a formal declaration of an emergency by a participating local government. This

program includes all jurisdictions unless they specifically opt-out in writing and is only available when there is a locally declared emergency. Current limitations of the IMAP include Liability (beyond local jurisdictions existing coverage) and Credentialing.

### **3.4 Activation/Notification**

The State Office of Emergency Management, serving as the Chair to the Disaster Preparedness Commission and State Coordinating Officer (SCO) for disasters, through consultation with the Governor's Office will direct and implement State response activities as identified in the New York State Comprehensive Emergency Management Plan. Depending on the nature and scope of the incident or event, participation from state agencies may vary.

The State Watch Center (SWC) is responsible for providing initial notification to agencies in the event of a disaster/incident. In general, this communication is based upon a prioritized call-out structure that has been established for each agency. This includes contacting the designated Agency liaisons and alternates.

If it is determined that the State will be activating the Emergency Operations Center, the State Watch Center will send out a blast notification message to each of the respective agencies that will be required to report to the State EOC. Activation can consist of a limited number of agencies being activated or all Agencies being activated. When the state agencies that make up the leadership of Human Services Branch are activated independently, it should not be assumed that the Human Services Branch has also been activated.

If there is an event or incident that the State identifies will require additional coordination among agencies for Human Services functions, an additional notification may be made from the State Office of Emergency Management to the Chair of the Human Services Committee and the DHSES Chief of Individual Assistance, to activate one or more Human Services Group functions. Once contact is made to the Human Services Group Leaders, they in turn will make the appropriate notifications to member agencies.

In either case, a clear message will be provided by the State Watch Center (SWC) or from the Operations Section Chief regarding the nature of the activation.

In the event that agency representatives have been activated and the incident escalates requiring the activation of the Human Services Branch and any of the respective groups, each human services agency should look to obtain additional resources, so both functions can be carried out independently.

The State Emergency Operations Center operates under three different levels of activation. These levels are as follows:

Level III: Limited Activation (enhanced operational posture and OEM staff, a few key agencies. OEM in conjunction with the Functional Branch lead will assess functional group activation needs.)

Level II: Partial Activation (additional state agencies called in, operating for 2 12-hour shifts if needed. Functional groups reporting to the EOC and pre-positioning of HS resources)

Level I: Full Activation (all DPC agencies activated, integration of federal partners into the EOC and Human Services Branch and Groups)

## SECTION IV –OPERATIONS

### 4.1 Mobilization

#### *Planned/ Notice Events*

The Human Services Branch will be convened upon initial notification from the State Emergency Operations Center, Operations Section Chief or Emergency Operations Center Manager. The notification will be made to the Human Services Committee Chair or assigned designate. Once mobilized the Human Services Committee chair will transition into the role of the Human Services Branch Director, under NIMS-ICS.

Upon notification, the Human Services Branch Director will be provided with a briefing of the situation and other operational components and requirements. Based upon the situation, it will be at the discretion of the Operations Section Chief in consultation with the Human Services Branch director to make the determination on which Human Services Groups will be activated to support the event.

Once identified, the Human Services Branch Director will establish communications or delegate notification to the appropriate Group Supervisors (Sub-committee leaders), who in turn will be responsible for communicating with and convening members of the Group to the designated reporting location.

These Group supervisors will be responsible for contacting members, and preparing a staffing roster for group members based upon the operational periods designated by the EOC Manager.

Depending on the scope and severity of the incident for which the Human Services Branch and Groups are being activated, it may be necessary to establish Units, within each of the respective Groups to support specific functions of the groups. In this case, these units will be responsible for reporting to the Unit Leader, who has the responsibility for reporting to their respective Group Supervisor.

Human Services Branch and Groups should be advised that the plans related to Coastal Storms/ Hurricanes have a fairly aggressive forward-leaning readiness

posture, that initiates coordinative and response actions as early as 120 to 144 hours in advance of the arrival of tropical storm force winds.

Graphics representing the notification process are included in **Attachment 6** of this plan.

#### No-Notice Events

Notification processes in No-notice events will be initiated through the New York State Emergency Communications Center (State Watch Center (SWC)), which is staffed 24 hours a day. In the event of a no-notice event, the State Watch Center (SWC) will send out a blast notification to state agencies advising of the situation and staff reporting requirements for the State Emergency Operations Center. Agencies notified for non-notice events will be serving the role as Agency Representatives. Depending on the scope and magnitude of the event, it may be determined that the Human Services Branch will be activated.

Graphics representing the notification process are included in **Attachment 6** of this plan.

## **4.2 Continuing Operations**

The Human Services Branch members that have been activated will operate in accordance with the operational periods established by the Emergency Operations Center Manager, as identified in the Incident Action Plan (IAP). The Human Services Branch functions, which are designed to support strategic planning initiatives for the event, will take place in a location separate from the State Emergency Operations Center, although, there will still be coordination between the Agency Liaisons in the EOC and the branch. Space has been designated in the LL129 and LL131 for the Human Services Branch and Groups for use during disaster situations. The Human Services Branch has requested from the State Office of Emergency Management, permanent assignment of space for use in disaster situations,

The Human Services Branch members and Functional Group members will be responsible for supporting and monitoring the incident management system in place in the State Emergency Operations Center, called NY Responds. As identified in the training section of this guide, all Human Services Branch and Functional Group members are encouraged to be trained in the use of this system. The NY Responds application is a web-based portal that will be used to monitor assignment of requests to the Human Services Branch, report updated status of requests and to submit reports and activities of the Branch.

The NY Responds application includes a Status Board area of the application that allows users to monitor the most active messages, graphics and information related to the incident to provide situational awareness.

When resources are requested to provide support to the response, or if information is being reported or offered, this information is provided through creation and subsequent updates of requests within the NY Responds application.

The NY Responds application is also used to submit Agency and Branch Situation Reports which are part of the overall incident's Situation Report or Executive Situation Reports (ESRs) that are provided at set points within the operational periods on the response.

At the discretion of the Human Services Branch Director, supporting positions may be established to support the Branch operations. This includes the establishment of a Human Services Branch Deputy Director, and a Computer Operator for NY Responds. Additionally, the Human Services Branch may activate additional personnel to support Human Services logistics functions to support movement of resources and supplies to support any of the Human Services Groups.

Roles and responsibilities of the HS Branch Deputy Director and Computer Operator are located in the job aid attached to this guide.

All other specific meetings, conference calls, etc. conducted during the response operations will be conducted in accordance with the reporting schedule and meeting schedules set in place for the incident, and will be specific to the incident.

#### **4.3 Demobilization**

Due to the specific-functions that are carried out by the various human services groups, it is expected that groups will not be activated for the same duration, and that each individual group will be responsible for conducting demobilization actions in accordance with each group's respective Standard Operating Guide and demobilization plan.

It is important to note that the Human Services Branch will remain active, as long as any of the human services group(s) remains activated. This may include the leader of any of the active groups representing the branch. Final demobilization of the branch will be determined by the Division of Homeland Security and Emergency Services after consultation with the Human Service Branch. Human services may be the most challenging as well as rewarding functions, and it is the goal of the human services branch to transition from emergency operations, to recovery operations as quickly as possible, and to provide support through the recovery process to ensure that disaster survivors can recover as much as possible to pre-disaster conditions.

Due to the staggered nature of the human services response and recovery timeline, demobilization planning will take place early on in the incident. Many of the human services functions are driven by mission or resource requests, and volume of flow of missions, cases, and activities are good indicators in identifying the appropriate time for demobilization to occur. Additionally, an overabundance of underutilized activated resources may be a sign for demobilization activities to ramp-up.

Our resources are our greatest asset, and as such, the demobilization of the human services group will be structured and retain accountability of all personnel from assignment back to their respective agency location.

Under the normal Incident Command System structure, the Planning section, specifically the demobilization unit is tasked with the development of a demobilization plan. It is most likely that for the response phase of the emergency operations, the planning section will be tasked with carrying out this function, and demobilizing Human services Branch and/or Group functions. However, since the majority of human services function will extend well beyond the response and into the recovery phase, it is anticipated that the Planning section may be demobilized prior to the cessation of Human Services functions and as such, the demobilization and notification of the human services branch and functional groups will be at the discretion of the Recovery Section Manager, after consultation and analysis of recovery operations.

Once the decision has been made to demobilize any individual staff, human services functional group or groups or the branch as a whole, the following steps will take place:

- 1) Remaining active groups will make sure any open items are transitioned accordingly to Unmet needs or Disaster Case Management Personnel to retain long-term visibility of open needs.
- 2) All resources will be accounted for and returned to inventory or the agency with ownership of those resources.
- 3) All supporting documentation will be retained in accordance with record management protocols and schedules as set forth by the state.
- 4) Following demobilization, groups individually, collectively as part of the branch, and also as part of the overall response may participate in after-action reporting and improvement planning activities.

## **SECTION V – RECOVERY**

### **5.1 Purpose**

The Human Services Branch and associated Groups serve a vital role in the response, recovery and restoration of a community following the impact of a disaster. Although there are no clearly defined boundaries to identify when a response is over and transitions into the recovery phase, for the purpose of this Standard Operating Guide, Short-term recovery functions will commence once life-safety systems in the impacted community are restored, and focus can transition to the restoration of essential services. Once essential services have been fully restored, the short-term recovery transitions to long-term recovery.

It is critical to note that any event impacting multiple communities, there may be response operations on-going in some communities while others may have transitioned to recovery functions. This relates to the severity of impact on a community, the strength of the response organization locally and the resources they are able to provide.

The duration that the human services branch is active will depend on the magnitude of the event, but in comparison to the response and recovery roles of other Functional Branches as identified in the State Comprehensive Emergency Management Plan (CEMP), the Human services branch will typically be activated for the longest period, functioning from preparedness through long-term recovery.

## 5.2 Roles and responsibilities

It is anticipated that many of the Human Services Groups will be involved in recovery functions once emergency operations transition to recovery functions. The following is a listing of the Human Services Sub-Committees, with roles and responsibilities that will most likely remain active through the recovery process. While activated for recovery operations, reporting will be from the Group Supervisors to the Human Services Branch and up to the Recovery Manager.

### **Mass Care Support Group:**

Emergency sheltering and feeding operations will begin to transition to the interim and long term recovery efforts. The Mass Care Support Group (MCSG) will integrate shelter and feeding operations into the local and county emergency response frameworks and/or work to merge spontaneous shelter operations with pre-identified shelter locations.

Working with the State/Federal Disaster Recovery Center (DRC)/Disaster Assistance Service Center (DASC) group, MCSG will ensure that

- Center locations and FEMA registration information is disseminated to appropriate parties;
- Integrate the use of Shelter Management Teams when available and where possible;
- Continuously identify acute issues that may require specific or additional assistance and transition such cases to the appropriate agencies, Unmet Needs Branch and/or Disaster Case Management (when available) to ensure appropriate information and resource availability will be shared with local sheltering partners to provide to affected individuals and families.

The MCSG will work with Long Term Housing Group to ensure that individuals in shelters receive information and are able to register or apply for individual funding resources as well as with the FEMA Transitional Sheltering Assistance (TSA) ([http://www.in.gov/dhs/files/dad\\_trans\\_sheltering\\_asst.pdf](http://www.in.gov/dhs/files/dad_trans_sheltering_asst.pdf))

**Disaster Assistance Center Group:** The Disaster Assistance Center Group provides a one-stop source for impacted communities and residents to obtain information on the programs at the Local, State, and Federal level to assist residents with the recovery process and getting “back to normal”.

The Disaster Assistance Center group is usually activated following the Preliminary Damage Assessment (PDA process). If the opening of Disaster Assistance Centers coincides with a Federal Declaration from the President, then these Centers will be opened as Disaster Recovery Centers (DRCs). If the State

working with the Local Government opens an assistance site in advance of the Federal Government, these sites will be referred to as Disaster Assistance Service Centers (DASCs).

In both cases, these facilities to some extent will be based upon volume of service and registrations. Those communities that have sustained the greatest damages can expect to see Disaster Assistance Centers active for up to a month, before transitioning to SBA Disaster Loan Outreach Centers if, an SBA declaration is awarded. Activities conducted by the Disaster Assistance Center Group will be managed by the Group Supervisor. The Group Supervisor will report activities through the Human Services Branch to the Recovery Manager.

**Mental Health Group:** The Mental Health Group (MHG) provides emotional and psychological assistance to those individuals that are coping with the effects of a disaster. The Mental Health group supports immediate, short-term crisis counseling and ongoing support for the emotional recovery of survivors of trauma and disasters. Community outreach activities may need to be undertaken to seek out and provide services to those affected by a disaster, working in coordination with and through the Local Jurisdictions.

- The Crisis Counseling Program (CCP) is a program of disaster mental health services funded through the Federal Emergency Management Administration (FEMA) and administered by the Substance Abuse and Mental Health Administration's (SAMHSA) Center for Mental Health Services (CMHS). The Mental Health Group will support the application and oversight of the FEMA Crisis Counseling programs (Immediate Services and Regular Services Programs) which will run for a period of up to 60 days, and nine months respectively following the disaster declaration.
- The Mental Health Group is led by the Group Supervisor who has the responsibility to report to the Human Services Branch Director.

**Long-Term Housing Group:** The Long-term Housing Group generally will become activated later in the response process as individuals that have sustained significant damage to their dwellings need to be provided with longer term housing solutions. In general, as the Mass Care Support Group activities begin to wind down, the Long Term Housing Group functions start to ramp up. The Long-term housing group assists with the administration of programs to facilitate the placement of individuals in housing or rental options following a disaster. Housing needs may be identified through the Disaster Assistance Center, and it is anticipated that individuals working to replace or reconstruct damaged dwellings may encounter unmet needs. For this reason close coordination with the Disaster Assistance Center Group and Unmet Needs Group is necessary.

**Unmet Needs Group:** The Unmet Needs Group is an established structure to facilitate the sustainable long-term recovery of a disaster-affected community on a

case-by-case basis. The Unmet needs group serves as a “catch-all” for disaster survivors that have been searching for assistance without avail. The Unmet needs group will work collaboratively with case management providers to determine the most effective way to support disaster survivors in attaining long-term, sustainable recovery from their disaster-caused needs. The Unmet Needs group will work closely with local county partners to identify options and resources to attempt to return each case to their pre-disaster status.

**Disaster Case Management:** The FEMA Disaster Case Management Program (DCMP) is a supplemental program that promotes:

- (a) Effective delivery of post-disaster case management services,
- (b) Partner integration,
- (c) Provider capacity building,
- (d) State level program development.

The program provides funding and technical assistance (when requested and approved), to ensure holistic services to disaster survivors. For the Disaster Case Management Program to be successful, it is important that there is close coordination with other Human Services group plans including, Disaster Assistance Centers, Mental Health, Housing and Unmet Needs plans. The Disaster Case Management Program is managed by the Division of Homeland Security and Emergency Services.

## **SECTION VI – ADMINISTRATIVE**

### **6.1 Meeting Schedule**

The Human Services Committee will meet the second Monday every quarter, starting in January– weather permitting. Steering Committee meetings will be facilitated by the Chair of the Human Services Committee or designate, at dates and times agreed upon by the Steering Committee members. In general, a meeting will be coordinated between committee meetings to discuss and finalize the agenda, and immediately following the committee meetings to compile and task action items..

Each of the respective Sub-committees to the Human Services Committee are encouraged to implement routine meeting schedules with group member for the purpose of discussing new initiatives, items and making necessary revisions to plans and operating guides.

To maximize participation in the Human Services Committee Meetings, the various State Office of Emergency Management Regions will be provided with meeting information, and are encouraged to have a representative(s), from their region participate in the calls to 1) provide a report out on any regional activities, specifically those involving Human Services and support of Emergency Support Function # 6 and 2) to facilitate the flow of information from the State to local partners enhancing the communication and collaboration between partners.

## **6.2 Plan Update and Maintenance**

The Human Services Standard Operating Guide will be reviewed on an annual basis and updates to the SOG will be provided from the Human Services Chair to the Disaster Preparedness Commission Chairman for approval and adoption. All revisions to the HS Branch SOG will be performed by the Office of Temporary and Disability Assistance. Any suggested revisions to the HS Branch SOG (with the exception of dynamic changes, like contact information) will be submitted in writing to the Human Services Steering Committee for discussion at the next scheduled Steering Committee Meeting.

The *State Office of Emergency Management* as operational arm of the Disaster Preparedness Commission will retain the master copy of the Human Services Standard Operating Guide in electronic and hard-copy format.

The *Office of Temporary and Disability Assistance* will also retain a current version of the plan in electronic and hard copy format. The plan will be provided to the Human Services Steering Committee Members, once approved and adopted by the Disaster Preparedness Commission.

In addition to the retention of the Human Services SOG, each Human Services Group on an annual basis will be required to forward their updated Group SOGs to the Human Services Committee Chair (Office of Temporary and Disability Assistance). Once received, the revisions will be reviewed among the Human Services Steering Committee. Revisions, if necessary, will be provided back to the respective group for update. Updated versions will be re-submitted to the Steering Committee again for approval. Upon approval from Steering Committee Members, the final plan will be submitted to the Human Services Chair for adoption.

All revisions required to any of the Group SOGs will be performed by the Group Supervisor, or designate, and it is the responsibility for each Group within the Human Services Branch to maintain their respective Guides or appendices and ensure that all group members are aware of their roles and responsibilities in executing the plan.

## **6.3 State Watch Center (SWC) Procedures**

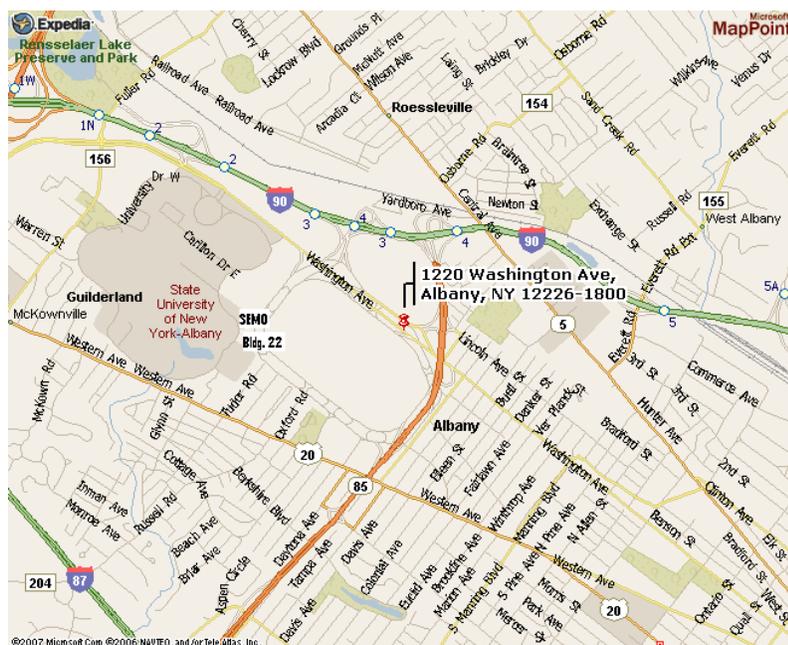
The State operates under the National Incident Management System (NIMS) and utilizes the Incident Command System for incident management. Members of the State Agency are expected to be aware of their roles and responsibilities in addition to smoothly integrating into the response and recovery structure. Specific information on roles and responsibilities of Human Services functions has been included as an attachment to this document.

## **6.4 Locations & Directions**

The Human Services committee meets on a routine schedule to bring together members of the Human Services Steering Committee. The committee meetings are hosted by any of our member agency partners. Human Services Committee meetings are currently taking place at the American Red Cross, Northeastern NY

Chapter Office located at 33 Everett Road, Albany, NY 12205. The Steering Committee meetings are currently being hosted by the Chair agency and are conducted at the OTDA Warehouse, 93 Broadway, Menands, NY 12204.

The State Emergency Operations Center is located in Building # 22- the Public Security Building on the Averill Harriman State Office Campus located at 1220 Washington Avenue, Albany, NY 12226. During activations of the Emergency Operations Center, the Human Services Branch or any of the Groups, while supporting the activation may be assigned space at the State EOC or a nearby location to support our response. This may include any of the conference room space available.



## 6.5 Parking and Credentials

All individuals that will be responsible for participating in the incident either during Emergency Response Operations or Recovery Operations will be required to adhere to parking and credential requirements in place for the Emergency Operations Center.

The State Emergency Operations Center is located in Building 22 on the Harriman State Office campus located at 1220 Washington Avenue, Albany New York 12226. The State Emergency Operations Center is located on Sub-floor 1 of the Public Security Building which houses staff from the Division of Homeland Security and Emergency Services and Division of State Police.

Parking lots in the immediate vicinity of the Emergency Operations Center are Lot S and Lot AA. Authorized users of this lot are required to have a parking sticker visible in their car or hanging from the rearview mirror. All visitors to the facility will be required to park in the designated visitor spots within these lots.

Depending on the size of the activation, responding staff may also be requested to use remote parking lots with provided transportation shuttles. Staff reporting to the Emergency Operations Center should follow guidelines and instructions provided by DHSES.

All members will be required to access the building from the Main entrance and sign-in with the State Trooper at the front desk. Members will be required to display valid identification, check-in, and will be required to obtain a visitor pass before proceeding to the Emergency Operations Center.

Upon access to the Sub-floor all members participating in the response and/or recovery operations will be required to Check-in at the front Desk located on Sub-floor 1, before proceeding into the Emergency Operations Center. The Check-in Desk should be staffed with a member from the Planning Section.

Depending on the magnitude and expected duration of the response, Identification badges may be generated by SOEM Logistics section specifically for the response. Identification badges are to be visibly displayed at all times. In the event that incident specific badges (generally for long-term campaigns) are not generated, Employees State Identification and visitor badge will be adequate.

Upon the conclusion of the individuals shift, staff members are reminded to check-out at the front desk and to return badges at the State Police Desk in the main lobby. This will ensure that accurate representations of personnel are accounted for.

## **6.6 Meals/Transportation/Lodging**

In general, it is expected that meals will be provided for emergency operations while the State Emergency Operations Center is activated. As EOC staff begin demobilization, it is likely that Human Services staff may still be activated and supporting the response and recovery. Staff should be prepared to provide for their own meals once the main EOC floor is demobilized.

State Agency staff that are deployed to other locations and are in travel status, will be eligible for reimbursement of such expenses in accordance with the State Travel Policy. As with all disasters, agencies may implement their own tracking and accounting mechanisms for the tracking of related costs and expenses. Agencies are expected to adhere to the guidelines established by your respective agencies, or guidelines issued specific to the incident or disaster response. In general, each agency that is deploying personnel should be planning for the meals, transportation and lodging needs of their staff.

Some field locations may be providing meals, if there are limited local resources or if off-site meals will impact site operations. When meals are provided, daily per diem rates do not apply, and reimbursement will be on a per meal breakdown. Additionally, other partners at the federal, or non-governmental level may be implementing different travel policies, so guidance should be sought from the

designated State OEM / Logistics function regarding meals and expected reimbursement.

## 6.7 Training

Through the New York State Office of Counter Terrorism, all “first responder” agencies (including fire, law enforcement, HAZMAT, emergency medical, public works, public health, emergency communications, emergency management, and other agencies involved in disaster preparedness, prevention, response and recovery activities), have received direction to support the nation– wide implementation of NIMS.

Members that report under the Human Services Branch for both response and recovery activities are required to meet the minimum training prescribed in guidance documents found on-line with the New York State Office of Emergency Management website at:

<http://www.dhSES.ny.gov/training/NIMS/strategy.cfm>

In general, members of the Human Services Branch and associated groups will be responsible to complete the following training requirements, to meet the minimal requirements of the National Incident Management System (NIMS):

IS-100	<a href="#">Introduction to ICS</a>
IS-200	<a href="#">ICS for Single Resources and Initial Action Incidents</a>
IS-700	<a href="#">National Incident Management System (NIMS): An Introduction</a>
IS-800	<a href="#">National Response Plan (Framework): An Introduction</a>

Additionally, all Branch Directors and Group Supervisors for Human Services will also be required to complete the following Incident Command System Courses:

I- 300	Intermediate ICS
I- 400	Advanced ICS
I- 401	Multi-Agency Coordination

Executive Leadership from agencies that are part of the Human Services Cluster should be encouraged to complete an Incident Command System course for Executives (I-402). This course may also be completed on a refresher basis.

In addition to the above curriculum, it is suggested that members serving roles as Agency Representatives and Group Supervisor roles for Human Services also participate in the following courses offered in both the classroom-led (G) and independent study (IS) format.

G-235	Emergency Planning
G-240	Leadership and Influence

In addition to these general courses, some members may have taken advanced level Incident Command System Training, and Job-Specific ICS training courses. Additionally, all members that will be reporting to the Emergency Operations Center will be required to have training utilizing the Emergency Operations Center Incident Management Software, NY Responds. Several applicable independent Study courses are offered through the Emergency Management Institute Independent Study Program including the FEMA Professional Development Series. Committee members may elect to take any of these courses designed to enhance program and service delivery.

<a href="#"><u>IS- 197</u></a>	<a href="#"><u>Special Needs Planning Considerations for Emergency Management</u></a>
<a href="#"><u>IS- 197</u></a>	<a href="#"><u>Special Needs Planning Considerations for Service and Support Providers</u></a>
<a href="#"><u>IS- 244</u></a>	<a href="#"><u>Developing and Managing Volunteers</u></a>
<a href="#"><u>IS- 288</u></a>	<a href="#"><u>The Role of Voluntary Agencies in Emergency Management</u></a>
<a href="#"><u>IS- 366</u></a>	<a href="#"><u>Planning for the Needs of Children in Disasters</u></a>
<a href="#"><u>IS- 403</u></a>	<a href="#"><u>Introduction to Individual Assistance</u></a>
<a href="#"><u>IS- 806</u></a>	<a href="#"><u>ESF #6- Mass Care, Emergency Assistance, Housing and Human Services</u></a>
<a href="#"><u>FEMA PDS</u></a>	<a href="#"><u>FEMA Professional Development Series</u></a>

It is anticipated that in 2015 training programs developed by the Disaster Assistance Center Group will be added to this listing of mandatory/ suggested training.

The Human Services Branch Director will make every effort to ensure that training opportunities are circulated to Human Services Group Leaders. All members that require training should monitor the State Office of Emergency Management training website for upcoming courses or the New York State Office of Counter Terrorism or Aware Prepare websites for course offerings.

<http://www.dhSES.ny.gov/oem/training/>  
<http://www.dhSES.ny.gov/aware-prepare/calendar/>

It will be the responsibility of the Human Services Branch to promote the participation of the Branch and related functional groups in any Federal and/or State, and local exercises that will test the overall effectiveness of the Human Services Response and Recovery.

Following Human Services responses to actual events, or Group participation in exercises, it will be the responsibility of the Group Supervisor to provide the Human Services Branch Director with an evaluation of the exercise and any relevant points or issues that will need to be addressed in the Human Services Annex or and of the Group Appendices. These items identified will be presented at the Human Services Steering Committee for discussion among the Group Supervisors.

It will be the responsibility of the Human Services Branch to analyze the human services response to events and develop appropriate policies and procedures for Human Services response, through the After Action Reporting Process and the development, as necessary, of Corrective Action Plans.

It will also be the responsibility of the Human Services Branch Director to monitor and evaluate events on an on-going basis and assemble a “Best Practices” for Human Services functions.

## **6.8 NY Responds (NY RESPONDS) Accounts**

The Human Services Branch and each of the Human Services Groups have been provided with multiple (NY RESPONDS) login accounts. Depending on the number of Group Supervisors assigned to each of the human services groups, and number of member agencies to each of the groups, the number of accounts may vary.

All accounts have been issued the standard issued passwords provided by the State Office of Emergency Management.

## SECTION VII – ATTACHMENTS

- 7.1 Attachment: Record of Changes
- 7.2 Attachment: Reserved for Steering Committee Membership & Contact List
- 7.3 Attachment: Organization Charts
- 7.4 Attachment: Job Aids by Role
- 7.5 Attachment: Schedules
- 7.6 Attachment: Sequence of Event/ Flow
- 7.7 Attachment: General Event Timeline/ Human Services Group Involvement
- 7.8 Attachment: IA/ ESF 6 Membership Roster
- 7.9 Attachment: Acronyms

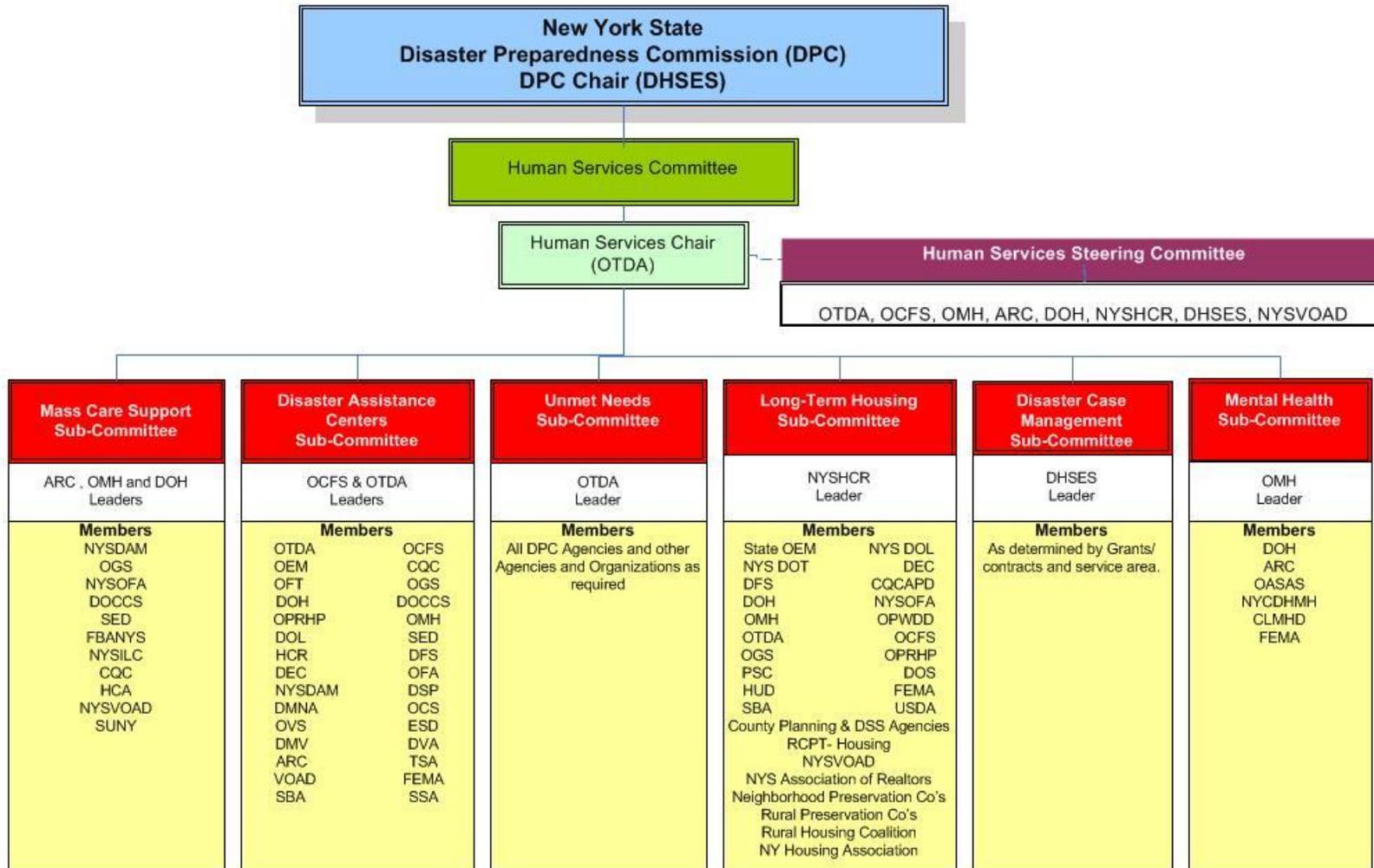
**Attachment 1: Record of Changes**

<b>Revision #</b>	<b>Modification</b>	<b>Date</b>	<b>Modified By</b>	<b>Approved</b>
001	Initial development of Human Services Standard Operating Guide to State CEMP	November 2007	OTDA	
002	Updates to SOG after SOEM Review	January 2008	OTDA	
003	Incorporated SOEM 2B Definitions	January 2008	OTDA	
004	Incorporated updated graphics into the plan. Includes Leadership contact information, updated group members, and updated activation timeline.	May 2008	OTDA	
005	Incorporated assumptions and information on response through the Emergency Management Assistance Compact, expanded the HS Schedule to include additional dates	September 2010	OTDA	
006	Leadership graphic update and administrative changes (merger and administration change). Meeting schedule update. Other graphic updates pending.	January 2011	OTDA	
007	Addition of NY RESPONDS Branch and Group Login accounts, modification of HCR Group leadership and update to OMH E-mail addresses.	April 2011	OTDA	
008	Updates to the group structure regarding the merge of the General Population Temporary Sheltering, Functional and Medical Needs Sheltering, and Food groups into a Mass Care Group	June 2012	OTDA	
009	Updates to plan – Group leader edits and EMAP updates.	January 2014	Group Leaders/ OTDA	
010	Update mental health definitions- Sections 3 and 5	January 2014	OMH / OTDA	
011	Updates- Leadership, training and logistics	March 2015	Group Leads	
012	Edits DHSES, leadership and updates NY Responds	March 2016	All	

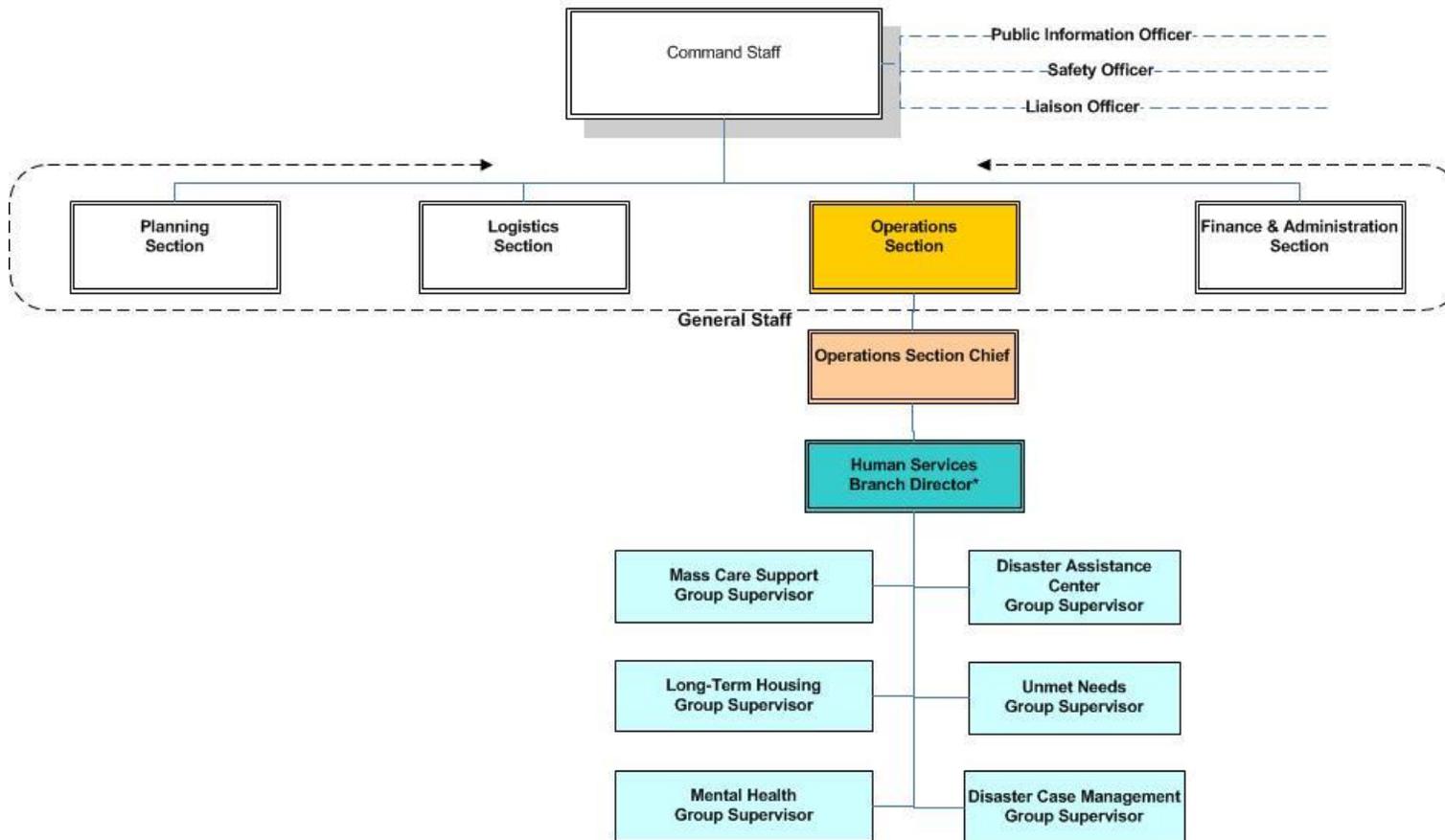
**Attachment 2: Reserved for Steering Committee Membership & Contact List**

**Attachment 3: Organizational Charts**

# NON-DISASTER OPERATIONS HUMAN SERVICES CHAIN OF COMMAND

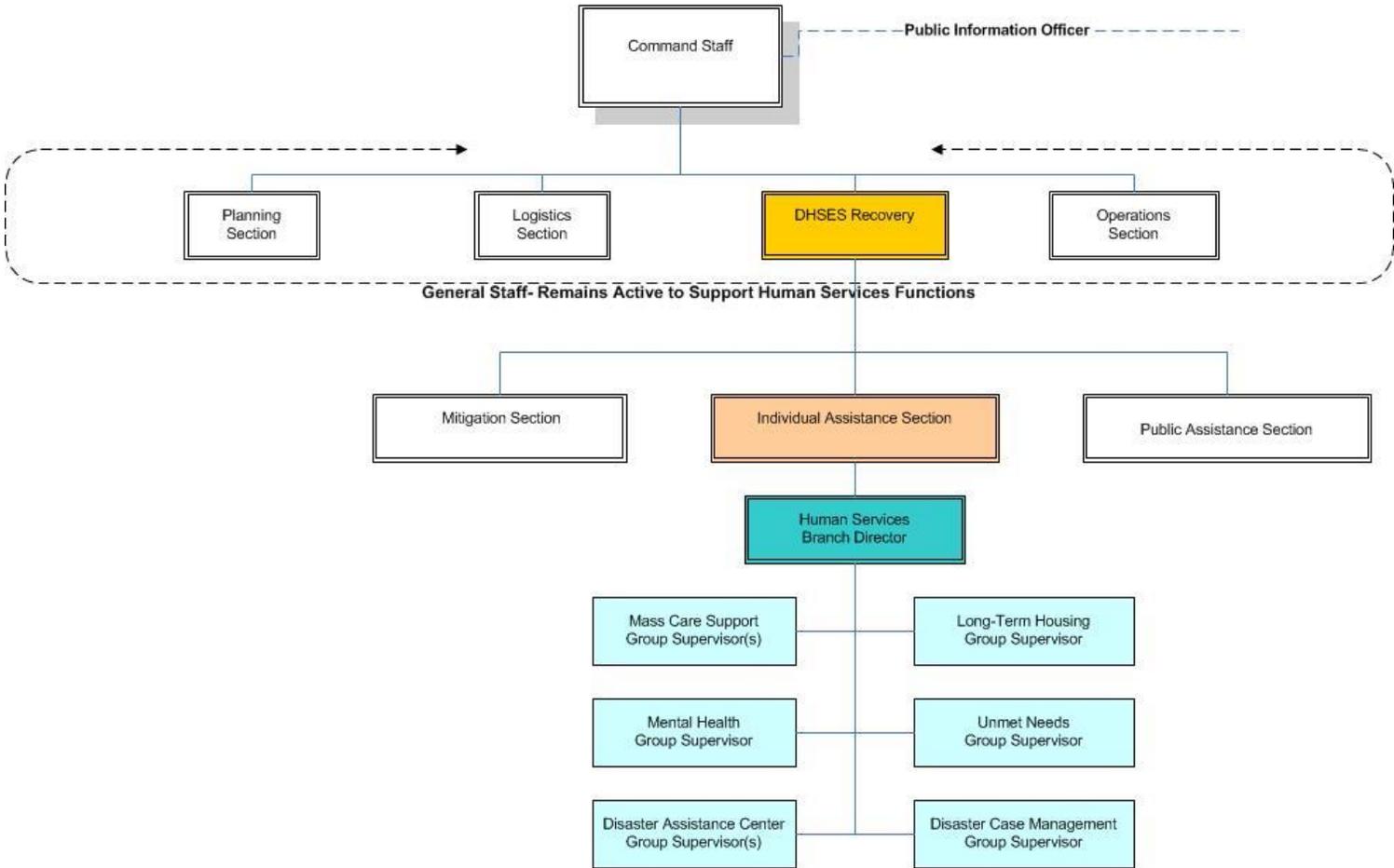


# EMERGENCY RESPONSE OPERATIONS HUMAN SERVICES CHAIN OF COMMAND



\* Human Services Chair

# LONG-TERM RECOVERY HUMAN SERVICES CHAIN OF COMMAND



## Attachment 4: Job Aides by Role

### Human Services Branch Director/ Deputy Director:

The Human Services Branch Director/ Deputy Director upon arrival

- Obtains Briefing from the Operations Section Chief during Emergency Operations, and the Recovery Manager during Recovery Operations.
- The Human Services Branch Director will retain and provide updates on resources, locations and activities underway by the Branch and subordinate groups.
- Reviews assignments for Human Services Groups and makes the necessary modifications based upon the effectiveness of the Response and Recovery operations.
- Branch Director will provide updates or changes in status to the Operations Section Chief or Recovery chief in the event that re-assignment is required.
- The Human Services Branch Director will make the determination of the general organizational structure including Human Services Groups or Divisions that may be utilized for the incident.
- Attends Operations Briefings as conducted
- Will develop tactical assignments with subordinate staff for Branch control operations.
- Will be responsible for the assignment of specific work tasks to Human Services Division (geographic area based) or Human Services Groups (Functional) Supervisors.
- Will be responsible for resolving any logistical problems that have been reported by Human Services Group Supervisors or Human Services Division Supervisors. This includes the monitoring of any communications to adequately assess the communications needs of group members. Ensuring that resources receive adequate food, liquids and rehabilitation and as necessary, requesting additional resources through the approved ordering channels.
- Will be responsible for reporting to the Operations Section Chief or Recovery Manager whenever there is a need to modify the Incident Action Plan (IAP), if additional resources are needed, if surplus resources are available and if any situation or significant event occurs during response or recovery operations.
- The Human Services Branch Director will be responsible for coordinating their activities with other Branch Directors during response operations, including the Transportation Infrastructure, Law Enforcement, Critical Facilities and Key Resources, Animal Protection, Public Health, and Emergency Services branches, if activated. During Recovery operations, the Human Services Branch Director will be responsible for coordinating with the Public Assistance Section and the Human Services and Individual Assistance Section as appropriate.
- The Human Services Branch Director will be responsible for attending planning meetings at the request of the Operations Section Chief during operations or at the request of the Recovery Manager during recovery operations.
- The Human Services Branch Director will be responsible for providing a debrief on activities prior to the end of shift with the Operations Section Chief, Planning Section Chief or the Situation Unit Leader.
- The Human Services Branch will be responsible for ensuring all fiscal accountability of resources assigned to the response or recovery operations.

- The Human Services Branch Director will document all activities on a unit log (ICS form 214), whenever necessary. All other applicable documentation will be generated from reports and information posted to New York States Incident Management System, NY Responds.

Detailed information on use of NY Responds can be provided by the SOEM operations section.

## **HUMAN SERVICES GROUP SUPERVISORS RESPONSIBILITIES**

The Human Services Group Supervisors (Functional-Based) or Division Supervisors (Geographic-Based) will be responsible for reporting to the Human Services Branch Director. Each respective Group Supervisor will be responsible for implementing their assigned portions and activities as part of the Incident Action Plan for the response operations or the recovery plan. Each Group Supervisor will be responsible for the assignment of resources within their respective Group and reporting on the progress and status of resources utilized by the group to the Human Services Branch Director.

Designated Human Services Group Supervisors will be responsible for obtaining a briefing from the Human Services Branch Director, and the previous division/ group supervisor (if a different individual was assigned). The Human Services Group Supervisors are responsible to main an accurate accountability of Group resources that have been assigned to the emergency operations and/ or Recovery operations, and the Group Supervisors will be responsible to provide direction as identified in the Incident Action Plan to subordinate staff including any designated units or member agencies.

The Human Services Group Supervisors will be responsible for reviewing assigned tasks and incident activities with subordinates, and are responsible for implementing the Incident Action Plan for the respective group. The Group Supervisor will be responsible to make changes as appropriate to the group and will ensure that the Resources Unit (Planning Section) and the Human Services Branch Director are advised of all changes in the status of resources assigned to the Group.

The Human Services Group Supervisors will be responsible for coordinating their assigned activities with the other Human Services Group Supervisors. Should any of the Human Services Group Supervisors determine they will need assistance on an assigned task, this information will be reported to the Human Services Branch Director. In the event that any unexpected, significant or hazardous event surfaces during the response or recovery operations, it will be the responsibility of the group Supervisor to notify the Human Services Branch Director.

Human Services Group Supervisors are responsible to ensure that personnel, equipment, supplies and other resources assigned to the emergency response or recovery are transported to and from their assigned location in a timely and orderly manner. It is the responsibility of the Group Supervisor to develop the appropriate documentation and plans to support the next operations period as requested, or for demobilization.

At the end of each operational period during emergency operations and recovery operations the Group Supervisor will be responsible for providing a debrief and report situational information in accordance with the reporting period provided from the Planning section. Group Supervisors will be documenting and reporting all incident specific information in the Incident Management System (NY Responds) utilized by the State of New York. This application is web-based and can be accessed in the Emergency Operations Center or remotely by authorized users.

Detailed information on use of NY Responds can be provided by the SOEM operations section.

## **GROUP MEMBER RESPONSIBILITIES**

The following responsibilities apply to all members that will be participating in any Human Services Groups during emergency operations or recovery operations. All Group Members will be responsible for reporting to the Group Supervisor.

As a group member, you will receive your assignment, notification, reporting location, reporting time, and travel instructions from your Group Supervisor. Upon arrival at the incident, designated location or Emergency Operations Center, you will be required to check in at designated check-in locations. At the State Emergency Operations Center, this is the Front Desk on Sub-floor 1. The State Emergency Operations Center and public safety building is a secure facility, and all persons reporting to the Emergency Operations Center will be required to enter through the main doors at the front of the Building and provide Photo Identification to the State Police. You will then be provided access to the State EOC (located on Sub-floor 1)

Group members after checking in will report to the Emergency Operations Center Manager and then to their respective Human Services Group Supervisor. The Group Supervisor will then be responsible for providing a briefing to all group members, and work materials, as necessary. If the incident warrants the establishment of units operating within the Group, the Unit Leaders should be prepared to organize, assign and brief all subordinates. Unit Leaders would be required to report to the Group Supervisor, and any members assigned to a Unit are required to report to the designated Unit leader.

All Group members will be required to use clear text and appropriate ICS terminology for all communications and transmissions taking place with other members working the incident.

Using the NY Responds application, all group members will be responsible for reviewing tickets or requests for information, resources, any other needs and reports posted. It is the responsibility of group members to ensure they are trained in NY Responds, and are familiar with the processes and procedures to view and post and update information as necessary. This data will be accessed by other members supporting the incident.

Group members will be responsible for ensuring continuity from operational period to operational period by ensuring that group members provide entry and exit briefings to relief staff. Group members are also required to adhere to mobilization and demobilization orders and instructions provided from their Group Supervisor.

Detailed information on use of NY Responds can be provided by the SOEM operations section.

## **AGENCY REPRESENTATIVES/ AGENCY LIAISONS**

The New York State Emergency Operations Center during normal disaster or planned events may request a representative from various State Agencies to report to the emergency operations center. The Agency Representative is an individual assigned to an incident from an assisting or cooperating agency. It is assumed that the individual representing the Agency has the authority to make decisions on matters affecting that agency's participation at the incident. It is the responsibility of the Agency representative to report to the Emergency Operations Center Manager in the absence of an assigned Liaison Officer. As Agency Representatives, the major responsibilities include:

- Ensuring that all of their agency resources have completed check-in at the incident.
- Obtain briefings from the Emergency Operations Center Manager
- Informing agency personnel on the incident that the Agency Representative position has been filled.
- Attending planning meetings as required.
- Providing input to the planning process on the use of agency resources unless resource technical specialists are assigned from the agency.
- Cooperating fully with the Emergency Operations Center Manager, the Command and General Staff on the agency's involvement at the incident. This includes using the Incident Management System, NY Responds to provide updates on all agency activities, and submitting situation reports in accordance with the prescribed reporting period established for the operational period.
- The General oversight of the well-being and safety of personnel from your agency assigned to the incident
- Advising the Emergency Operations Center Manager of any special agency needs, requirements, or agency restrictions.
- Establishing a pre-arranged schedule to report to agency dispatch or headquarters
- Verification that all agency personnel and equipment are properly accounted for and released prior to departure.
- Verifying that all required agency forms, reports, and documents are complete prior to departure. These documents should be posted to the appropriate section of the NY Responds application.

Providing a debriefing session with the Emergency Operations Center Manager prior to departure, this can and may include the development of a final Situation Report in NY Responds prior to demobilization.

Detailed information on use of NY Responds can be provided by the SOEM operations section.

## **Computer Operator (NY Responds Specialist)**

The Human Services Branch Director/ Deputy Director upon arrival to the Emergency Operations Center or designated location of the Human Services Branch may place a request for a Computer Operator to assist with the management of Human Services missions and status updates.

The NY Responds application is the incident management system used in the Emergency Operations Center and is an on-line web based portal that is used by the State to provide reports and situational awareness during incidents in addition to providing task details for requests and assignments.

In the event that a Computer Operator is requested, this individual will be responsible for the following:

- Ensuring that he/she has access to NY Responds, or placing a request to SOEM Operations in the event that a login account is required
- Monitoring information posted on the Status board in NY Responds and providing updates to the Branch
- Monitoring the assignment of requests (tickets) placed to the Human Services Branch, and advising the Human Services Branch Director or Deputy Director of request details.
- Ensuring that any actions undertaken by the Human Services branch are appropriately documented in NY Responds and associated to the respective Ticket
- Compiling information from the Human Services Branch leadership to meet the reporting requirements set forth by the planning section for reports disseminated to State Executive leadership.
- Responsible for maintaining an accurate status of existing tickets in NY Responds and ensuring that all tickets that have been completed or reassigned appropriately reflect that status change.
- Ensuring that there is situational awareness maintained during shift changes for multiple operational periods, and that a briefing is provided to relief staff on the status of tickets and completed requests.
- Ensures that all meetings and briefings scheduled for the Human Services branch are disseminated to appropriate parties and updated in NY Responds.

## **Attachment 5: Schedules**

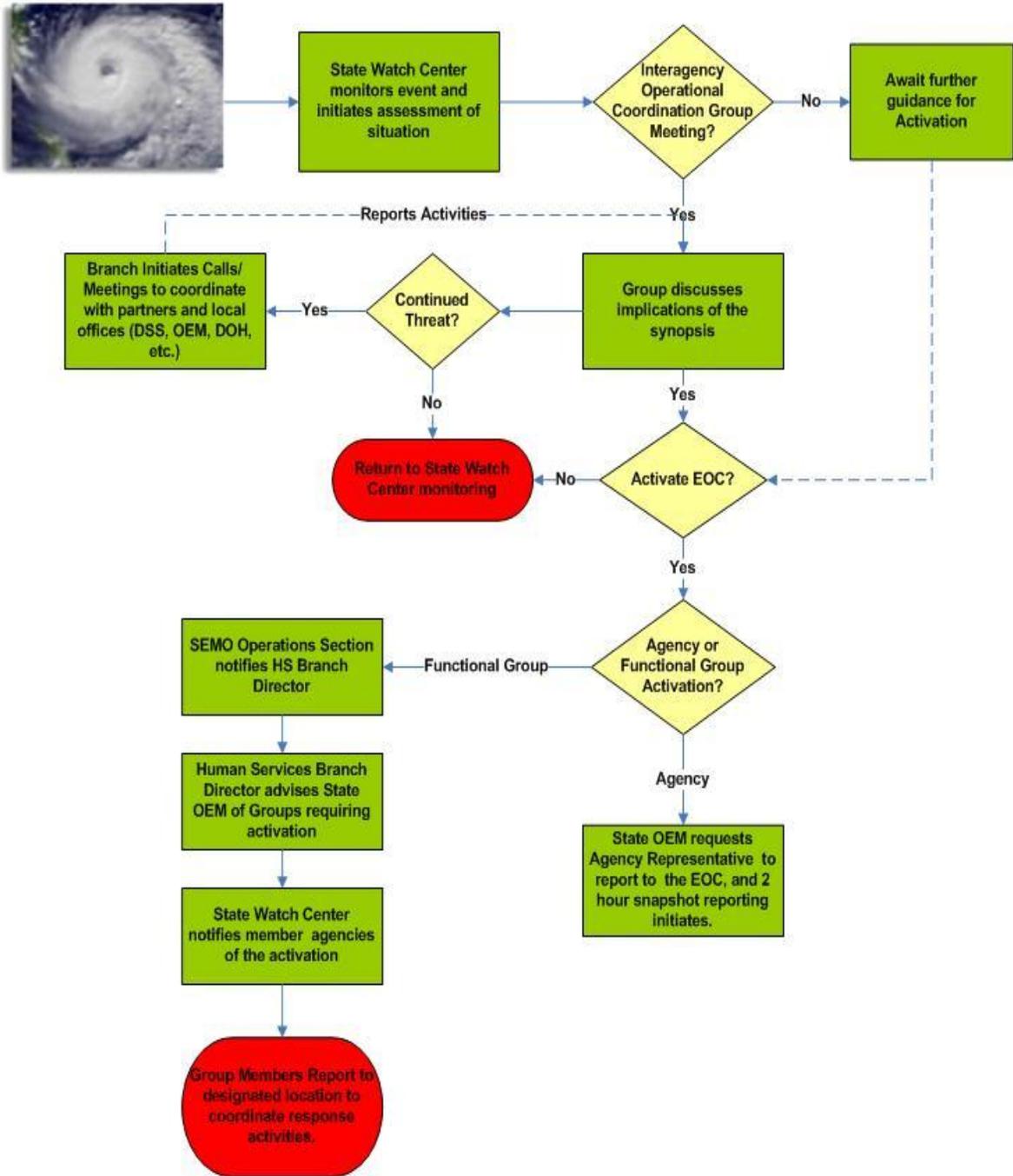
The Human Services Committee will be meeting on a Quarterly Basis. The meeting location will be at the American Red Cross, Northeastern NY Region, located at 33 Everett Road, Albany , NY 12205. Group Leaders will meet prior to and following the larger committee meetings to finalize meeting agendas, and to work on action items. The Outlook Meeting scheduler will be used for meeting notices.

In addition to the Committee and Group Leader Meetings, each group may request meetings of their members. These meetings will be coordinated directly by the respective group leader(s).

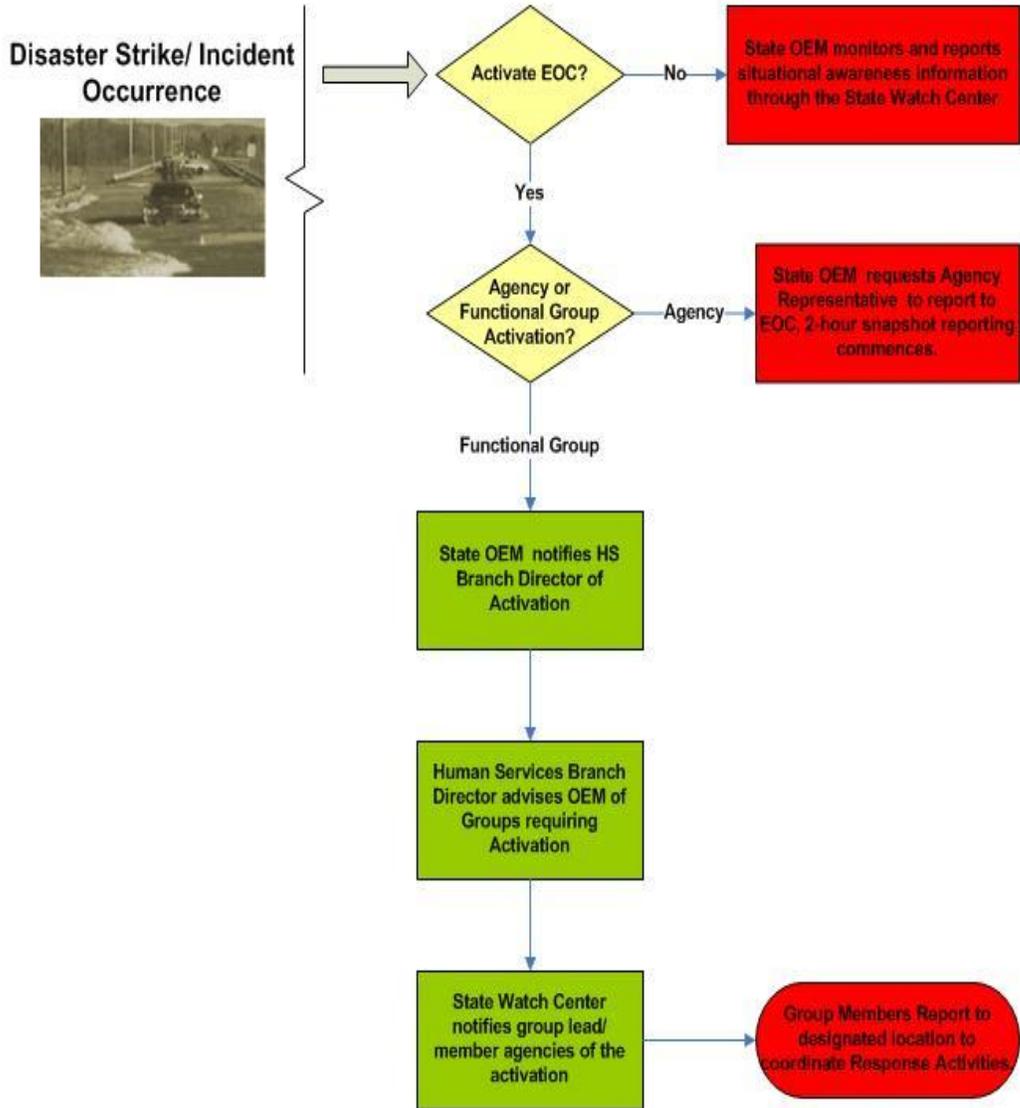
Attachment 6: Sequence of Events/ Activation Process

## HUMAN SERVICES BRANCH PLANNED EVENT ACTIVATION/ NOTIFICATION TREE

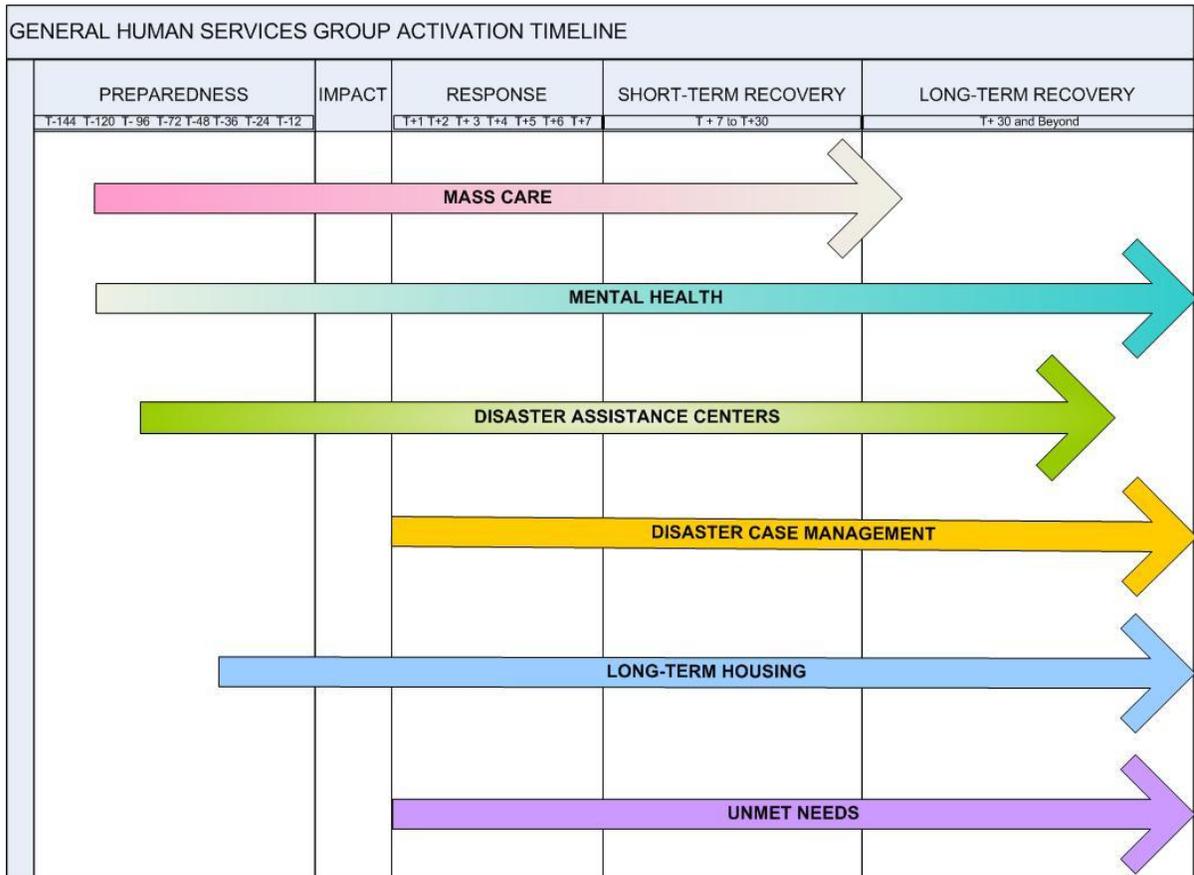
**Planned/ Notice Event**



# HUMAN SERVICES EMERGENCY OPERATIONS ACTIVATION/ NOTIFICATION TREE



**Attachment 7: General Event Timeline/ Human Services Group Involvement**



## Attachment 8: Acronyms

Acronym	Description
AAR	After Action Report
ARC	American Red Cross
CAP	Corrective Action Plan
CEMP	Comprehensive Emergency Management Plan
CQCAPD	Commission on Quality Care and Advocacy for Persons with Disabilities
DAC	Disaster Assistance Center
DASC	Disaster Assistance Service Center
DHSES	Division of Homeland Security and Emergency Services
DOH	Department of Health
DOL	Department of Labor
DPC	Disaster Preparedness Commission
DRC	Disaster Recovery Center
EMAC	Emergency Management Assistance Compact
EOC	Emergency Operations Center
ESF	Emergency Support Function
FEMA	Federal Emergency Management Agency
FNSS	Functional Needs Support Services
HCANYS	Home Care Association of New York State
HHS	Health and Human Services
HSC	Human Services Committee
HSPD	Homeland Security Presidential Directive
IA	Individual Assistance
ICS	Incident Command System
NDHS	National Disaster Housing Strategy
NGO	Non-Governmental Organizations
NIMS	National Incident Management System
NRF	National Response Framework
NYS DAM	New York State Department of Agriculture and Markets
NYSHCR	New York State Homes and Community Renewal
NYS ONCS	Office for National and Community Service ( <a href="http://Newyorkersvolunteer.org">Newyorkersvolunteer.org</a> )
OCFS	Office for Children and Family Services
OCT	Office for Counter Terrorism
OMH	Office of Mental Health
OPWDD	Office for People with Developmental Disabilities
OTDA	Office of Temporary and Disability Assistance
PA	Public Assistance
PDA	Preliminary Damage Assessment
PKEMRA	Post-Katrina Emergency Management Reform Act
POD	Point of Distribution
State Watch Center (SWC)	State Emergency Communication Center

SED	State Education Department
SOEM	State Office of Emergency Management
SOFA	State Office for the Aging
SOG	Standard Operating Guide
SRIA	Sandy Recovery Improvement Act
VOAD	Voluntary Organizations Active in Disaster

## Attachment 9: Definitions

<b>Agency:</b>	A division of government with a specific function offering a particular kind of assistance. In ICS, agencies are defined either as jurisdictional (having statutory responsibility for incident management) or as assisting or cooperating (providing resources or other assistance).
<b>Agency Representative:</b>	A person assigned by a primary, assisting, or cooperating Federal, State, local, or tribal government agency or private entity that has been delegated authority to make decisions affecting that agency's or organization's participation in incident management activities following appropriate consultation with the leadership of that agency.
<b>Assignments:</b>	Tasks given to resources to perform within a given operational period that are based on operational objectives defined in the Incident Action Plan (IAP).
<b>Branch:</b>	The organizational level having functional or geographical responsibility for major aspects of incident operations. A branch is organizationally situated between the section and the division or group in the Operations Section, and between the section and units in the Logistics Section. Branches are identified by the use of Roman numerals or by functional area.
<b>Chain of Command:</b>	A series of command, control, executive, or management positions in hierarchical order of authority.
<b>Chief:</b>	The ICS title for individuals responsible for management of functional sections: Operations, Planning, Logistics, Finance/Administration, and Intelligence (if established as a separate section).
<b>Command:</b>	The act of directing, ordering, or controlling by virtue of explicit statutory, regulatory, or delegated authority.
<b>Disaster</b>	An occurrence or imminent threat of widespread or severe damage, injury, or loss of life or property resulting from any natural or man-made causes, including, but not limited to, fire, flood, earthquake, hurricane, tornado, high water, landslide, mudslide,

	wind, storm, wave action, volcanic activity, epidemic, air contamination, blight, drought, infestation, explosion, radiological accident, water contamination, bridge failure or bridge collapse.
<b>Disaster Assistance Center:</b>	General terminology used in this plan to identify a location where individuals can seek information, support, guidance or services from State, Federal, and other disaster partners. These sites can include, but are not limited to Disaster Recovery Centers, Disaster Assistance Service Centers, and Family Assistance Centers.
<b>Disaster Preparedness Commission:</b>	Commission formed in New York State under Article 2-B of New York Executive Law. The responsibilities of the Disaster Preparedness Commission (DPC) include: the preparation of State disaster plans; the direction of State disaster operations and coordinating those with local government operations; and the coordination of federal, State and private recovery efforts. The DPC is a multi-agency commission chaired by the State Office of Emergency Management which is comprised of the commissioners, directors or chairpersons of 23 State agencies and one volunteer organization - the American Red Cross.
<b>Emergency:</b>	Under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, an emergency means any occasion or instance for which, in the determination of the President, Federal assistance is needed to supplement State and local efforts and capabilities to save lives and to protect property and public health and safety, or to lessen or avert the threat of a catastrophe in any part of the United States.
<b>Emergency Operations Center (EOC):</b>	The physical location at which the coordination of information and resources to support domestic incident management activities normally takes place. An EOC may be a temporary facility or may be located in a more central or permanently established facility, perhaps at a higher level of organization within a jurisdiction. EOCs may be organized by major functional disciplines (e.g., fire, law enforcement, and medical services), by jurisdiction (e.g., Federal, State, regional, county, city, tribal), or some combination thereof.

<b>Emergency Management Assistance Compact (EMAC):</b>	The Emergency Management Assistance Compact is a congressionally ratified organization that provides form and structure to interstate mutual aid. Through EMAC, a disaster impacted state can request and receive assistance from other member states quickly and efficiently, resolving two key issues upfront: liability and reimbursement.
<b>Emergency Public Information:</b>	Information that is disseminated primarily in anticipation of an emergency or during an emergency. In addition to providing situational information to the public, it also frequently provides directive actions required to be taken by the general public.
<b>Emergency Support Function(s):</b>	Emergency Support Functions provide the structure for coordinating Federal interagency support for a Federal Response to an incident. ESFs are mechanisms for grouping functions most frequently used to provide Federal support to State and Federal-to-Federal support, for declared disasters and emergencies under the Stafford Act and for non-Stafford Act incidents. Additional information can be found at: <a href="http://www.fema.gov/pdf/emergency/nrf/nrf-esf-intro.pdf">http://www.fema.gov/pdf/emergency/nrf/nrf-esf-intro.pdf</a>
<b>Emergency Support Function 6:</b>	ESF6 is responsible for the coordination of the delivery of mass care, emergency assistance, housing and human services when local, tribal and State response and recovery needs exceed capabilities. Response partners to this ESF include all levels of government, nongovernmental organizations and the private sector to facilitate the delivery of needed services and assistance.
<b>Emergency Support Function 8:</b>	ESF 8 is responsible for the coordination of the delivery of public health, medical, mental health services and mass fatality management.
<b>Emergency Support Function 11:</b>	ESF 11 is responsible for the coordination Agriculture and Natural resources. This includes nutrition assistance, animal and plant disease and pest response, food safety and security, natural and cultural resources historic properties protection and restoration, and the safety and well-being of household pets.
<b>Emergency Support Function 14:</b>	ESF 14 is responsible for the coordination of Long Term Community recovery. It includes social and economic community impact assessments, long-term

	community recovery assistance to States, local government and the private sector, and Analysis and review of mitigation program implementation.
<b>Event:</b>	A planned, non-emergency activity.
<b>Function:</b>	Function refers to the five major activities in ICS: Command, Operations, Planning, Logistics, and Finance/Administration. The term function is also used when describing the activity involved, e.g., the planning function. A sixth function, Intelligence, may be established, if required, to meet incident management needs.
<b>Functional and Medical Needs</b>	Terminology utilized to identify persons that may be eligible for support in a functional and medical needs shelter. Includes persons with short or long-term health conditions which require medical supervision or assistance with activities of daily living but do not require hospital or nursing home care. Includes the elderly, fragile and vulnerable consisting of individuals with cognitive, emotional, or physical disabilities that may require assistance or medical supervision. Includes persons with mental health or language barriers and those with infectious diseases that may require precautions, isolation or quarantine.
<b>Functional Needs Support Services (FNSS)</b>	Functional Needs Support Services (FNSS) are defined as services that enable individuals to maintain their independence in a general population shelter. FNSS includes the following: <ul style="list-style-type: none"> <li>• Reasonable modification to policies, practices and procedures</li> <li>• Durable Medical Equipment (DME)</li> <li>• Consumable Medical Supplies (CMS)</li> <li>• Personal Assistance Services (PAS)</li> <li>• Other goods and services, as needed</li> </ul>
<b>General Staff:</b>	A group of incident management personnel organized according to function and reporting to the Incident Commander. The General Staff normally consists of the Operations Section Chief, Planning Section Chief, Logistics Section Chief, and Finance/Administration Section Chief.
<b>Group:</b>	Established to divide the incident management structure into functional areas of operation. Groups are composed of resources assembled to perform a special function not necessarily within a single

	geographic division. Groups, when activated, are located between branches and resources in the Operations Section.
<b>Human Services:</b>	Human Services is the term used to address individual and community well-being by promoting self-sufficiency and enhancing quality of life. In times of disaster the members of the Human Services Branch ensure that people have access to adequate food, shelter, clothing and transportation; financial resources to meet their needs; education and decision support; criminal justice or legal services; education and employment; health and mental health care including substance abuse services. Human services also facilitate the capabilities of people to care for children or other dependents; ensure that protective services are available to those who are vulnerable; provide for the support of older adults and people with disabilities; offer social, faith-based, and leisure time activities; provide for the cultural enrichment of the community; and ensure that people have the information they need to fully participate in community life.
<b>Human Services Branch:</b>	The organizational level which has functional responsibilities for major aspects of incident (emergency and recovery) operations involving human services. These aspects include but are not limited to Mass Care Support, Unmet Needs, Disaster Assistance Centers, Long-term Housing, Mental Health and Disaster Case Management. The Human Services Branch for emergency operations is organizationally situated under the operations section. During recovery operations, the Human Services Branch is organizationally situated under the Division of Homeland Security and Emergency Services (DHSES) Recovery section.
<b>Human Services Branch Director:</b>	The ICS terminology utilized to represent the position assignment for management of Human Services functions during Emergency Operations and Recovery Operations. Once demobilized, the Human Services Branch director resumes duties as the Human Services Chair to the Disaster Preparedness Commission. During Emergency Operations, the Human Services Branch Director reports to the Operations Section Chief. During Recovery Operations, the Human Services Branch Director

	reports to the Division of Homeland Security and Emergency Services (DHSES) Recovery Manager.
<b>Incident:</b>	An occurrence or event, natural or human-caused, which requires an emergency response to protect life or property. Incidents can, for example, include major disasters, emergencies, terrorist attacks, terrorist threats, fires, floods, hazardous materials spills, nuclear accidents, aircraft accidents, earthquakes, hurricanes, tornadoes, tropical storms, war-related disasters, public health and medical emergencies, and other occurrences requiring an emergency response.
<b>Incident Command System (ICS):</b>	A standardized on-scene emergency management construct specifically designed to provide for the adoption of an integrated organizational structure that reflects the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries. ICS is the combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, designed to aid in the management of resources during incidents. It is used for all kinds of emergencies and is applicable to small as well as large and complex incidents. ICS is used by various jurisdictions and functional agencies, both public and private, to organize field-level incident management operations.
<b>Incident Support Team (IST):</b>	A fully staffed multi-functional management team activated to provide technical assistance in the acquisition and use of emergency resources through advice, incident command assistance, incident response planning, management, and coordination of resources and task forces, and obtaining logistical support. The team is organized according to basic Incident Command System (ICS) guidelines, with a command staff and operations, planning, logistics, and finance/administration sections. The incident support team has direct line reporting through the Group Supervisor in the State Emergency Operations Center and is organized in functional units. Each functional unit interacts with the respective Incident Sections (Planning, Logistics, Finance/Admin, and Operations) through indirect reporting/coordination for overall incident management.

<b>Joint Information Center (JIC):</b>	A central location that facilitates operation of the Joint Information System. The JIC is a location where personnel with public information responsibilities perform critical emergency information functions, crisis communications, and public affairs functions. JICs may be established at various levels of government or at incident sites, or can be components of Multiagency Coordination Systems. A single JIC location is preferable, but the system is flexible and adaptable enough to accommodate virtual or multiple JIC locations, as required.
<b>Local Government:</b>	A county, municipality, city, town, township, local public authority, school district, special district, intrastate district, council of governments (regardless of whether the council of governments is incorporated as a nonprofit corporation under State law), regional or interstate government entity, or agency or instrumentality of a local government.
<b>Major Disaster:</b>	As defined under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, a major disaster is any natural catastrophe (including any hurricane, tornado, storm, high water, wind-driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, or drought), or, regardless of cause, any fire, flood, or explosion, in any part of the United States, which in the determination of the President causes damage of sufficient severity and magnitude to warrant major disaster assistance under this Act to supplement the efforts and available resources of States, tribes, local governments, and disaster relief organizations in alleviating the damage, loss, hardship, or suffering caused thereby.
<b>Mobilization:</b>	The process and procedures used by all organizations—Federal, State, local, and tribal—for activating, assembling, and transporting all resources that have been requested to respond to or support an incident.
<b>Multi-agency Coordination Systems:</b>	Multi-agency coordination systems provide the architecture to support coordination for incident prioritization, critical resource allocation, communications systems integration, and information coordination. The components of multi-agency coordination systems include facilities, equipment, emergency operation centers (EOCs),

	specific multi-agency coordination entities, personnel, procedures, and communications. These systems assist agencies and organizations to fully integrate the subsystems of the NIMS.
<b>National Incident Management System:</b>	A system mandated by HSPD-5 that provides a consistent nationwide approach for Federal, State, local, and tribal governments; the private-sector, and nongovernmental organizations to work effectively and efficiently together to prepare for, respond to, and recover from domestic incidents, regardless of cause, size, or complexity. To provide for interoperability and compatibility among Federal, State, local, and tribal capabilities, the NIMS includes a core set of concepts, principles, and terminology. HSPD-5 identifies these as the ICS.
<b>Nongovernmental Organization:</b>	An entity with an association that is based on interests of its members, individuals, or institutions and that is not created by a government, but may work cooperatively with government. Such organizations serve a public purpose, not a private benefit. Examples of NGOs include faith-based charity organizations and the American Red Cross.
<b>Operational Period:</b>	The time scheduled for executing a given set of operation actions, as specified in the Incident Action Plan. Operational periods can be of various lengths, although usually not over 24 hours. Most common operational period is 12 hours.
<b>Operations Section:</b>	The section responsible for all tactical incident operations. In ICS, it normally includes subordinate branches, divisions, and/or groups.
<b>Personnel Accountability:</b>	The ability to account for the location and welfare of incident personnel. It is accomplished when supervisors ensure that ICS principles and processes are functional and that personnel are working within established incident management guidelines.
<b>Planning Meeting:</b>	A meeting held as needed prior to and throughout the duration of an incident to select specific strategies and tactics for incident control operations and for service and support planning. For larger incidents, the planning meeting is a major element in the development of the Incident Action Plan (IAP).

<b>Planning Section:</b>	Responsible for the collection, evaluation, and dissemination of operational information related to the incident, and for the preparation and documentation of the IAP. This section also maintains information on the current and forecasted situation and on the status of resources assigned to the incident.
<b>Preparedness:</b>	The range of deliberate, critical tasks and activities necessary to build, sustain, and improve the operational capability to prevent, protect against, respond to, and recover from domestic incidents. Preparedness is a continuous process. Preparedness involves efforts at all levels of government and between government and private-sector and nongovernmental organizations to identify threats, determine vulnerabilities, and identify required resources. Within the NIMS, preparedness is operationally focused on establishing guidelines, protocols, and standards for planning, training and exercises, personnel qualification and certification, equipment certification, and publication management.
<b>Public Information Officer:</b>	A member of the Command Staff responsible for interfacing with the public and media or with other agencies with incident-related information requirements.
<b>Recovery:</b>	The development, coordination, and execution of service- and site-restoration plans; the reconstitution of government operations and services; individual, private sector, non-governmental, and public-assistance programs to provide housing and to promote restoration; long-term care and treatment of affected persons; additional measures for social, political, environmental, and economic restoration; evaluation of the incident to identify lessons learned; post-incident reporting; and development of initiatives to mitigate the effects of future incidents.
<b>Response:</b>	Response refers to the immediate actions to mitigate or relieve the effects of an actual or imminent disaster. Generally, response activities are designed to minimize the threat to citizens and to protect property to the greatest extent possible. They also seek to reduce the probability of secondary damage and to speed recovery operations.

<b>Section:</b>	The organizational level having responsibility for a major functional area of incident management, e.g., Operations, Planning, Logistics, Finance/Administration, and Intelligence (if established). The section is organizationally situated between the branch and the Incident Command.
<b>State Disaster Emergency</b>	A period beginning with a declaration by the governor that a disaster exists and ending upon the termination thereof.
<b>Task Force:</b>	Any combination of resources assembled to support a specific mission or operational need. All resource elements within a Task Force must have common communications and a designated leader.
<b>Unit:</b>	The organizational element having functional responsibility for a specific incident planning, logistics, or finance/administration activity.
<b>Volunteer:</b>	For purposes of the NIMS, a volunteer is any individual accepted to perform services by the lead agency, which has authority to accept volunteer services, when the individual performs services without promise, expectation, or receipt of compensation for services performed.