### List of Plan Revisions

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New York State Mass Care Appendix

Section I: General Considerations and Planning Guidelines

A. Introduction

The State of New York experiences a wide variety of disasters and emergencies that may result in loss of life, damage, destruction of property, and negatively affect community members. Potential community disasters can be a result of natural or human-caused emergencies which pose challenges in sheltering, feeding, family reunification, and distributing emergency supplies to people who have been impacted by an emergency or disaster. Disasters have the potential to exhaust resources at the local level and warrant support from the State, or possibly the Federal government, to effectively respond to the event. At the State level, coordinating mass care operations include sheltering, feeding, distribution of emergency supplies, and family reunification. This Appendix is intended to provide information, guidance, and a process for coordinating available State, Federal, and Non-governmental organization (NGO) resources to support local mass care operations through the response and recovery phases.

B. Purpose

The State Comprehensive Emergency Management Plan (CEMP) has been structured into three distinct, but interconnected volumes. These are:

- **Volume 1: All-Hazard Mitigation Plan**
- **Volume 2: Response and Short-Term Recovery**
- **Volume 3: Long-Term Recovery**

The purpose of the CEMP is to identify the State’s overarching policies, authorities, and response organizational structure that will be implemented in an emergency or disaster situation that warrants a State response. The CEMP serves as the foundational framework for the State’s response levels, and serves as the operational basis of which other functional and hazard-specific annexes are built upon. These annexes address a broad range of consequences to respond to the State’s highest rated hazards and include ESF# 6. This is an Appendix to the ESF# 6 Functional Annex.

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**Figure 1: Structure of the State Comprehensive Emergency Management Plan**
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The purpose of this Appendix is to ensure that ESF# 6 can adequately prepare for and provide mass care support to an affected population; inclusive of life-sustaining and human services resources such as hydration, feeding, sheltering, temporary housing, evacuee support, reunification, and distribution of emergencies supplies. Further, this Appendix identifies the key mechanisms in coordinating with the local response and identifies the lines of coordination to interoperate with the Federal ESF# 6 via the National Response Framework (NRF).

C. Scope

This Appendix applies to any incident that warrants mass care support from the State of New York. This Appendix applies to ESF# 6 and authorities that may be directed to respond to such an incident. Response operations requiring mass care resources will encompass the efforts identified in this appendix and utilize existing state capabilities. Further, this Appendix acknowledges that local and State ESF# 6 response capabilities and this plan may be exceeded, necessitating the use of Federal ESF# 6 agencies and resources.

D. Situation

New York State is the third largest state in population, with 19.8 million people residing statewide in 2017 from a diverse ethnic background. Of those, over 8.5 million people reside in New York City, the most populous city in the United States1.

New York State welcomes many visitors, emphasizing tourism as an industry. According to a 2017 press release, 62.8 million visitors toured the Big Apple2 and an estimated 8 million people visit Niagara Falls each year3. New York City is host to Wall Street, the United Nations, Statue of Liberty, the Empire State Building, and various museums, historical sites, and tourist destinations. New York State is also home to 180 State parks and historic sites3, 24 National Park affiliated sites4, the Adirondacks, the Catskills, a former Olympic site, and many adventures and attractions that draw local and out-of-state travelers.

The demographics of the state vary based on location within the state. The United States Census Bureau estimates that as of July 1, 2017, New York State demographics included 30% of persons speak a language other than English at home, 7.5% of persons identify with having a disability that are under the age 65, and 14.7% of persons live in poverty1.

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Entire communities of residents have become displaced from their homes, as seen in the aftermath of natural disasters in New York such as Hurricane Irene, Tropical Storm Lee, and Superstorm Sandy, and terrorist attacks such as 9/11. Nationwide, events such as hurricanes, wildfires, and mudslides have displaced communities. People affected by natural or human-caused disasters may need additional support and seek assistance with sheltering, feeding, family reunification, and emergency supplies. Mass care operations may need additional support when the needs of the affected population overwhelm local response and resources.

People evacuating their homes or work sites may not have access to food, clothing, medications or medical supplies, hygiene supplies, or may have limited access to transportation or be unable to get to a shelter. Displaced persons may be separated from family members who were at home, work, school, or daycare. Tourists may be confused and displaced. People may refuse to evacuate their homes without their pets or may arrive at the shelters with either domestic or companion/service animals.

Being in a contained area has the potential for the spread of infectious diseases, an overabundance of human waste, and a lack of potable water for hydration and/or bathing. Food and medical services could be lacking in supplies or personnel. People may have dietary restrictions, allergies, or cultural beliefs that prevent them from eating or being in the vicinity of certain types of foods.

Mass care operations may result in the need for security at a shelter; for civil or criminal reasons. Shelters may be in areas of widespread power outages with no generators, gasoline, or a ready supply of heating fuel. Roadways may be flooded or inaccessible, therefore relief operations or supplies may be delayed until roads become passable or conditions warrant alternate means of delivery. Disaster conditions may worsen, resulting in shelter closure or relocation outside the affected area.

Past events in the State of New York have required large-scale mass care operations. These events have become lessons and examples on how to improve response and recovery efforts for future incidents.

- On 9/11/2001, from the moment the towers collapsed, a toxic cloud encircled ground zero and surrounding areas⁵. The decontamination for potential victims of radiation and other biological hazards became a major concern at hospitals and sheltering centers.
- In June 2006, storms and flooding in Central and Southeastern New York resulted in significant power outages, destruction of hundreds of homes, evacuations of thousands of residents, and the closure of hundreds of miles of roadways⁶.
- In August 2007, severe storms and tornadoes caused more than three inches of rain within a few hours in New York City and Staten Island, with tornadoes recorded in Brooklyn and Staten Island⁷.

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- In 2011, Hurricane Irene resulted in power outages in almost 640,000 homes and business in NYC, with approximately 3 million people without electricity in New York and Connecticut.7
- Within one week of Hurricane Irene, Tropical Storm Lee hit New York State. Between the two storms, 198 shelters housed 18,000 citizens.7
- During Tropical Storm Lee, over 20,000 residents were forced to evacuate Broome County.7
- During Superstorm Sandy in 2012, fire stations and other public buildings became last resort shelters; with firefighters tasked to manage the shelters and provide mass care support in poorly equipped facilities for mass care needs or comfort while attempting to perform their first responder duties. Some facilities were too crowded or lacked basic services such as electricity, water, and sewer. Other facilities were within the flooded areas and needed to be evacuated; causing the loss of materials and resources.8
- In October 2012, Superstorm Sandy displaced hundreds of thousands of people across New York State. The American Red Cross (ARC) provided more than 74,000 overnight stays in ARC shelters, 17 million meals and snacks, and delivered food, blankets, health care, emotional support, and critical relief supplies throughout the Greater New York region.9
- Fatalities during Superstorm Sandy was 117, including 53 in New York State. Over 50 percent of the deaths occurred in persons over the age of 65.10 Many people in the mandatory evacuation zone were unable to evacuate due to lack of transportation and/or mobility issues.
- In November 2014, heavy, wet lake effect snow in Western New York caused thousands of trees and powerlines to break and fall resulting in homes and business being without power for days, forcing hundreds of people to seek emergency shelter. Fire departments and police departments became last resort shelters. The combined 7 feet of snow, as a result of two storms, led to abandoned vehicles, thousands of stranded motorists, food and gas shortages, accounts of looting, and at least 13 deaths.11

Disasters are inclusive of diversity, affecting persons regardless of race, religious beliefs, ethnicity, age, gender, physical abilities, political beliefs, or socio-economic status. Additional social or physical barriers may exist for people that are considered at-risk populations. This includes individuals or groups whose needs are not fully addressed by traditional service providers or who feel they cannot comfortably or safely use the standard resources offered during preparedness, response, and recovery efforts.11 These groups include people who are physically or mentally disabled (e.g., blind, deaf, hard-of-hearing, have

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learning disabilities, mental illness and/or mobility limitations), people with limited English language skills, geographically and/or culturally isolated people, homeless people, senior citizens, and/or children\(^\text{12}\).

### E. Planning Assumptions

1. The identification, activation, operation, and demobilization of temporary emergency shelters in response to an emergency or disaster are primarily the responsibility of each county and local officials working in partnership with the ARC.
2. Local government mass care resources will likely be overwhelmed and the State may need to provide additional assistance to support local efforts, including sheltering for all populations, feeding, bulk distribution of relief items, and family reunification.
3. Federal assistance may be required to augment local and State efforts in providing mass care relief, as the need for assistance may surpass both local and State resources.
4. Based on the severity of the emergency or event, delays may occur at all levels of government in obtaining resources and supplies to support local sheltering and mass care operations.
5. Should pre-designated local disaster shelter sites be destroyed or become inoperable by the disaster, alternate shelter sites will be identified that may need to be located outside the impacted area.
6. Many pre-existing shelter facilities are public school buildings or community centers that are most readily accessible to populations within those communities. Facilities designated as shelters may or may not be equipped with an emergency generator to provide power to critical building systems.
7. During an emergency, spontaneous and unanticipated shelters and/or feeding sites may open. Spontaneous sites may not have adequate resources to sustain operations and request assistance through county or State resources.
8. Support, including the need for additional resources (i.e. equipment, services, personnel, etc.), will need to be identified for populations with access and functional needs to maintain health, safety, and independence during congregate activities.
9. All shelters will be ADA-compliant.
10. Family reunification activities may be necessary should family members become separated or should unaccompanied minors arrive at shelters or other service sites.
11. Persons arriving at shelters may arrive with their service animals and/or domestic/companion pets. County government has the general responsibility for developing the capacity to provide appropriate veterinary/companion animal sheltering services during an emergency situation, with coordination from ESF# 11.
12. Person arriving at shelters may have been exposed to chemical, biological, radiological, or nuclear materials. Appropriate decontamination/treatment of individuals and pets may need to be addressed prior to entrance. Coordination may be needed with other ESFs, such as ESF# 8.

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13. Adequate food, water, or sewer systems and emergency supplies might not be available. It is the responsibility of the meal site to communicate what physical resources are available at that site. Food requirements will be identified by availability/delivery/consumption method. Congregate feeding sites or mobile feeding routes may need to be identified.

14. Security may be required to support shelters and/or recovery centers, requiring coordination with ESF# 13.

15. Mass care response activities will continue until shelters are shut down when people either go home or transition to temporary housing.

F. Concept of Operations

The concept of operations listed below is based on incidents that occur and warrants a response from the State. It follows the concept of a credible worst-case scenario of a significant disaster that initiates a mass care response.

1. An incident occurs that warrants the activation of the SEOC and has a potential mass care response.

2. The identification, activation, and operation of temporary emergency shelters in response to an emergency is primarily the responsibility of county and local officials working in partnership with the ARC.

3. NYSOEM will notify other appropriate Disaster Preparedness Commission (DPC) agencies representative, which may include the activation of ESF# 6.

4. If conditions warrant the activation of ESF# 6, ESF# 6 will augment local resources by providing food and shelter, temporary housing, family reunification, counseling and information services, links to financial assistance, distribution of emergency supplies, and support for unmet needs.

5. The Governor could exercise his authority in declaring a State Disaster Emergency. In doing so, the Governor may direct any and all State agencies, including non-DPC agencies, to provide assistance under the coordination of the Disaster Preparedness Commission.

6. NYSOEM will coordinate with the Department of Homeland Security (DHS)/Federal Emergency Management Agency (FEMA) and other Federal agencies, as needed, and will coordinate with Federal ESF# 6, as needed.

G. Policies or Authorities

The authority to develop this Annex and implement specific response actions to effectively respond to mass care needs can be found in a variety of New York State Laws, regulations, and Federal authorities, including but not limited to:

1. State Authorities

   • NYS Executive Law (as amended) – Article 2B, 22, 23
   • 9 NYCRR 525
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- 18 NYCRR 491.4, 900, 485, and 352.3
- Executive Order # 26 of 1996 and # 26.1 of 2006 as amended (NYS Adoption of the Incident Command System)
- NYS Civil Rights Law - Ag&Mkts 353B, 7USC 2131-2156

2. Federal Authorities

- The National Emergencies Act
- Section 319 of the Public Health Service Act
- Section 1135 of the Social Security Act
- Americans with Disabilities Act of 1990
- The Sandy Recovery Improvement Act of 2013
- 42 USC 3001 et seq.
- 42 USC Chapter 68, 5151, 5177, and 5189(a).
- 42 USC 10601, et seq.
- 42 USC 5152, sec 309 (a) and (b) (Federally recognizes the Salvation Army as a Disaster Relief Organization).
- 2006 PETS Act
- Victims of Crime Act (VOCA) guidelines
- Robert T. Stafford Disaster Relief and Emergency Assistance Act, P.L. 93-288
- Code of Federal Regulations, 20 CFR, Part 625
- Code of Federal Regulations, 44 CFR
- National Disaster Recovery Framework (NDRF)
- National Response Framework (NRF)

H. Plan Updates and Maintenance

Planning is an ongoing process, resulting in an ever-constant evolution and refinement of emergency plans. As such, this Appendix will be routinely updated and supplemented as Federal, State, and local plans and procedures evolve. Plan changes may be based upon experiences and lessons-learned from exercises or from real-world events. Ongoing planning efforts will focus on ensuring that the necessary and appropriate contacts with local, State, and Federal officials have coordinated their response.

The State Office of Emergency Management will be the lead agency responsible for coordinating the update of this document with member agencies of ESF# 6. The NYSOEM will endeavor to initiate the revision process once each year, with completion by March 1st of each year.
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Section II: Preparedness

A. Mitigation

Volume 1 of the State Comprehensive Emergency Management Plan is the State Multi-Hazard Mitigation Plan. Pursuant to the requirements of 44 CFR 201.4, the State Multi-Hazard Mitigation Plan is required to focus on natural hazards that are likely to substantially impact the State. Mitigation planning efforts for technological and human-caused hazards are also recognized and are being implemented throughout the State. Volume 1 addresses the overall State hazard mitigation planning process, risk assessment, strategy development, and plan maintenance. The State Multi-Hazard Mitigation Plan was federally approved by DHS/FEMA in 2014. An updated version will be submitted to FEMA in December 2018 for approval. Each county has a FEMA approved hazard mitigation plan.

B. Planning/Risk Assessment

A variety of mechanisms are used to understand the various risks and associated threats and hazards facing the State. As required by the Homeland Security Grant Program (HSGP) and the National Preparedness Goal, the State must complete an annual Threat Hazard Identification Risk Assessment (THIRA).

The State’s THIRA is completed annually. The process involves the identification of scenarios that will most stress the State’s capabilities and an assessment of those capabilities. Those capabilities are mapped to the core capabilities in each of these ESF Annexes created under the State Comprehensive Emergency Management Plan. Further, New York State has developed additional programs and methodologies to better understand risk at the local level. This includes a County Emergency Preparedness Assessment (CEPA), which the State has conducted in each of the 57 counties of New York and New York City. Counties also participate in their own CEPA to help understand their risks. CEPA provides great insight as to the State’s risk profile from a local level perspective.

C. Training/Exercising

The State of New York sponsors and conducts a variety of training to improve response capability. This includes varying levels of training in the Incident Command System and the Professional Development Series (PDS) curriculum. The State also participates in a wide variety of specialized training, including training to meet Federal program and grant requirements. Additionally, many State agencies identify training requirements within their own organization to meet the needs of the agency for that specific discipline. The State of New York has incorporated the Homeland Security Exercise and Evaluation Program (HSEEP) into its emergency management program. HSEEP consists of both doctrine and policy for designing, developing, conducting, and evaluating exercises.

The State also utilizes an exercise component as part of the planning process to test the effectiveness of an emergency management plan. These exercises vary in scope and cross several state-level plans or
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annexes. As a point of reference, the planning process that resulted in the creation of all of the State’s ESF annexes included an exercise component.

Agencies may conduct additional training on their own.

D. Stockpiles, Supplies, or Specialized Equipment

Attachments 1 and 2 are lists of stockpiles, supplies, resources, and/or specialized equipment that directly support ESF# 6 and mass care operations.

Statewide Sheltering

- The Red Cross National Shelter System contains information for over 56,000 potential temporary emergency shelter facilities and is used to track and report shelter information during disasters. The tool enables emergency managers and disaster workers to identify the location, managing agency, capacity, current population, and other relevant information of all shelters operated in response to disasters. (https://nss.communityos.org/cms/)
- ARC has completed shelter surveys, which highlight gaps and cite locations of shelters.
- See Attachment 1 for a list of stockpiles, supplies, resources, and/or specialized equipment that directly support ESF# 6 Shelter Support Unit Resources.

Statewide Congregate and Mobile Feeding Capability

- See Attachment 2 for list of stockpiles, supplies, resources, and/or specialized equipment that directly support ESF# 6 Food Support Unit Resources.

E. Memorandums of Understanding (MOUs)/Letters of Agreement (LOAs)

ARC/State MOU, although currently expired, is still in effect as a new MOU is being processed.

The Salvation Army is specifically identified in The Stafford Act (42 USC 5152) as a Federally Recognized Disaster Relief Organization and has National Level MOUs in place with FEMA, the American Red Cross, National VOAD, Southern Baptist Convention, ARRL, America’s Second Harvest, Mennonite Disaster Services, the Civil Air Patrol, Moose International, Kiwanis International, etc.

The 59 Area Agencies on Aging (AAA) sign and agree to Standard Assurances with SOFA affirming their participation in local disaster preparedness.
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Section III: Response

A. Alert, Notification, and Activation

Local government serves as the front line of defense and has the primary responsibility to respond to emergencies within their jurisdiction. Such primacy exists at all levels of government throughout New York State, with jurisdictions dependent on the State to support response activities, as appropriate.

Mass care needs occur as a direct result of an incident. The response to that incident may be adequate using only local resources or it may be one that necessitates/warrants a State response. As such, State involvement may be initiated in a variety of ways as various mechanisms are in place to serve as conduits to the request, acquisition, and deployment of State assistance. Several State agencies continuously operate their own warning points, operational centers, dispatch centers, or reporting systems that field requests for State assistance in addition to the daily operating needs. Pursuant to Federal, State, executive, and agency-specific protocols, these systems are routinely used for notifications of significant or reportable events and/or make emergency notifications to State personnel. Included among these is the State Watch Center (SWC) at the State EOC. State assistance is often provided through these reception points which become more centralized under an overall State response upon activation of the State EOC.

As identified in the CEMP Volume 2 and the ESF #6 Annex, the State EOC maintains several activation levels based upon event severity and the overall level or volume of State response operations. These levels are indicated in response to a specific hazard or threat and include a host of operational functions and mechanisms. Those functions may be broad in scope, or may be narrow, such as providing assistance in mass care management and support.

The following levels of activation outline the operational steps the State may take in responding to any event. The inclusion of mass care response mechanisms is identified, where indicated. In addition, mass care mechanisms for no-notices events (e.g. terrorism or transportation accident) are included in almost all response levels.

Level 4 Enhanced Monitoring: A small, isolated, or potential event that has some indicators that warrant extra attention, enhanced monitoring, or external communication.

- State OEM staff only.
- Agencies may be asked individually to provide support through remote operations or report from their home agency.

Level 3 Partial Activation: An incident or event requiring a partial activation of the State EOC, with ESF coordinating agency activation.

- ESF #6 agencies will be determined at the time of the event.
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Level 2 Full Activation: An incident requiring full activation of the State EOC, with ESF activation.
  • Most, if not all, ESF# 6 member agencies will be activated.

Level 1 Full State/Federal Response: An incident requiring full activation of the State EOC, with ESF activation, and Federal ESF integration and coordination.
  • All ESF# 6 member agencies will be activated.
  • The activities of ESF# 6 will be integrated with those of their Federal ESF# 6 counterparts.

B. Direction and Control

The State endorses the development of one response organizational structure that will include all responding agencies. State agencies and ESFs will be organized under the framework of the National Incident Management System (NIMS) Incident Command System as required by Executive Order 26.1 of 2006 and HSPD-5. As such, a variety of direction and control components may be utilized to manage and coordinate the State’s resources in an efficient and effective manner and to provide the interoperability between the local and Federal response organizations.

The organizational structure of the State’s ESF# 6 is similar to the Federal construct under the NRF. State ESF# 6 will be situated organizationally in the Operations Section, and report directly to the Operation Section Chief (OSC) or Human Services Branch Director, if established.

C. Assignment of Responsibilities

This section reviews existing roles, responsibilities, and capabilities of local and state governments and agencies.

Local Government

Local government will be actively involved in mass care response and operations, to the fullest extent possible. Each county, and many local governments, has a comprehensive emergency management plan (CEMP) which provides the framework for the jurisdiction’s response to emergencies and disasters. Each locally-developed plan will differ in its implementation, including in response capabilities, surge capacities, and in the ability to exercise authorities. A local point of contact should be pre-identified to coordinate with local mass care and act as a primary point of contact.

State Government

ESF# 6 will coordinate mass care operations. Agencies may not have a specific role and responsibility in Mass Care, however responsibilities outside the Mass Care and ESF# 6 framework may overlap with the Agency’s capabilities to assist in Mass Care operations. Agency capabilities can be found in Attachment 3.
D. Integration of Federal ESFs

The Federal Government organizes its response resources and capabilities under an ESF construct. Like New York State’s ESF construct, Federal ESFs are multi-agency operational components that serve as the primary means for coordinating Federal resources and capabilities into New York State. The Federal ESFs bring together a wealth of capabilities of Federal departments and agencies and other national-level assets. In doing so, they are organized to provide the operating structure for building, sustaining, and delivering Federal response core capabilities in support of the State’s Critical Capabilities. Integration and coordination is key to leveraging the resources of each Federal ESF. As such, New York State ESF# 6 will serve at the primary integration point for Federal ESF# 6 when coordinating mass care operational needs.
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Section IV: Recovery

A. Short-Term Recovery

Dependent on the severity of the event or incident, type of destruction or damage, and the needs of the affected communities and individuals, the response to such an event may be short-lived or could extend for a prolonged period of time, perhaps even years. There is no clear delineation of when disaster response activities transition into short-term recovery activities. In general, disaster response addresses the immediate life-safety concerns and incident stabilizing efforts, while short-term recovery activities begin as the need for immediate life-saving activities diminish resulting in response activities focused on the individual and less toward the masses.

A variety of forces may influence the direction of the recovery process. Considerations that have to be analyzed for an effective response and prompt recovery include the safety of responders, repair and re-opening of critical transportation routes, remoteness of areas, and the needs and requirements for the restoration of utility systems, housing, and food distribution.

Regardless of the extent of damage, the State of New York will strive to assist local governments, businesses, and citizens in recovering from the impacts of any emergency. Where possible, hazard mitigation measures will be incorporated into recovery activities to lessen the impact of reoccurrence or eliminate it entirely.

B. Demobilization

All efforts will be made to transition from the State’s support to shelters and feeding operations back to local and county emergency response partners and/or work to merge spontaneous shelter operations with pre-identified shelter locations.

Demobilization of agencies and ESF# 6 from the State EOC will occur based upon operational needs and will be jointly determined by State OEM and the ESF# 6 Coordinator. Based upon the needs of the mass care operation, ESF# 6 agencies may begin to demobilize during the response/short-term recovery phase. However, it should be noted that agencies may be subject to a rapid recall for re-activation of ESF# 6, if needed, based upon operational needs. There may be instances where the ESF# 6 can be partially demobilized, allowing member agencies to be released as the need for their representation and capability in that ESF is no longer necessary.

In the process of demobilizing ESF# 6, all member agencies must ensure that any open or ongoing activities that require cross-coordination with other ESFs are closed out prior to demobilizing. This must be done in a manner to ensure that any dependencies or inter-dependencies of that ESF are properly and effectively communicated across the response organization. In addition, each agency must ensure that they coordinate their demobilization with their agency-specific counterparts that are represented on other ESFs.
If a JFO activation occurs, the Federal government will transition out of the ESF construct and implement the Recovery Support Functions (RSFs). As the Federal ESFs transition to RSFs, the State’s ESF posture will be required to transition into the RSF construct. As such, State agencies will transition from their assigned ESF role to the appropriate Recovery Support Function, as warranted.
## New York State Mass Care Appendix

### Attachment 1

**The Sheltering Support Unit Resources**

<table>
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<th>Location/Contact</th>
<th>Resources for Sheltering</th>
<th>Description</th>
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<td>General shelters, Staffing</td>
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<td>Material resources</td>
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</tr>
<tr>
<td>OVS</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>SA</td>
<td></td>
<td>Facilities, Material resources</td>
<td>Shelter facilities, Flood cleanup kits, Cleaning supplies, Infant supplies, Adult and child hygiene supplies</td>
</tr>
<tr>
<td>SED</td>
<td></td>
<td>Facilities, Transportation</td>
<td>Shelter facilities, Vehicles</td>
</tr>
<tr>
<td>SJC</td>
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<tr>
<td></td>
<td>Facilities</td>
<td>Shelter facilities*</td>
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<td></td>
</tr>
<tr>
<td>SOFA</td>
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<tr>
<td>SUNY</td>
<td>Facilities</td>
<td>Shelter facilities*</td>
<td></td>
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<tr>
<td>VA</td>
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<tr>
<td>VOAD</td>
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<tr>
<td>Private Sector</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

*Denotes that populations served by agencies have primary access to sheltering facilities owned/operated by agency.
### New York State Mass Care Appendix

#### Attachment 2
The Food Support Unit Resources

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Location/Contact</th>
<th>Resources for Feeding</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ARC</td>
<td></td>
<td>Emergency Response Vehicles (ERVs)</td>
<td></td>
</tr>
<tr>
<td>DAM</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DFS</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>DMV</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>DOCCS</td>
<td>Mohawk Correction Facility</td>
<td>Cook-Chill Program / DOCCS’ Food Production Office of Nutritional Services Food Production Center</td>
<td>Currently serves approximately 58,000 inmates at 58 State prisons; Has the capacity to prepare 80,000 meals</td>
</tr>
<tr>
<td>DOH</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>DOL</td>
<td></td>
<td>Material resources</td>
<td>Bottled water</td>
</tr>
<tr>
<td>DOS</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HCR</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NYS OEM/DHSES</td>
<td>Stockpiles</td>
<td>Material resources</td>
<td>MREs, bottled water</td>
</tr>
<tr>
<td>OASAS</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OCFS</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OGS</td>
<td>Division of Food Distribution</td>
<td></td>
<td>USDA foods in the warehouses – As allowed</td>
</tr>
<tr>
<td>OMH</td>
<td>Cook Chill Production Center</td>
<td>Cook-Chill Facility; Transportation</td>
<td>Has ready-to-serve food available in 12 lb. units; one-dish meals can be delivered utilizing its own state trucks</td>
</tr>
<tr>
<td>OPWDD</td>
<td></td>
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<tr>
<td>OTDA</td>
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<tr>
<td>OVS</td>
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<tr>
<td>SA</td>
<td></td>
<td>Disaster Response Units (DRUs); Salvation Army Canteen, Material resources</td>
<td>20 total DRUs Ø in Greater New York Division/Downstate, 11 Empire State Division/Upstate); Food boxes, Baby formula, Bottled water</td>
</tr>
<tr>
<td>SED</td>
<td></td>
<td>Material resources</td>
<td>Feeding</td>
</tr>
<tr>
<td>SJC</td>
<td></td>
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</tr>
</tbody>
</table>
## New York State Mass Care Appendix

<table>
<thead>
<tr>
<th>SOFA</th>
<th>Meals on Wheels, SNAP, Senior center and central kitchens</th>
<th>Currently delivers 23 million meals to 243,000 older adults, has 2,4000 meal routes, and 700 congregate sites</th>
</tr>
</thead>
<tbody>
<tr>
<td>SUNY</td>
<td></td>
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<tr>
<td>VA</td>
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<tr>
<td>VOAD</td>
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</tr>
<tr>
<td>Private Sector</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Attachment 3
### ESF #6 Mass Care Agency Core Capabilities

<table>
<thead>
<tr>
<th>Agency</th>
<th>Mass Care</th>
<th>Responsibilities and Capabilities Outside the ESF# 6 Framework</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Red Cross (ARC)</td>
<td>*Sheltering &amp; staffing.</td>
<td>*Red Cross deploys assessment teams that assess the homes that are affected; minor, major, destroyed.</td>
</tr>
<tr>
<td></td>
<td>*Shelter statistics &amp; status updates.</td>
<td>*Community Partnership has the ability to leverage partnership at the local, state, and national level to provide unmet needs to clients.</td>
</tr>
<tr>
<td></td>
<td>*Shelter locations &amp; populations.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>*Feeding (mobile and fixed).</td>
<td>*The Department, through its various divisions and programs, promotes New York agriculture and its high-quality and diverse products, fosters agricultural environmental stewardship, and safeguards the State’s food supply, land, and livestock to ensure the viability and growth of New York’s agriculture industries.</td>
</tr>
<tr>
<td></td>
<td>*Bulk Distribution.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>*Family Linking.</td>
<td></td>
</tr>
<tr>
<td>Department of Agriculture and Markets (DAM)</td>
<td>*Lead agency for assisting with animal/pet sheltering.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>*DOES NOT have the capability to deploy shelter staff.</td>
<td></td>
</tr>
<tr>
<td>Department of Corrections and Community Supervision (DOCCS)</td>
<td>*Feeding: Ready-to-serve food through the Cook/Chill Production Center located at Mohawk Correctional Facility. *Cots.</td>
<td>*The New York State Department of Corrections and Community Supervision, guided by the Departmental Mission, is responsible for the confinement and habilitation of approximately 49,500 individuals under custody held at 54 state facilities and 35,500 parolees supervised throughout seven regional offices.</td>
</tr>
<tr>
<td>Department of Financial Services (DFS)</td>
<td></td>
<td>Insurance:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• answer consumer questions and inquiries regarding insurance policy language and the claims process</td>
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<tr>
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<td>• handle insurance complaints including fast tracking time sensitive complaints (e.g. delays in adjusters inspecting damaged property</td>
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<td>• institute a mediation process to submit disputed claims to an independent arbitrator for resolution</td>
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<td>• declare a moratorium on the termination of policies in areas affected by the disaster</td>
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<tr>
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<td>• temporary premium forgiveness</td>
</tr>
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<td></td>
<td></td>
<td>• issue emergency regulations requiring that insurers expedite their inspection of damaged property</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• allow public adjusters (representing consumers) licensed in other states to temporarily handle claims in New York under the direction of a licensed NY public adjuster</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Banking:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• loan and mortgage payment temporary forgiveness</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• ensure cash is available at ATMs</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• home repair financing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• ask banks to work with borrowers harmed by the disaster by giving relief such as 90-day postponements of foreclosure actions/evictions and extending additional time to make mortgage or loan payments before giving credit reporting bureaus an adverse report</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• ask banks to waive fees such as ATM fees, late payment charges, penalties for NSF checks, overdraft protection fees, and penalties for early withdrawal of savings where consumers demonstrated need for the funds as a result of the disaster</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• closely monitor financial markets</td>
</tr>
</tbody>
</table>
## New York State Mass Care Appendix

| Department of Health (DOH) | • As requested, provide liaison support for feeding operations through coordination with NYSDOH program areas and other ESFs:  
NYSDOH Division of Nutrition;  
And, NYSDOH Bureau of Environmental Health & Food Protection.  
| Department of Labor (DOL) | • Support for medical shelters.  
• Support for public health safety.  
• Support for healthcare facility evacuations.  
• Coordination of medical countermeasures.  
• Emergency medical transport.  
• Durable medical equipment (DME).  
• Coordination with local/state partners to replace lost medicines.  
• Health Risk Messaging to public and providers.  
• Support for water contamination issues and potable water sourcing.  
• Support for call centers.  
• Health and safety support for employees deployed on-site for emergency event.  
• Provide subject matter expertise and support operations (including field) for radiological events.  
• Response to infectious disease event (including emerging infectious disease).  
• Laboratory testing.  
• Support for Implementation of Executive Orders. |
| Department of Motor Vehicles (DMV) | • Supports ESF# 8 Public Employee Safety and Health (PESH) Crisis Team.  
| Department of State (DOS) | • Has resources available, including communication staff, vehicles, laborers, EOC responders, and EOC support staff.  
• The DMV issues secure identity documents, delivers essential motor vehicle and driver related services, and administers motor vehicle laws enacted to promote safety and protect consumers.  
• Designs and manages Governor Cuomo’s Regional Economic Development Council.  
• Local Waterfront Revitalization Program.  
• Oversees the State’s Community Action Agencies and created the New York State Office for New Americans.  
• Provides financial and expert technical assistance to local government to improve services and become more efficient.  
• Sets the State’s building construction and energy conservation standards and oversees the enforcement of the standards by local jurisdictions.  
• Regulates occupations and promotes business growth.  
• Houses the New York State Athletic Commission.  
• Regulates the establishment and maintenance of burial grounds.  
• Educates the public on marketplace scams and offers voluntary mediation between the public and businesses.  
• Empire State Fellow Program. |
| Division of Homeland Security and Emergency Services IA (DHSES IA) | • Provide State IA support to Joint Field Office operations.  
• Coordinate with managing agent and FEMA program lead on grant administration and reporting; Develop planning strategy and implementation SOP for DCMP.  
• Coordinate and provide information and training on IA program to County EMOs and localities.  
• Coordinate Small Business Administration (SBA) Disaster Loan Program for the State for disaster events (for both FEMA declared and non-declared events).  
• Prepare reports/briefings on IA program activities for Executive Level Leadership. |
| Homes and Community Renewal (HCR) | HCR Division of Housing and Community Renewal (DHCR)  
The largest employer of the five HCR agencies, DHCR is an executive branch agency responsible for the supervision, maintenance, and development of affordable low-and moderate-income housing in New York State.  

HCR Housing Trust Fund Corporation (HTFC)  
HTFC is a public benefit corporation managed by DHCR staff. HTFC has experienced significant staff growth since 2013 with the creation of the Governor’s Office of Storm Recovery (GOSR).  

HCR Housing Finance Agency (HFA)  
HFA's mission is to create and preserve high quality affordable multifamily rental housing that serves communities across the State of New York. HFA is the #1 affordable housing issuer in the nation.  

HCR State of New York Mortgage Agency (SONYMA)  
Offers five mortgage programs to assist first-time homebuyers with the purchase of a home in New York State.  

HCR Affordable Housing Corporation (AHC)  
Creates homeownership opportunities for low- and moderate-income families by providing grants to local governments, not-for-profits, and charitable organizations; thus, helping subsidize the cost of newly constructed houses and the renovation of existing housing.  

HCR Offices  
Economic Opportunity and Partnership Development – Encourages and ensures Minority and Women-Owned Business Enterprises (MWBEs) and Service-Disabled Veteran-Owned Business Enterprises (SDVOBs) participation in all agency contracting opportunities. Also increases minority workforce participation through equal employment opportunity.  

Fair and Equitable Housing Office (FEHO) – Works to ensure New Yorkers have an equal opportunity to live in housing they desire and can afford regardless of race, color, familiar status, religion, sex, national origin, marital status, or sexual orientation. Part of the Legal unit.  

Governor’s Office of Faith-Based Community Development – Serves as a liaison between the State and faith-based groups interested in engaging in community development activities.  

Governor’s Office of Storm Recovery (GOSR) – Leads the State’s recovery efforts from Hurricane Sandy, Hurricane Irene, and Tropical Storm Lee. |
### New York State Mass Care Appendix

<table>
<thead>
<tr>
<th>Intergovernmental Affairs (IGA)</th>
<th>Coordinates HCR’s dealings with federal, state, and local governments to foster constructive relationships with elected officials and municipalities.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internal Audit Group</td>
<td>Provides independent assurance that the organization’s risk management, governance and internal control processes are operating effectively.</td>
</tr>
<tr>
<td>Internal Control and Risk Monitoring</td>
<td>Coordinates across HCR staff to maintain and strengthen internal controls that operate effectively and efficiently to mitigate risk.</td>
</tr>
<tr>
<td>Mortgage Insurance Fund Office</td>
<td>Provides insurance on mortgage loans that encourage capital investment by commercial and public lenders.</td>
</tr>
<tr>
<td>Office of Community Renewal (OCR)</td>
<td>Manages 18 housing, community and economic development programs including the Affordable Housing Corporation, NYS Community Development Block Grant Program, NY Main Street program, the Neighborhood and Rural Preservation programs, and RESTORE.</td>
</tr>
<tr>
<td>Office of Finance and Development (F&amp;D)</td>
<td>Responsible for investing billions of dollars each year to stimulate the development or preservation of affordable rental housing and to help low and moderate-income homeowners purchase their first home. The department's multifamily programs are driven by the Federal and State Low Income Housing Tax Credits, tax exempt bonds, and augmented by an array of State funded programs targeted to a range of housing and community development needs.</td>
</tr>
<tr>
<td>Office of Housing Preservation (OHP)</td>
<td>Operates programs that maintain and enhance existing affordable housing, including public and privately owned, and previously subsidized housing. Includes Asset Management Unit, the Statewide Section 8 Program and Weatherization Assistance Programs.</td>
</tr>
<tr>
<td>Office of Professional Services (OPS)</td>
<td>Includes shared support functions such as Human Resources, Facilities, Procurement, Finance, Information Technology, and corporate compliance functions.</td>
</tr>
<tr>
<td>Office of Rent Administration (ORA)</td>
<td>Administers New York State’s Rent Regulations.</td>
</tr>
<tr>
<td>Office of Policy and Strategic Planning</td>
<td>Oversees initiatives to measure and improve agency performance, enhance service delivery, and provide project management. The office is also responsible for collecting and analyzing housing data, identifying trends, and formulating housing policy.</td>
</tr>
<tr>
<td>Communications Office</td>
<td>Works with advocates, stakeholder partners, and media to inform public constituencies about the state’s housing goals, its mission, and continued successes in expanding access</td>
</tr>
</tbody>
</table>
New York State Mass Care Appendix

| Office for Victim Services (OVS) | *Support Chamber in the development of necessary emergency regulations, legislation or Executive Orders  
*Support Chamber in the development of necessary public information/outreach, including: Developing a generic press release about services available; Posting critical information on website; Summarizing any provisions of benefits that may be different from standard practices; And, work with media to inform crime victims of benefits. |
| Office of Alcoholism and Substance Abuse (OASAS) | *OASAS plans, develops and regulates the state’s system of chemical dependence and gambling treatment agencies. This includes the direct operation of 12 Addiction Treatment Centers, which serve around 8,000 persons per year. The agency inspects and monitors the over 900 chemical dependence treatment programs to guarantee quality of care and to ensure compliance with state and national standards. OASAS is the single designated state agency responsible for the coordination of state-federal relations in the area of addiction services.  
*The Office also monitors gambling and substance use and abuse trends in the state; provides a comprehensive education and prevention program through approximately 160 school- and community-based providers; promotes public awareness and citizen involvement through community action groups; pursues state, federal and private sources of funding for services; links clients served by other agencies and within the criminal justice system to addiction services; provides education and training for persons dealing with clients; and administers the credentialing of alcoholism and substance abuse counselors as well as prevention practitioners and prevention specialists. |
| Office of Child and Family Services (OCFS) | *OCFS can work with local CPS to address family reunification, to include unaccompanied minors.  
*Will consider establishing the Children’s Issues Task Force with the Administration of Children and Families Region II on an as needed basis.  
*Provides oversight and monitoring of regulated child care (family day care, group family day care, school-age child care and day care centers outside of NYC), legally exempt child care, child care subsidies, child... |
<table>
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<tr>
<th><strong>New York State Mass Care Appendix</strong></th>
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</thead>
<tbody>
<tr>
<td><strong>Office of General Services (OGS)</strong></td>
</tr>
</tbody>
</table>
| • Office facilities, leased facilities, and surplus properties that may be made available for temporary use during emergencies.  
• Procurement service group that has an emergency contract.  
• Provide emergency feeding, as allowed by the USDA, through a food distribution and warehousing group. |
| • The mission of the Office of General Services (OGS) is to:  
  • manage and lease real property;  
  • design and build facilities;  
  • contract for goods, services and technology; and  
  • deliver a broad scope of critical services for agencies. |
| **Office of Mental Health (OMH)** |
| • Support mass feeding activities via the OMH Cook-Chill operation.  
• Provide Disaster Mental Health counselors and staff to support surge at county level.  
• Provide MH support to family reunification centers.  
• Provide facility and/or material assistance. |
| • ESF # 8 Provide support to ensure the safety and continued operation of psychiatric hospitals and community-based mental health services.  
• Regulating, certifying, and overseeing the New York State public mental health system.  
• Conducting mental health research to advance prevention, treatment, and recovery.  
• Providing State-operated outpatient and inpatient mental health services and supports.  
• Publicly promoting mental health to reduce fear and stigma. |
| **Office of Persons with Developmental Disabilities (OPWDD)** |
| • The New York State Office for People With Developmental Disabilities (OPWDD) is responsible for coordinating services for more than 130,000 New Yorkers with developmental disabilities, including intellectual disabilities, cerebral palsy, Down syndrome, autism |
| • Serves on the Disaster Preparedness Commission (DPC) to support State-wide Emergency Planning and Preparedness efforts.  
• Support for OPWDD Facility Evacuations.  
• Coordinate emergency planning efforts for OPWDD state owned facilities.  
• Facilitate situational awareness of state owned and nonprofit partner agencies providing services under the auspice of OPWDD.  
• Support Radiologic planning efforts related to OPWDD/Partner facilities.  
• Responsible for coordination of services to 160,000 individuals with developmental disabilities; including regulatory, administration and management of residential community-based group homes, day programs and other services. |
<table>
<thead>
<tr>
<th>New York State Mass Care Appendix</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Office of Temporary Disability Assistance (OTDA)</strong></td>
</tr>
<tr>
<td><strong>Salvation Army (SA)</strong></td>
</tr>
<tr>
<td>*OTDA has warehoused resources to support Disaster Assistance Centers and retains some Mass Care inventory, on behalf of the ESF.</td>
</tr>
<tr>
<td><strong>Volunteer Intake and Management</strong> - The Salvation Army has the ability to register, train and manage spontaneous volunteers during large scale emergencies. <strong>SATERN</strong> - SATERN (SalvationArmy Emergency Radio Network) provides emergency communications support for Salvation Army operations in local, regional, and international disaster and emergency situations. These communications can be via long distance high frequency systems, local public safety</td>
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<tr>
<th>NYS Mass Care Appendix</th>
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</thead>
<tbody>
<tr>
<td>New York State OEM</td>
</tr>
<tr>
<td>March 2019</td>
</tr>
</tbody>
</table>
**New York State Mass Care Appendix**

| State Education Department (SED) | *Sheltering*  
| *Feeding*  
| *Family Linking* | *In a few cases, provide transportation by Department owned buses*  
| *Streamline approval for licensed professionals from out-of-state, such as Doctors, Nurses, Pharmacists, Veterinarians, Building Engineers, etc.* |

| State Justice Center (SJC) | *Advocate and protect people with special needs from abuse, neglect, and mistreatment by operating a 24/7 hotline.* |

| State Office for the Aging (SOFA) | *Services provided include home delivered meals, congregate meals, transportation, in-home services, support for caregivers, operation of senior centers and central kitchens, and other services designated to*  
| *Maintain awareness of the efforts of the 59 County Offices for the Aging in times of disaster.*  
| *As the agency responsible for the delivery of aging services to the state’s most vulnerable residents, NY SOFA consults and makes available information on resources and local programs that can assist in times of emergency.*  
<p>| <em>Access to vulnerable client lists as maintained by the local Aging Office and/or County.</em> |</p>
<table>
<thead>
<tr>
<th>Organization</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>State University of New York (SUNY)</td>
<td>*SUNY will assist the State and the ESF #6 efforts during emergencies. However, resources to meet SUNY’s own mass care and sheltering needs would be prioritized and the availability of resources to other efforts may be reduced. SUNY campuses often have large spaces (such as gymnasiums) that may potentially be used for shelters, staging, feeding, distribution of emergency supplies, and family reunification. Use is subject to campus need. SUNY partners with other entities, usually memorialized by memoranda of understanding and revocable permits, to make such space available for short-term use. Community college campuses are primarily under the control of their sponsors.</td>
</tr>
<tr>
<td>Veterans Affairs (VA)</td>
<td>*The Department of Veterans Affairs (VA) offers a wide variety of programs and services for the nation’s 22 million veterans and continues to emphasize three long-term goals: increasing access to VA benefits and services, reducing the claims backlog, and eliminating veterans’ homelessness. To accomplish these, VA is focusing on modernizing the way it operates in order to regain the trust of veterans and the country as a whole. The department has instituted five priorities to help focus and intensify VA’s efforts to improve: offer greater choice to veterans; modernize our VA systems; focus resources more efficiently; improve timelines and prevent veterans’ suicides.</td>
</tr>
<tr>
<td>Voluntary Organization Active in Disasters (VOAD)</td>
<td>*Provide coordination and support to disaster impacted communities.</td>
</tr>
<tr>
<td></td>
<td>*New York VOAD is the state chapter of National VOAD.</td>
</tr>
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</table>
# New York State Mass Care Appendix

<table>
<thead>
<tr>
<th>Private Sector</th>
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<tbody>
<tr>
<td><em>The VOAD consists of organizations active in disaster response throughout the state of New York. Many of our members are human services providers who seek to prepare for events that may impact their clients and stakeholders.</em></td>
</tr>
<tr>
<td><em>The VOAD’s role is to bring organizations together and enable them to understand each other and work together during times of disaster preparedness, response, relief and recovery.</em></td>
</tr>
<tr>
<td><em>New York State VOAD adheres to the principles established by National VOAD. These foundational principles are referred to as the Four C’s: Cooperation, Communication, Coordination, and Collaboration.</em></td>
</tr>
<tr>
<td><em>Ensuring the membership directory is current and accurate.</em></td>
</tr>
<tr>
<td><em>Developing &amp; enhancing collaborative relationships with local COADs and VOADs within New York State.</em></td>
</tr>
<tr>
<td><em>Connecting our members and partners to training and collaboration opportunities.</em></td>
</tr>
<tr>
<td><em>Developing a committee structure which builds upon existing capacities and networks of our members.</em></td>
</tr>
</tbody>
</table>