



This document outlines the planning and organizational responsibilities of the Mass Care (ESF #6) coordinating agencies for the Yolo Operational Area

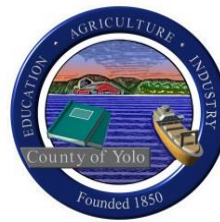
Yolo Operational Area Mass Care Executive Summary

Emergency Support Function
#6 - Annex to local Emergency
Operations Plans

Version 1.0

Revised: May 2015

PARTICIPATING AGENCIES



HANDLING INSTRUCTIONS

1. The title of this document is the *Yolo County Operational Area Mass Care (ESF #6) Annex Executive Summary*
2. The information gathered herein is to be used for training and reference purposes within the Yolo Operational Area. Reproduction of this document, in whole or in part, without prior approval from the Yolo County Office of Emergency Services is prohibited.
3. Point of Contact:

Yolo County Office of Emergency Services

DANA M. CAREY

OES Coordinator
625 Court Street, Room 202
Woodland, CA 95695
Office: 530-666-8150
Direct: 530-406-4933
dana.carey@yolocounty.org

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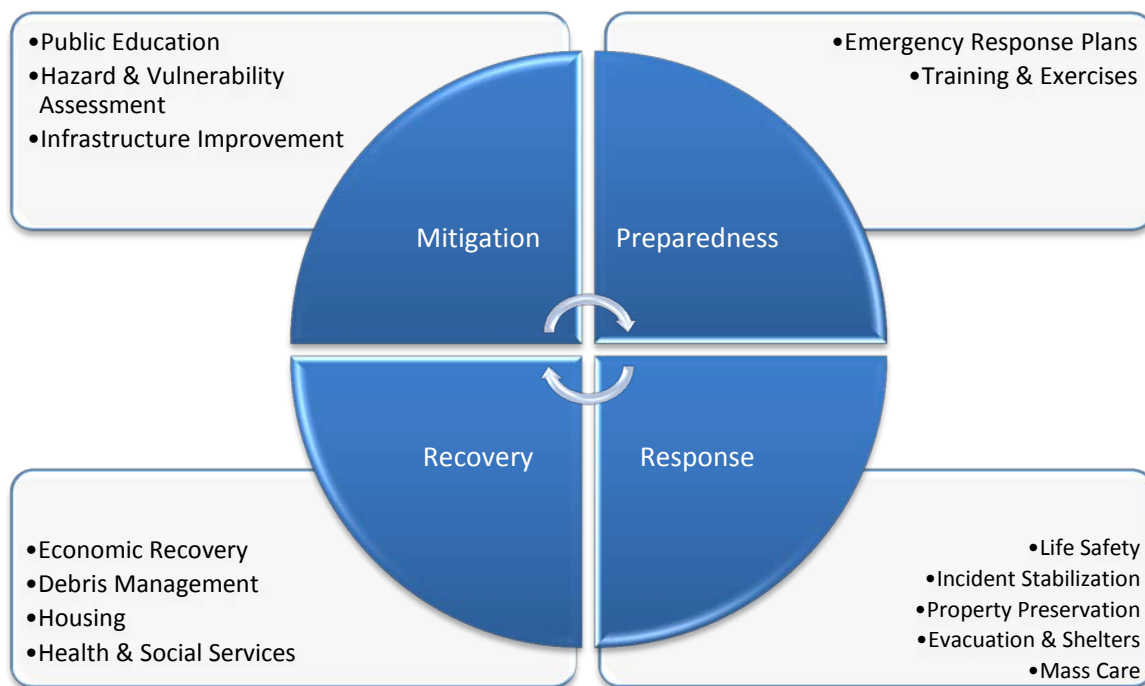
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INTRODUCTION

OVERVIEW

The *Yolo Operational Area Mass Care (ESF #6)* represents an alliance of discipline-specific stakeholders who possess common interests and share a level of responsibility to provide emergency management services related to Mass Care, Emergency Assistance, Housing, and Human Services in Yolo County. Function #6 stakeholders will work together within their statutory and regulatory authorities to effectively and efficiently coordinate during all four phases of emergency management.



The Yolo County Mass Care planning group¹ supports and coordinates the Operational Area’s activities of its stakeholders in the mission to protect life and property from natural and human-caused emergencies resulting from the need for government to care for its citizenry.

The *Yolo Operational Area Mass Care (ESF #6)* is an annex to the County of Yolo Emergency Operations Plan (EOP), City of Davis EOP, City of West Sacramento EOP, City of Winters EOP, City of Woodland EOP, and the Yocha Dehe Wintun Nation EOP. The purpose of the annex is to define the scope of function #6 and the emergency management activities of its stakeholders. The development and ongoing maintenance of function #6 will be a continuous process that will take time, resources and consensus building. Plans within the annex will be continuously maintained to reflect inclusion of additional stakeholders, the expansion of resources and capabilities, or the revision of policies and procedures.

¹ See [Appendix A](#) for an overview of all planning groups within the Yolo Operational Area

An emergency or disaster involving a Mass Care response is complex and involves many jurisdictions and agencies. It can also span several different response plans and traverse jurisdictional boundaries. Multiple plans maintained throughout the County may be used depending on the specific agent and response needed.



PURPOSE

The function #6 Executive Summary provides guidance to coordinate the delivery of the Operational Area’s mass care, emergency assistance, housing, and human services when local and tribal, response and recovery needs exceed their capabilities.

SCOPE

When requested by the Director of Emergency Services, function #6 services and programs are implemented to assist individuals and households impacted by potential or actual disaster incidents. Function #6 is organized into four primary functions:

1. **Mass Care:** Includes sheltering, feeding operations, emergency first aid, bulk distribution of emergency items, and collecting and providing information on victims to family members.
2. **Emergency Assistance:** Assistance required by individuals, families, animals and their communities to ensure that immediate needs beyond the scope of the traditional “mass care” services provided at the local level are addressed. These services include: support to evacuation (including registration and tracking of evacuees); reunification of families; provision of aid and services to people with access and functional needs; evacuation. Sheltering, and other emergency services for household pets and service animals; support to specialized shelters; support to medical shelters; nonconventional shelter management; coordination of donated goods and services; and coordination of voluntary agency assistance.

3. **Housing:** Includes housing options such as rental assistance, repair, loan assistance, replacement, factory-built housing, semi-permanent and permanent construction, referrals, identification and provision of accessible housing, and access to other sources of housing assistance. This assistance is guided by the National Disaster Housing Strategy.
4. **Human Services:** The provision of very basic supplemental services to support the personal and/or immediate recovery needs of disaster victims. Attention is focused on persons who because of age, disability, or language may need additional assistance to benefit from the mass care services described above. Effective service delivery requires coordination with non-governmental organizations and County social service agencies.

GOALS

The goal of function #6 is to provide safe, sanitary, secure care and shelter for all residents, including persons with access and functional needs, that reduces the health and safety impact on residents who must seek public shelter in an emergency or disaster situation.

- Prepare for and prevent, cohesively respond to, and effectively mitigate and recover from the effects of an emergency involving the care and shelter of residents.
- Integrate and standardize function #6 emergency management activities within SEMS/NIMS.
- Proactively develop and support mutual aid and other forms of assistance.
- Implement improvements to the Operational Area's mass care and shelter response capabilities.
- Identify, coordinate, and engage the Operational Area's emergency function #6 stakeholders.
- Train and exercise the activities of function #6.
- Provide input and planning assistance for any mass care and shelter planning within the Operational Area.

ANNEX MAINTENANCE AND ADMINISTRATION

Various members are responsible for the on-going maintenance and administration of function #6 plans, Field Operations Guides, Standard Operating Procedures, resource directories, exercises, etc., these are outlined in [Appendix B](#).

STAKEHOLDERS

LEAD COORDINATORS

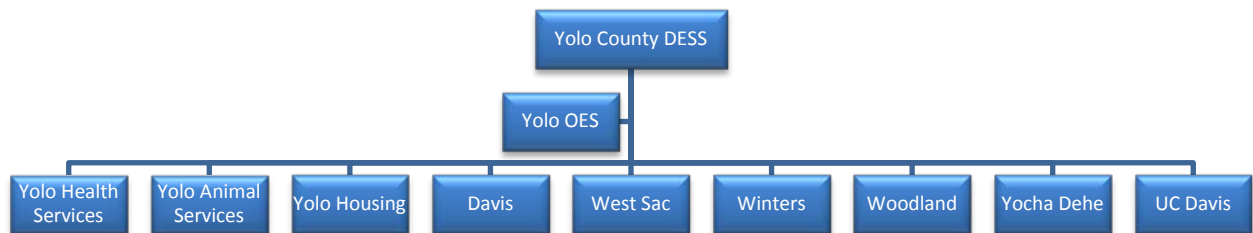
For the development of the Operational Area level, co-coordinators have been designated based upon authorities and responsibilities held by each coordinating agency. The Yolo County Department of Employment and Social Services and Yolo County Sheriff's Office Animal Services Division are responsible for human and animal mass care plans, respectively. They are responsible for facilitating the development, maintenance, and implementation of function #6, with input and assistance from the stakeholders.

SUPPORTING AGENCIES AND DEPARTMENTS

Other agencies and departments assist in the development of function #6; these supporting stakeholders have responsibilities assisting in the coordination of all phases of emergency management.

Department/Agency	Division/Group	Responsibility
Yolo County Department of Employment and Social Services	Multiple	Responsible for the provision of employment and social services throughout the Yolo Operational Area. Maintains the County Shelter Team and Cal Fresh disaster plan.
Yolo County Department of Health Services	Multiple	Serves as the Medical and Health Operational Area Coordinator (MHOAC) and is the central point of contact for Skilled Nursing Facilities. Works with DESS for medical planning within shelter settings.
Yolo County Sherriff's Department	Animal Services Division	Responsible for the operation of the Yolo County Animal Services shelter and animal control services to the cities. Provides direction to volunteers in the event of an animal evacuation shelter.
Yolo County Housing	Agency	Centralized point for the provision of temporary housing within Yolo County during an emergency/disaster. Serves as the primary contact for Housing & Urban Development (HUD) emergency programs.
City of Davis	Community Services Department	Has primary responsibility for coordinating with the Operational Area Mass Care Coordinator on behalf of mass care response operations within the City of Davis.
City of West Sacramento	Parks and Recreation Department	Has primary responsibility for coordinating with the Operational Area Mass Care Coordinator on behalf of mass care response operations within the City of West Sacramento.

Department/Agency	Division/Group	Responsibility
City of Winters	Administrative Services	Has primary responsibility for coordinating with the Operational Area Mass Care Coordinator on behalf of mass care response operations within the City of Winters.
City of Woodland	Community Services Department	Has primary responsibility for coordinating with the Operational Area Mass Care Coordinator on behalf of mass care response operations within the City of Woodland.
Yocha Dehe Wintun Nation	Tribal Facilities/Engineering & Cache Creek Casino Resort	Has primary responsibility for coordinating with the Operational Area Mass Care Coordinator on behalf of mass care response operations within the Yocha Dehe Wintun Nation.
University of California, Davis Campus	Student Housing Services	Has primary responsibility for coordinating with the Operational Area Mass Care Coordinator on behalf of mass care response operations on the University of California Davis Campus



MEETING FREQUENCY AND PROTOCOLS

The Yolo Mass Care Planning Group will meet at least bi-annually to review progress in development and maintenance of the emergency function, review and approve work products and establish priorities.

DECISION MAKING PROCESS

All decisions of the Yolo Mass Care Planning Group are made by consensus through a simple majority vote.

EMERGENCY MANAGEMENT COMMUNITY

As described in local Emergency Operations Plans, function #6 will also involve other stakeholders such as:

- American Red Cross, Capital Region Chapter (ARC) – Has a congressional charter to continue and carry on a system of national and international relief.
- Hands on Superior California (HOSC) – Designated by the County of Sacramento and State of California to manage and coordinate disaster volunteer response.
- Salvation Army – Coordinates a comprehensive disaster relief services program.
- Veterinary Emergency Response Team (VERT) – A group of volunteer faculty, students and staff in the School of Veterinary Medicine who have an interest in emergency and disaster response.
- Faith Based Organizations – Organizations throughout the Yolo operational Area who work to provide mass care assistance and are affiliated with, supported by, or based on a religion or religious group.
- Community Based Organizations – Civil society non-profits that operate within the Yolo Operational Area and wish to provide support to the mass care system.

As the group advances, planning should include for the future participation of these and future stakeholders.

STATE AGENCIES

Through the CalOES Inland Regional Emergency Operations Center (REOC), access to State and Federal resources and agencies will be coordinated. This includes the many state agencies and departments, including the California Department of Social Services (CDSS), which has overall responsibility for coordinating state-level support for function #6 activities. American Red Cross (ARC) is also represented in the REOC by a liaison whose purpose is to share information between various levels of the ARC management and State government, and to follow up on ARC resource requests.

FEDERAL AGENCIES

The National Response Framework (NRF) designates the Federal Emergency Management Agency (FEMA) as the lead or coordinating agency for ESF #6 at the federal level. Federal assistance includes support for emergency shelter, feeding, distribution of supplies, first-aid, welfare inquiry and interim housing.

CONCEPT OF OPERATIONS

This section describes the function #6 concept of operations, which documents how the emergency function stakeholders will, through collaboration and joint activities, support each phase of emergency management.

Yolo County OES will coordinate Operational Area response and recovery operations in close coordination with local, tribal, and State governments, voluntary organizations, and the private sector. Function #6 assistance is managed and coordinated at the lowest possible organizational level—e.g., the local government EOC. Only requests that cannot be filled or issues that cannot be resolved at the previously mentioned levels are elevated to the operational Area EOC and then the Inland Region REOC Mass Care and Shelter Branch EF #6 for resolution.

Each jurisdiction designates a lead agency representative for mass care that works at the direction of the Director of Emergency Services to ensure mass care services are provided to the affected population.

MITIGATION

Mitigation is the effort to reduce loss of life and property by lessening the impact of disasters. This is achieved through risk analysis, which results in information that provides a foundation for mitigation activities that reduce risk. Mitigation activities for function #6 include:

- Identify stakeholders and engage them in the development and maintenance of function #6.
- Complete a vulnerability assessment and prioritize actions to reduce vulnerabilities within the scope of function #6.
- Collaborate to pool function #6 resources to prevent hazards and reduce vulnerability (leveraging funding, resources and people).
- Develop strategies and processes to prevent or reduce the impact of events and reduce the need for mass care activities.
- Support the Yolo Operational Area Multi-jurisdictional Hazard Mitigation Plan.
- Coordinate with the Yolo County Office of Emergency Services.

PREPAREDNESS

Preparedness is a continuous cycle of planning, organizing, training, equipping, exercising, evaluating and taking corrective action in an effort to ensure effective coordination during incident response. Preparedness Activities for function #6 include:



- Develop and maintain the Yolo County Function #6 Executive Summary and plans which

comprise the function #6 annex to local Emergency Operations Plans.

- Establish decision-making and communication processes for function #6.
- Identify stakeholder roles, responsibilities and statutory authorities.
- Initiate and oversee pre-emergency planning and coordination activities.
- Conduct resource inventories, categorize resources, establish agreements for acquiring needed resources, manage information systems, and develop processes for mobilizing and demobilizing resources with the function #6 stakeholders.
- Create an Emergency Resource Directory providing the list of function #6 resources necessary to support operations.
- Plan for short-term and long-term emergency management and recovery operations.
- Integrate After Action Reports (AAR) and Corrective Action Planning (CAP) into all function #6 exercises.
- Conduct regular function #6 meetings and assist with training events.
- Support coordination for incident prioritization, critical resource allocation, integration of communications systems and information coordination.
- Create inventory agreements that are in place to support sharing of resources.

RESPONSE

Response includes activities that address the short term, direct effects of an incident. Response includes the execution of emergency operations plans and mitigation activities outlined to limit the loss of life, personal injury, property damage and other unfavorable outcomes. Response activities for function #6 include:

- Discipline-specific subject matter expertise for all activities within the Emergency Operations Center (EOC) organization - The function #6 coordinator provides subject matter recommendations and guidance involving its members.
- Assistance from support agencies.
- Guidance in resource request processing to EOC Sections.
- Recommendations on the appropriate use of resources.
- Expertise regarding the procedures, processes and methods for obtaining resources.
- Assistance in acquiring and processing discipline-specific intelligence and information.
- Coordination with function #6 within other EOC levels.
- Identify and document the operating modes including:
 - **Trigger Points/Thresholds** – Identifies triggers that may indicate a need to increase the operational mode.
 - **Warning Procedures** – Identifies the procedures used to support warning emergency function stakeholders of an approaching or imminent danger prior to an incident to determine the need to increase the level of the operational mode a resources available. This should also include steps taken by the emergency function to increase readiness and/or Mass Care activities.
 - **Alert and Notification** – Documents the alert and notification procedures for the emergency function when there is an increase in operational mode level.
- Documenting how stakeholders mobilize resources to support incident response and operations. This includes direct response under existing authorities or support and coordination of field-level response operations. Also document how resources will be tracked during mobilization and demobilization when no longer needed.
- Assisting with the documentation of how function #10 members communicate during an emergency, including primary and secondary systems and system redundancy.

Policies

The Yolo Operational Area model for shelter operations is integrated and inclusive. To the maximum extent feasible, people with functional needs will be sheltered with the general population and shelter staff will make efforts to provide reasonable accommodations as defined under the Americans with Disabilities Act (ADA).

The Yolo Operational Area response community recognizes the varying and special requirements of individuals that require and utilize the assistance of family members, personal assistants, and/or service animals and is committed to ensuring that the physical and mental health needs of these individuals are appropriately addressed. Individuals and assistance providers will remain together to the maximum extent possible during evacuation, transport, sheltering, or the delivery of other services. Service animals shall be treated as required by law (e.g., the Americans with Disabilities Act (ADA) of 1990).

The Yolo Operational Area response community recognizes the varying and special requirements of children and is committed to ensuring that the physical and mental health needs of children will be appropriately addressed. Children will remain with their families or caregivers to the maximum extent possible during evacuation, transport, sheltering, or the delivery of other services.

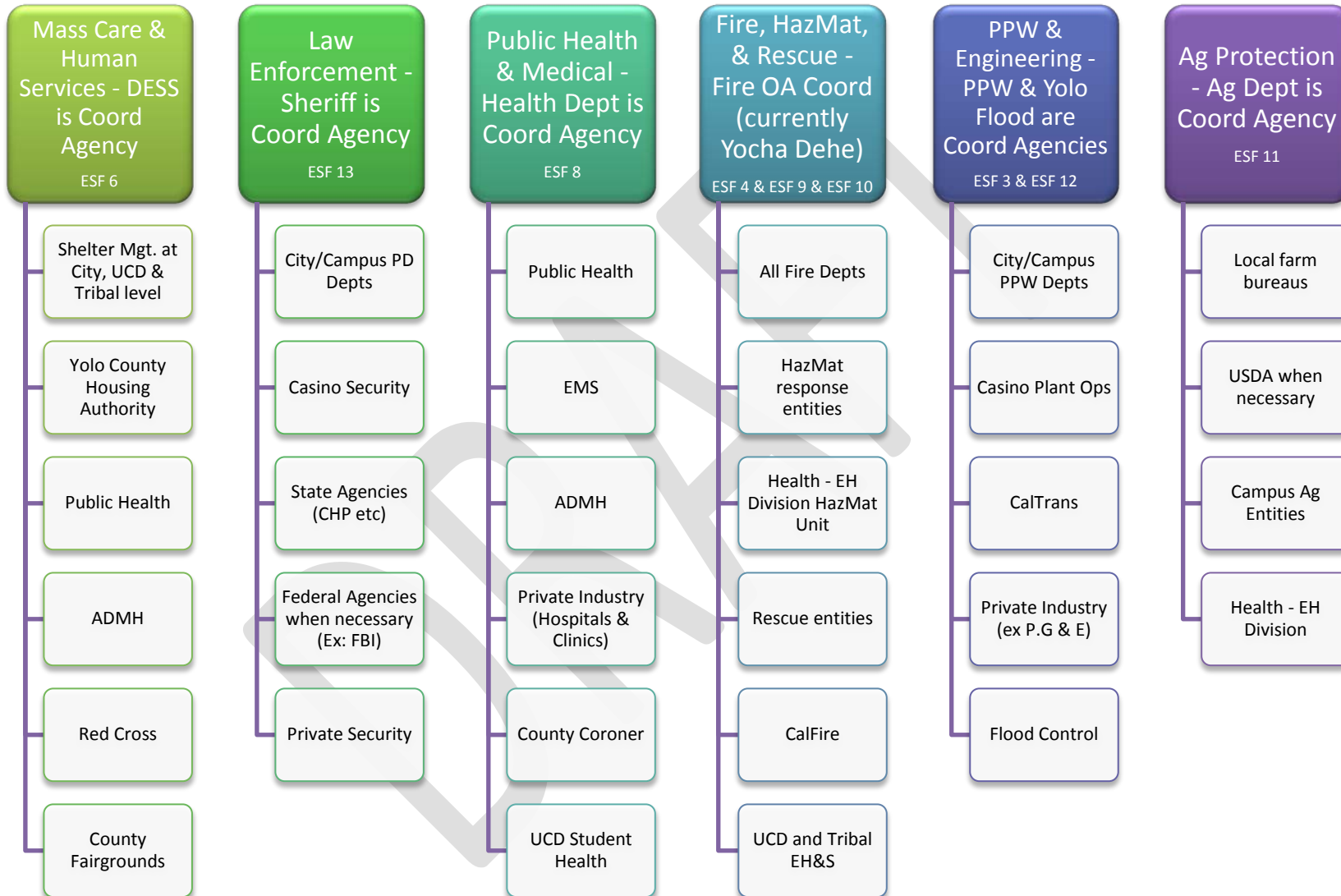
Following a large scale disaster event, there is a transition from mass care ESF #6 emergency services identified above to longer term recovery services and programs. This “recovery support” includes both government assistance and the more sustainable (i.e., ongoing) efforts that evolve from community and faith-based organizations.

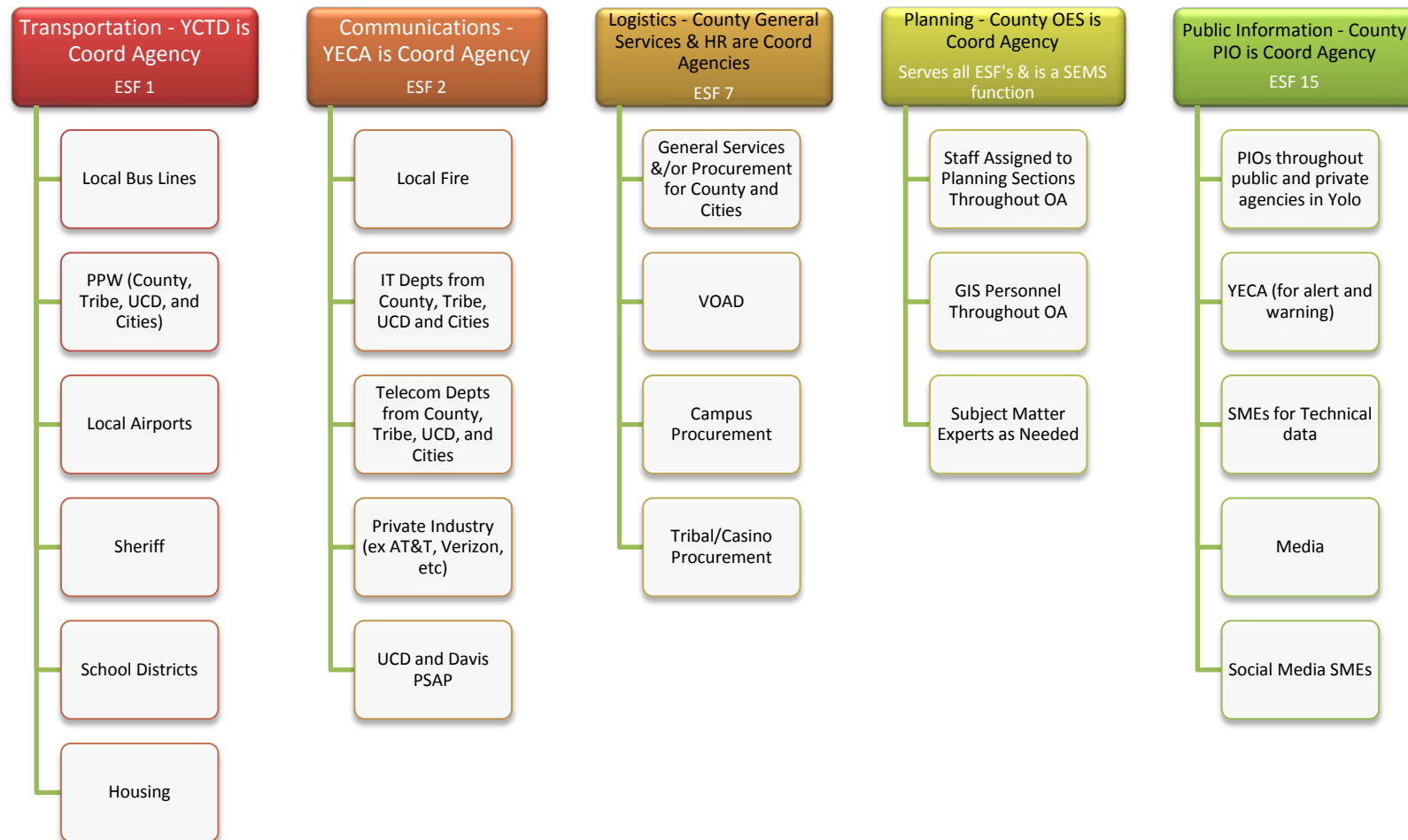
RECOVERY

The aim of the recovery phase is to restore the affected area to its pre-disaster state. It differs from the response phase in its focus; recovery efforts are concerned with issues and decisions that must be made after immediate needs are addressed. Recovery activities for function #6 may include:

- Supporting recovery activities with roles and responsibilities of Emergency Function members.
- Working with other function #6 members to organize rapid needs assessment teams to prevent duplication of efforts.
- Supporting efficient activation and sufficient staffing of Local Assistance Centers with function #6 members as needed.
- Provide resources and information for the community regarding long-term housing options.

APPENDIX A: YOLO OPERATIONAL AREA PLANNING GROUPS





ESF5 is satisfied by OES involvement in all other ESF planning aspects & ESF 14 is satisfied by the recovery planning within each ESF.

APPENDIX B: DOCUMENTATION MAINTENANCE RESPONSIBILITIES

Plan/Document Name	Description	Emergency Management Phases	Owner	Last Updated
<i>Yolo County Operational Area Mass Care (ESF #6) Annex Executive Summary</i>	Overview of Function #6 for the Yolo Operational Area	Preparedness	Yolo County OES	February 2015
<i>Yolo Operational Area Human Mass Care Plan</i>	Outlines human mass care operations within the Yolo Operational Area	Preparedness, Response & Recovery	Yolo County Department of Employment and Social Services	Under Development
<i>Yolo Operational Area Cal-FRESH Disaster Plan</i>	Outline response operations for the expansion and issuance of emergency acceptance into the Supplemental Nutrition Assistance Program	Preparedness, Response & Recovery	Yolo County Department of Employment and Social Services	February 2014
<i>Yolo County Animal Mass Care Plan</i>	Outlines animal mass care response operations within the Yolo Operational Area	Preparedness, Response & Recovery	Yolo County Sheriff's Office – Animal Services Division	January 2012
<i>Yolo Operational Area Long Term Housing Plan</i>	Identifies a number of strategies for providing long-term housing to those affected in an emergency/disaster	Recovery	Yolo County Department of Employment and Social Services & Yolo County Housing	To be Developed

Plan/Document Name	Description	Emergency Management Phases	Owner	Last Updated
<i>West Sacramento Access and Functional Needs Plan</i>	Provides planning guidance for identifying, interacting with, and managing support for persons with access and functional needs	Preparedness & Response	City of West Sacramento	March 2012
<i>American Red Cross Shelter Standard Operating Procedures</i>	Outlines response operations for American Red Cross shelters	Preparedness & Response	American Red Cross	Various

APPENDIX C: ACRONYMS

AAR – After Action Report

ADA – Americans with Disabilities Act

ADMH – Alcohol Drug & Mental Health

Ag – Agricultural

ARC – American Red Cross

CAP – Corrective Action Plan

CDSS – California Department of Social Services

DA – District Attorney

DESS – Department of Employment and Social Services

EOC – Emergency Operations Center

EOP – Emergency Operations Plan

ESF – Emergency Support Function

FEMA – Federal Emergency Management Agency

HazMat – Hazardous Materials

HOSC – Hands on Superior California

HUD – Housing & Urban Development

MHOAC – Medical and Health Operational Area Coordinator

NRF – National Response Framework

NIMS – National Incident Management System

OES – Office of Emergency Services

OA – Operational Area

PPW – Planning and Public Works

REOC – Regional Emergency Operations Center

SEMS – Standardized Emergency Management System

UCD – University of California Davis

VOAD – Voluntary Organizations Active in Disasters

VERT – Veterinary Emergency Response Team

APPENDIX D: VERSION HISTORY

Change Number	Section	Date of Change	Individual Making Change	Description of Change
0.1	All	09/18/2014	Howell Consulting	Initial draft
0.2	All	09/19/2014	Yolo DESS	Include edits & comments for revision
0.3	All	01/17/2015	Yolo OES	Included edits & comments for revision
1.0	All	05/19/2015	Yolo OES	Included edits & comments from Public Comment period