

HUMAN SERVICES**I. PURPOSE**

The purpose of this Annex is to provide for the coordination of all Human Services (public welfare and human needs) to support the feeding, clothing, and housing needs of disaster victims and/or special needs groups in time of local emergency.

II. SITUATION

The County Hazard Analysis identified numerous hazards that would increase the demands placed on current human service programs to provide services for the needy. The County Office of the Department of Human Services, American Red Cross, the Salvation Army and other volunteer agencies have the capability to respond to the serious needs of the population should a major disaster occur. Existing programs to provide mass care assistance, family services, and recovery aid would be expanded to meet the needs of disaster victims.

III. ASSUMPTIONS AND PLANNING FACTORS

- A. People who would not normally be clients of the local Human Services agency will require some form of public assistance under emergency conditions.
- B. Voluntary groups, such as Red Cross and Salvation Army, will render assistance during emergencies.

IV. ORGANIZATION/RESPONSIBILITIES

- A. The Director of the Lyon County Office of Human Services will serve as the Coordinator and is a member of the Command and Control Staff. The Coordinator will advise local executives on matters pertaining to Human Services, ensure that activities are administered in an orderly, efficient manner, develop procedures for determining needs of disaster victims, and process inquiries concerning disaster victims. The existing Staff augmented as necessary from other organizations will serve as supporting staff. Human Services will distribute USDA donated foods to organizations such as Salvation Army and Red Cross to provide mass feeding for disaster victims and, if implemented, will administer the Emergency Food Stamp Program.

B. American Red Cross

The Red Cross will coordinate/control its own staff and will act in a supportive role to local government during a disaster situation. Services provided by Red Cross include, but are not limited to:

1. Emergency mass care assistance (see Annex I, Mass Care)
 - a. Food for disaster victims and emergency workers
 - b. Temporary shelter
 - c. Medical aid
 - d. Clothing
 - e. Blood and blood products
2. Emergency family services:
 - a. Food
 - b. Clothing
 - c. Bedding
 - d. Rent
 - e. Other essentials
3. Recovery aid to families:
 - a. Case work service
 - b. Cleaning kit/supplies
 - c. Building repairs to homes
 - d. Household furnishings
 - e. Medical/nursing care
 - f. Occupational supplies/equipment

C. Salvation Army

Services provided by the Salvation Army include, but are not limited to:

1. Food for disaster victims
2. Clothing (used)

3. Furniture (used)
 4. Temporary shelter
- D. Churches and church groups are a vital community resource and function as support organizations to provide response and recovery assistance to disaster victims. They may provide:
1. Food to disaster victims and emergency workers
 2. Clean-up and recovery
 3. Crisis counseling for disaster victims/workers
- E. In addition to the local church groups, assistance in disaster recovery activities can be obtained from the Mennonite Disaster Services and the Seventh Day Adventists. Contact with these groups can be made through the State Emergency Management Division.

V. CONCEPT OF OPERATIONS

A. General

1. To provide for an effective response to a disaster situation, the Human Services Director will coordinate the efforts of various agencies to meet individual human needs.
2. During actual or impending disaster situations requiring the lodging and feeding of a considerable number of people, procedures outlined in Annex I, Mass Care, will be supported by Human Services agencies.
3. Detail tasks are contained in the Emergency Response Checklist (see Attachment 1, this Annex).

B. Disaster Application Center (DAC)

Upon a Presidential Disaster Declaration, State Department of Human Services will participate in the Disaster Application Centers for the purpose of grant applications in the Individual and Family Grant Program. This program provides grants to meet those disaster-related necessary expenses or serious needs for which assistance for other means is either unavailable or inadequate.

C. Special Needs

Disaster victims with special needs may require

assistance to meet their necessary expenses and serious needs (food, clothing, housing, medical, and financial). The Lyon County office of Human Services will identify any special needs groups (elderly, handicapped, mentally incompetent and non-English speaking), and in the event of a disaster, ensure that their needs are provided for.

D. Counseling

Disaster victims and emergency workers may be provided emergency counseling services by referral from the Lyon County office of Human Services to the mental health professionals and members of the local ministerial association. This counseling may occur at several locations and will be coordinated with the Medical Coordinator (see Annex G).

E. Supporting Shelter Management

The Department of Human Services staff and volunteers will assist shelter management by providing services for the sheltered population where possible during the in-shelter phase. Assessments will be made of welfare service needs and reported to the EOC.

F. Serving Post-Shelter Needs

1. Human Services personnel will establish assistance centers as soon as possible after emergence from shelter occurs. Mass feeding operations will commence, if required.
2. Efforts will be made to reunite families and expand counseling and other social services, including emergency financial assistance.

LIST OF ADDENDA

<u>ITEM</u>	<u>TITLE</u>	<u>PAGE</u>
<u>ANNEX N</u>		
Attachment 1	Emergency Response Checklist	N-6

**HUMAN SERVICES
EMERGENCY RESPONSE CHECKLIST**

Position/Organization

PREPAREDNESS PHASE

HUMAN SERVICES COORDINATOR

- _____ Alert support staff
- _____ Establish liaison with related agencies
- _____ Provide roster of all staff to Emergency Operating Center (EOC)
- _____ Review plans to recruit volunteers
- _____ Review plans and Standard Operating Procedures
- _____ Coordinate public information with Public Information Officer (PIO)
- _____ Review current resources inventory
- _____ Review readiness of designated facilities and equipment
- _____ Coordinate crisis counseling procedures with Mental Health Coordinator
- _____ Coordinate readiness of Registration Centers
- _____ Identify needs of special needs groups (handicapped, elderly, etc.)

RED CROSS COORDINATOR

- _____ Alert support staff
- _____ Provide roster of all staff to Emergency Operating Center
- _____ Review plans and SOGs
- _____ Review readiness of designated facilities and equipment
- _____ Review current resources

SALVATION ARMY COORDINATOR

- _____ Alert support staff

**HUMAN SERVICES
EMERGENCY RESPONSE CHECKLIST**

Position/Organization

PREPAREDNESS PHASE

SALVATION ARMY COORDINATOR (continued)

- _____ Provide roster of all staff to Emergency Operating Center
- _____ Review plans and procedures
- _____ Review current resources

RESPONSE PHASE

HUMAN SERVICES COORDINATOR

- _____ Alert support staff
- _____ Initiate procedures to operate and maintain Registration Centers
- _____ Obtain authorization and request assistance from Red Cross
- _____ Coordinate the staffing of shelters/Congregate Lodging Facilities
- _____ Implement emergency public assistance
- _____ Request assistance from church groups and/or ministerial association
- _____ Advise EOC staff on Human Service Problems and status
- _____ Implement procedures for crisis counseling to victims in coordination with Mental Health Officer
- _____ Coordinate communications support with Communications Officer
- _____ Implement procedures to recruit volunteers
- _____ Continue coordination with PIO

RED CROSS COORDINATOR

- _____ Alert support staff
- _____ Implement emergency public assistance

**HUMAN SERVICES
EMERGENCY RESPONSE CHECKLIST**

Position/Organization

RESPONSE PHASE (continued)

RED CROSS COORDINATOR

- _____ Implement procedures for crisis counseling to victims in coordination with Mental Health Officer
- _____ Implement procedures to recruit volunteers

SALVATION ARMY COORDINATOR

- _____ Alert support staff
- _____ Implement emergency public assistance
- _____ Implement procedures for crisis counseling to victims in coordination with Mental Health Officer
- _____ Implement procedures to recruit volunteers

RECOVERY PHASE

HUMAN SERVICES COORDINATOR

- _____ Advise support staff and related agencies
- _____ Continue crisis counseling in coordination with Mental Health Coordinator
- _____ Terminate registration center operation
- _____ Continue status reports
- _____ Coordinate the establishment of an Inquiry Center with PIO
- _____ Assess the needs of special needs groups (elderly, handicapped, etc.)
- _____ Coordinate the distribution of donated food and clothing
- _____ Provide available cost and data to county/city officials

**HUMAN SERVICES
EMERGENCY RESPONSE CHECKLIST**

Position/Organization

RECOVERY PHASE (continued)

RED CROSS COORDINATOR

- _____ Advise support staff and related agencies
- _____ Continue crisis counseling in coordination with Mental Health Coordinator
- _____ Continue status reports
- _____ Assess the needs of special needs groups (elderly, handicapped, etc.)
- _____ Provide available cost and data to county/city officials

SALVATION ARMY COORDINATOR

- _____ Advise support staff and related agencies
- _____ Continue crisis counseling in coordination with Mental Health Coordinator
- _____ Continue status reports
- _____ Assess the needs of special needs groups (elderly, handicapped, etc.)
- _____ Provide available cost and data to county/city officials

