

D R A F T (08/27/04)

State of California

**Department of Social Services
Mass Care and Shelter Plan**

**Section 1 - PREFACE
Section 2 - BASIC PLAN
Section 3 - APPENDICES**

AUGUST 2004



**CDSS
MASS CARE AND SHELTER PLAN**

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CDSS
MASS CARE AND SHELTER PLAN

Section 1: PREFACE

The mission of the CDSS Mass Care and Shelter Program is:

“To coordinate State agency resources to assist local government and volunteer organizations in the delivery of temporary, congregate care and shelter services during disasters and emergencies.”

Mass Care and Shelter Program Objectives

For each emergency phase, the objectives of the Mass Care and Shelter Program are:

Mitigation

- Assist local government to build shelter capacity.
- Develop and maintain a database of facilities under the jurisdiction of the State of California for mass care and shelter response planning.

Preparedness

- Develop plans and procedures for mass care and shelter.
- Recruit, train and exercise members of the Volunteer Emergency Services Team (VEST) to carry out assignments in mass care and shelter program operations.
- Identify State resources for use in mass care and shelter operations.

Response

Care and Shelter

- Coordinate State resources needed to support local government in mass care and shelter response.
- Provide information on shelter and mass care operations.
- Coordinate State resources to assist local government with evacuee registration and identification.
- Assist in the coordination of the interregional transfer of evacuees and resources.
- Assist with the orderly transition ~~from out of~~ mass care. ~~to separate family living.~~



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Medical/Health

- Ensure that public health and emergency medical concerns and needs in shelter populations are addressed.

California Animal Response Emergency System (CARES)

- Ensure that on-site care and shelter needs of service animals are addressed as convenient to the owner.
- Assist in coordinating the care and shelter of domestic pets belonging to persons entering mass shelters.

Recovery

Care and Shelter

- Assist the Governor's Office of Emergency Services with outreach to victims seeking grant recovery assistance through State and federal programs;
- Assist organizations providing emergency social services, including the continuing inquiry and registration program for persons in shelters; and
- Assist involved agencies with coordination of the transition ~~from~~ out of mass care. ~~to separate individual or family living.~~



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RECORD OF REVISIONS

Date	Section	Page Numbers	Entered By

DISTRIBUTION LIST

Department Director	1
Chief Deputy Directors	1 each
Deputy Director, Administration	1
Chief, Management and Staff Services Branch	1
Chief, Disaster and Safety Services Bureau	1
Chief, Disaster Services Section	1
Staff, Disaster Services Section	4
Departmental Operations Center	2
California Office of Emergency Services	1 <u>1 electronic copy</u>
Emergency Medical Services Authority	1
Department of Health Services	1



CDSS MASS CARE AND SHELTER PLAN

PLAN DEVELOPMENT AND APPROVAL PROCESS

This Plan was developed by the CDSS (CDSS) Disaster and Safety Services Bureau (DSSB) by direction of the Director, CDSS.

This Plan will be submitted to the Director, CDSS for review and approval.

PLAN MAINTENANCE

This Plan will be maintained by the DSSB. The overall Plan will be reviewed annually and revised, as necessary. Selected elements of the Plan will be updated continuously. Plan updates and revisions will include:

- Update of names, phone numbers, pager numbers, addresses and other contact information (continual).
- Changes in format, operating procedures and organizational structures (annually).
- Policy changes (continual).

TRAINING AND EXERCISES

Training and exercises are essential at all levels of government to make emergency operations personnel operationally ready. The objective is to train and educate CDSS emergency response personnel. The DSSB is responsible for coordination and scheduling of training and exercising of this plan. Mass Care and Shelter (MCS) Plan training should include plan orientation, Departmental Operations Center (DOC) procedures, and ~~State Office of Emergency Services (OES) mandated~~ Standardized Emergency Management System (SEMS) training.

The CDSS will ensure that accurate training records are maintained in accordance with State regulations.

AUTHORITIES AND REFERENCES

Emergency response, like all governmental action, is based on legal authority. The CDSS Mass Care and Shelter Plan is a support document to the overall CDSS Emergency Program, and therefore follows State and Federal guidelines for conducting emergency planning, training, emergency response, and recovery.

The California Emergency Services Act (Chapter 7 of Division 1 of Title 2 of the Government Code), hereafter referred to as the Act, provides the basic authorities for conducting emergency operations following a proclamation of Local Emergency, State of Emergency or State of War Emergency by the Governor and/or appropriate local



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authorities, consistent with the provisions of the Act. Mutual aid may be requested and provided prior to a declared emergency under the Master Mutual Aid Agreement.

The Standardized Emergency Management System (SEMS) Regulations (Chapter 1 of Division 2 of Title 19 of the California Code of Regulations), hereafter referred to as SEMS, establishes the SEMS to provide an effective response to multi-agency and multi-jurisdictional emergencies in California. SEMS is based on the Incident Command System (ICS) adapted from the system originally developed by the Firefighting Resources of California Organized for Potential Emergencies (FIRESCOPE) program.

SEMS incorporates the use of ICS, the Master Mutual Aid Agreement and existing mutual aid systems, the Operational Area concept, and multi-agency or inter-agency coordination.

The ~~State State~~ Emergency Plan, which is promulgated by the Governor, is published in accordance with the Act and provides overall Statewide authorities and responsibilities, and describes the functions and operations of government at all levels during extraordinary emergencies, including wartime.

The **California Civil and Government Codes (CGC)** contain several references to liability release (Good Samaritan Act) for those providing emergency services including:

- CGC, Title 1, Division 4, Chapter 8, Sections 3100, 3101, and 3102, Declaration: Public Employees as Disaster Service Workers.
- CGC, Section 8695: Immunity of Physicians and Nurses

Other important references include:

1. Constitution of the State of California
2. Executive Order D-63-87
3. Executive Order W-9-91
4. Executive Order W-40-93
5. Standby Orders
6. OES Administrative Orders
7. Disaster Project Law, Health and Safety Code §34000
8. Disaster Recovery Reconstruction Act, Government Code §8877.1
9. Earthquake Education Act, Public Resources Code §2805
10. Earthquake Fault Zoning Act, Public Resources Code §2621
11. Earthquake Hazards Reduction Act, Government Code §8871
12. Economic Disaster Act, Government Code §8695
13. Employees Safety Act, Labor Code §2801
14. Emergency Response Team for State Operations, Government Code §8549.10
15. Seismic Safety Act, Health and Safety Code §16000
16. FIRESCOPE Act, Health and Safety §13070
17. Flood Control Law, Water Code §8000



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18. Flood Control Law of 1946, Water Code §12800
19. Flood Plain Management, Water Code §8400
20. ~~Natural~~ Disaster Assistance Act, Government Code §8680
21. Radiation Protection Act, Health and Safety Code §114650
22. Hospital Facilities Seismic Safety Act, Health and Safety Code §129675
23. Seismic Safety Commission Act, Business and Professions Code, §1014
24. Title 19, Public Safety, Division 2, Chapter 2, Emergencies and Major Disasters, §2501
25. Title 19, Public Safety, Division 2, Subchapter 2, Hazardous Substances Emergency Response Training, §2510
26. Title 19, Public Safety, Division 2, Chapter 3, Conflict of Interest Code, §2600
27. Title 19, Public Safety, Division 2, Chapter 6, Natural Disaster Assistance Act, §2900
28. Disaster Service Worker Regulations, Adopted by the California Emergency Council on March 30, 1971 and further amended May 13, 1977 and January 9, 1979.
29. Comprehensive Environmental Response Compensation and Liability Act (CERCLA), Title 42 USC, §9601
30. Emergency Planning and Community Right-to-Know Act, 1986 (also known as SARA Title III, as amended in CERCLA, Title 42 USC, §11001)
31. The Robert T. Stafford Disaster Relief and Emergency Assistance Act, P.L. 93-288 as amended
32. 24 CFR Housing and Urban Development , Disaster Assistance Act of 1974

SUPPORTING PLANS AND DOCUMENTS

1. CDSS Emergency Operations Plan
2. CDSS Emergency Food Distribution Plan
3. Disaster Food Stamps Plan
4. American Red Cross Disaster Health Services Protocols, #3050, April 1988, revised 1996
5. Volunteer Emergency Services Team (VEST) Handbook, May 2004



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FOREWORD

BACKGROUND

The MCS component of the State Emergency Plan describes the State's responsibility to meet the need for care and shelter of large numbers of persons temporarily displaced from their homes by technological and/or natural disasters or emergencies. The CDSS is the designated lead agency for coordinating the State's resources needed to support local government MCS response efforts. The Director of the CDSS has delegated responsibility for congregate care and shelter activities, and State and federal grant recovery activities to the DSSB. Responsibility for mass individual food response functions has been delegated to the Food Assistance Program Bureau, and the Disaster Food Stamp Program has been delegated to the Food Stamp Bureau.

This Plan describes the organization and standard operating procedures for meeting mass care and shelter needs in California. MCS operations are implemented in accordance with Standard Emergency Management System (SEMS) regulations. This Plan identifies the public and private organizations responsible for providing mass care, shelter, registration and inquiry services, and medical and public health services.

This Plan is intended to be used in conjunction with Annex A of the CDSS COG/COOP Department Emergency Plan (2004). The DOC Operating Procedures supplement this Plan and provide the structure, policies, procedures and forms for CDSS DOC activation and operation. The DOC Operating Procedures include specific procedures and checklists for the Mass Care and Shelter Branch of the DOC Operations Section.

The State of California has an emergency plan that was created and managed by the California Office of Emergency Services. The State of ~~State Emergency Plan~~ broadly defines the disaster response roles and responsibilities of individual State agencies, not individuals. This plan is designed to support the State ~~State Emergency Plan~~ as part of the California Standardized Emergency Management System (SEMS).

In conjunction with the State Emergency Plan, the CDSS Mass Care and Shelter Plan describes the CDSS planned response to extraordinary emergency situations associated with natural disasters, technological incidents, and national security emergencies. The plan does not address normal day-to-day emergencies or the well-established and routine procedures used in coping with such emergencies. Instead, the operational concepts reflected in this plan focus on potential large-scale disasters which can generate unique situations requiring unusual emergency responses.

The Mass Care and Shelter Plan will be distributed to key employees of the CDSS to guide the actions of those with response and recovery roles and responsibilities, ~~should~~ when a disaster occur in which CDSS employees are asked to respond. This plan is a preparedness document designed to be read, understood, and exercised prior to an emergency.



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Each element of the emergency management organization is responsible for assuring the preparation and maintenance of appropriate and current emergency operating procedures, resource lists and checklists. The checklists in Appendix A detail how assigned responsibilities are performed to support SEMS plan implementation and to ensure successful response during a major disaster.

This Plan:

- By virtue of the contents herein and the relationship with the CDSS Emergency Plan, conforms to the ~~California mandated~~ SEMS;
- Provides State Operations Center (SOC), Regional Emergency Operations Center (REOC), Departmental Operations Center (DOC) responders, Disaster Field Office (DFO) and Disaster Recovery Center recovery staff with procedures, documentation, and user friendly checklists to effectively manage emergencies; and
- Provides detailed information on supplemental requirements such as Public Information.

The Mass Care and Shelter Plan of the CDSS is a document that will be continually evolving. Recommendations for improvement are solicited and will be carefully considered for follow-up revisions.

PLANNING ASSUMPTIONS

- The American Red Cross and local governments will commit all available resources to meet the human needs of disaster victims.
- ~~The CDSS is primarily responsible for coordinating the State's mass care and shelter related emergency actions and~~ will commit all available resources to meet the human needs of disaster victims.
- ~~The CDSS will utilize SEMS in emergency response operations.~~
- ~~The CDSS will participate in the State Operations Center.~~
- ~~The CDSS will operate the Care and Shelter Branch of the REOC.~~
- ~~The resources of the CDSS will be made available to assist with grant recovery outreach in local assistance centers.~~
- This plan does not guarantee a perfect response to all situations.
- The CDSS Mass Care and Shelter Plan is NOT intended for day-to-day emergencies, but rather for disaster situations where normal resources are exhausted or have reached very low levels.

EMERGENCY MANAGEMENT GOALS

- Provide effective support to local government for mass care and shelter services.
- Provide accurate documentation and records required for cost recovery efforts.



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ACTIVATION OF THE MASS CARE AND SHELTER PLAN

The Mass Care and Shelter Plan will be activated:

- At the request of the State Office of Emergency Services. ~~On the order of the Director~~
- Upon request of the CDSS Director ~~or when the threat of emergency is so great that CDSS needs to shift from day-to-day operations in order to meet the demand.~~ in response to emergency conditions.
- When the Governor has proclaimed a State of Emergency. ~~in an area including this jurisdiction.~~
- Automatically on the proclamation of a State of War Emergency as defined in California Emergency Services Act (Chapter 7, Division 1, Title 2, California Government Code).
- Upon a Presidential declaration of a National Emergency.
- Automatically on receipt of an attack warning or the observation of an enemy attack. ~~a nuclear detonation.~~

USE OF PUBLIC EMPLOYEES

Under the California Code of Regulations (CCR 3100), all government employees are designated response personnel in the event of a disaster or emergency. The California Code of Regulations states that the protection of the health and safety and preservation of the lives and property of the people of the State of California is of paramount importance requiring the responsible efforts of public and private agencies and individual citizens. All public employees are declared to be disaster services workers subject to such disaster service activities as may be assigned to them by their superiors or by law. (Stats. 1950 3d Ex. Sess., Ch. 7, as amended by Stats. 1971, Ch 38.)

The CDSS may use whatever resources are at hand during a declared emergency. CDSS employees redirected to assist with emergency response and recovery activities will be notified, assigned and compensated according to existing Bargaining Unit Agreements and policies established by the Department.



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HOW TO USE THIS PLAN

ORGANIZATION OF THE CDSS MASS CARE AND SHELTER PLAN

This Plan is composed of the following sections:

PREFACE TO MAIN PLAN (SECTION 1)

BASIC PLAN (SECTION 2)

Primary ~~Supplemental information providing detailed~~ information relating to the plan assumptions, goals, training and exercises, maintenance of the plan, elements for preparedness, response, recovery and mitigation phases of emergency management.

STANDARDIZED EMERGENCY MANAGEMENT SYSTEM (SEMS)

Describes SEMS in general, the levels of SEMS and the SEMS organizational structure and operations.

APPENDICES (SECTION 3)

A. MASS CARE AND SHELTER OPERATING PROCEDURES

B. MASS CARE AND SHELTER RESOURCES DIRECTORY



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IMPORTANT NOTE:

During the initial response, the completion of documentation is less important than responding to save lives and property. However, as the initial response is completed and additional responders assume their positions in the CDSS DOC, the accurate completion of documentation should be given high priority.

It should be noted that conditions will develop in operations where standard methods will not be acceptable. Therefore, nothing contained in this plan shall be interpreted as an obstacle to ~~the~~ directing the reasonable response to emergency conditions encountered. It is critical that all responders be supervised, work under safe conditions, and act as an integral part of the California Emergency Organization. The experience, initiative, and ingenuity of staff will play a critical role in overcoming the complexities that exist under actual emergency conditions.



Section 2: BASIC PLAN

INTRODUCTION

PURPOSE

The purpose of this Plan is to establish a disaster mass care and shelter system and prescribe responsibilities and actions required for the effective operation of the mass care and shelter response to disasters. It provides an overview of operational concepts, identifies components of the State's emergency management organization within SEMS, and describes the overall responsibilities of State entities for providing coordinated resources to assist local government efforts to provide safe, sanitary, secure care and shelter to persons evacuated due to a disaster or emergency. Additionally, this Plan was created to ensure:

- Integration of mass care and shelter response and recovery functions in the overall response to disasters of the State directed by the Office of Emergency Services (OES).
- The rapid activation of required mass care and shelter response and recovery elements including the establishment of the CDSS DOC.
- Maintenance of appropriate documentation for federal and state reimbursement.
- A safe and secure work environment is provided for staff and clients.

AUTHORITIES AND REFERENCES

Disaster response and recovery operations will be conducted as outlined in Concept of Operations, and in accordance with ~~the enabling legislation~~, State law, the State Emergency Plan, and duly approved plans and procedures. ~~agreements.~~

PREPAREDNESS ELEMENTS

The CDSS will place emphasis on: emergency planning; training of full time, auxiliary and reserve personnel; public awareness and education; and assuring the adequacy and availability of sufficient resources to cope with emergencies.

CONCEPT OF OPERATIONS

Operations during peacetime and national security emergencies involve a full spectrum of activities for a variety of incidents including: minor incidents, a major earthquake, or biological, chemical, or terrorist actions. There are a number of similarities in operational concepts for peacetime and national security emergencies. Some emergencies will be preceded by a build-up or warning period, providing sufficient time



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to warn the population and implement mitigation measures designed to reduce loss of life and property damage. Similarly, a planned event may generate sufficient threat to warrant mitigation measures or a heightened state of preparedness. Other emergencies occur with little or no advance warning, thus requiring immediate activation of this Plan and commitment of resources.

EMERGENCY MANAGEMENT PHASES

This Section describes the appropriate response actions for the following Emergency Management Phases:

1. Preparedness (including Increased Readiness)
2. Response (including Pre-Emergency, Emergency Response, and Sustained Emergency)
3. Recovery
4. Mitigation

Emergency management activities during peacetime and national security emergencies are often associated with the four emergency management phases indicated below. However, not every disaster necessarily includes all indicated phases.

A major disaster in California can result in the total or partial destruction of necessities such as food, clothing and shelter. In addition, damage to the infrastructure may disrupt telephone lines, utilities, communications and transportation systems, adding to people's hardship and impeding efforts to resume normal life activities. When such damage and disruptions occur, disaster victims may require temporary care and shelter from public and private sources. The MCS activities described in this Plan are designed to meet such needs.

The DSSB is prepared to address MCS activities in all emergency management phases of operation, including preparedness, increased readiness, pre-impact, immediate impact, response, recovery and mitigation. The general activities associated with each of these phases are as follows:

PHASE 1 - PREPAREDNESS PHASE

The preparedness phase involves activities taken in advance of an emergency. These activities develop operational capabilities and effective responses to a disaster. These actions might include mitigation, emergency/disaster planning, training and exercises, and public education. Those entities identified in this plan as having either a primary or support mission relative to response and recovery should prepare Operating Procedures and checklists detailing personnel assignments, policies, notification rosters, and resource lists. The Personnel Bureau and the Travel Unit should be acquainted with these Operating Procedures and checklists through periodic training in the activation and execution procedures.



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During this phase, the DSSB of CDSS:

- Participates on committees established to consider special needs and concerns of sheltered populations, issues reports of findings and makes recommendations;
- Prepares plans and standard operating procedures;
- Identifies alternate location for DOC;
- Develops resource lists and contacts with counterpart agencies and organizations in other jurisdictions;
- Requests and reviews submitted county care and shelter plans;
- Recruits and trains employees from departments in the Health and Human Services Agency for the Volunteer Emergency Services Team (VEST) for deployment as MCS Coordinators; and
- Develops, implements and participates in readiness training programs and exercises.

Increased Readiness

Increased readiness actions will be initiated by the receipt of a warning or the observation that an emergency situation is imminent, soon likely to occur, or has a potential to occur. Actions to be accomplished include, but are not necessarily limited to:

- Review and update CDSS DOC Operating Procedures.
- Review and update procedure for CDSS staff notification, reporting, and utilization.
- Identify the process and procedures for checking DOC and equipment, including testing systems.
- Review and update procedure for the activation, operation, and deactivation of the Department DOC.
- Review and update procedures and processes for recovery operations.
- Review and update procedures for the organization and preparation of after-action reports.
- Review the list of individuals (VEST Members) trained for deployment as MCS Coordinators, update the list based on the current “Hotline Availability” information, and make preliminary stand-by contacts.
- Test communications systems.

PHASE 2 - RESPONSE PHASE

Pre-Emergency

When a disaster is inevitable, actions are precautionary and emphasize protection of life. Typical local response actions may include:

- Evacuation of threatened populations to safe areas.
- Establishment of shelters by ARC and local government.



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CDSS response actions may include:

- Activate the CDSS DOC.
- Place selected staff and VEST members on full standby.

Emergency Response

During this phase, emphasis is placed on saving lives and property, control of the situation and minimizing effects of the disaster. Immediate response is accomplished within the affected area by local government agencies and segments of the private sector.

CDSS response actions may include:

- Activate the CDSS DOC.
- Deploy a CDSS representative to the State Operations Center (SOC).
- Deploy VEST members to Regional Emergency Operations Center (REOC) to act as the MCS Coordinator.

The MCS Coordinator monitors and reports continuing needs for, as well as level of provision of:

- Shelter;
- Mass feeding;
- Registration and Identification services; and
- Public health needs.

Once all of the above needs have been met, the response activities will begin to transition into the Recovery phase.

Sequence of Actions

When local resources are committed to the maximum and additional resources are required, requests for mutual aid will be initiated in accordance with SEMS, through OES in the REOC and SOC. The DOC Manager and Finance Section Chief in the DOC must authorize any action which involves financial outlay by the CDSS.

State OES may also activate the SOC in Sacramento to support the State OES Regions, State agencies and other entities in the affected areas, and to ensure the effectiveness of the State's SEMS. OES may also activate a REOC for intra-region coordination in the affected region. CDSS will provide staff to the SOC and REOC at the request of OES.

Sustained Emergency

During a sustained emergency, the CDSS will ~~may~~ take steps to assist local government in the provision of mass care, registration of displaced persons, and the orderly transition from mass care to separate family living.



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PHASE 3 - RECOVERY PHASE

During the Recovery Phase, the CDSS will ~~may~~:

- Enhance and implement procedures for the organization and preparation of after-action reports.
- Review and update the action plans and objectives for recovery operations.
- Along with representatives of Federal, State, county, and city agencies, as well as representatives of the American Red Cross (ARC), participate in the coordination of the implementation of assistance programs and establishment of support priorities.

The recovery period has major objectives that may overlap, including:

- Provision of outreach services in recovery assistance centers to assist with the reinstatement of individual or family autonomy.
- Provision of essential public services provided by the CDSS.
- Recovery of costs associated with response and recovery efforts.

The DOC MCS Coordinator will cooperate with involved agencies in the continuing transition of evacuees from mass care to family or individual living during the recovery period. The DOC will complete financial reports and documents, including:

- Accounting for funds expended on care and shelter activities;
- Monitoring any fund-recovery efforts; and
- Completion and submission of final financial and accounting reports.
- Gather, compile and summarize information for After Action report.

PHASE 4 - MITIGATION PHASE

Mitigation efforts occur both before and following disaster events. Post-disaster mitigation is part of the recovery process. Eliminating or reducing the impact of hazards which exist within the State and are a threat to life and property are part of the mitigation efforts. Mitigation tools include:

- Public information and community relations.
- Professional training.
- The State Mitigation Plan.

PEACETIME EMERGENCIES

The CDSS' partial or total response to natural disasters or technological incidents will be dictated by the type and magnitude of the emergency. Generally, response to a major



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peacetime emergency situation will progress from local, to county, to State, to Federal involvement.

NATIONAL SECURITY EMERGENCIES

National security emergencies may range from minor inconveniences such as food and petroleum shortages to a worst-case scenario involving an attack on the United States utilizing nuclear weapons or terrorist use of weapons of mass destruction. Certain National Security Emergencies could place unique demands on care and shelter operations. The variety of threats, level of consequences, and unpredictability of events necessitate the development of a system that can respond rapidly to changes in the threat conditions based on the best information available. The need to address the best protective actions for individual, families and organizations will place a large premium on rapid interagency and interdisciplinary communication and coordination.



STANDARDIZED EMERGENCY MANAGEMENT SYSTEM (SEMS)

GENERAL DESCRIPTION

The Standardized Emergency Management System (SEMS) is the mandatory system established by Government Code Section 8607(a) for managing response to multi-agency and multi-jurisdiction emergencies in California. SEMS consists of five organizational levels which are activated as necessary: field response, local government, Operational Area (OA), regional, and State.

SEMS incorporates the use of the Incident Command System (ICS), the Master Mutual Aid Agreement, the resulting and existing mutual aid systems, the Operational Area Concept, ~~the Operational Area Satellite Information System (OASIS)~~, and multi-agency or inter-agency coordination. All California government agencies must use SEMS to be eligible for funding of their personnel-related costs under State disaster assistance programs.

STATEWIDE CARE AND SHELTER ORGANIZATION

The following table is an overview of the statewide care and shelter organization, indicating the source of management personnel for both peacetime and war emergencies. A discussion of the responsibilities of each organizational level follows.



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LEVEL	SOURCE	Agency / Title
Local	Care and Shelter Coordinator	Local Government
Operational Area	OA Care and Shelter Coordinator	County Government
Regional Operations	Care and Shelter Coordinator	CDSS
State	DOC Care and Shelter Coordinator	CDSS

Local Government Level ~~in SEMS~~

Local government is one of the five levels of SEMS. The basic role of a city or county local government is to manage and coordinate the overall emergency response and recovery activities within its jurisdiction in accordance with their local ordinance and emergency plan, the Emergency Services Act, and the State Emergency Plan. A local government under SEMS is a city, county, city and county, school district, or special district.

All local governments are responsible for coordinating with other local governments, the field response level and the Operational Area. Local governments are also responsible for providing mutual aid within their capabilities.

~~The local Care and Shelter Coordinator is responsible for coordinating local government resources and maintaining liaison with the American Red Cross (ARC).~~ The responsibilities of city and county Care and Shelter officials are identified in emergency plans developed by or at the direction of local disaster councils pursuant to local ordinances. Government entities which are signatory to the Master Mutual Aid Agreement are also responsible for developing mutual aid operational plans and providing mutual aid under the agreement. Voluntary agreements may be made with hotel, motel or restaurant owners for use of their personnel and facilities for emergency care and shelter. The availability of these resources is identified by local emergency organizations.

Operational Area Level ~~in SEMS~~

Under SEMS, the Operational Area is defined in the Emergency Services Act as an intermediate level of the State's emergency services organization consisting of a county and all political subdivisions within the county area. Political subdivisions include cities, a city and county, counties, district or other local governmental agency, or public agency as authorized by law. The Operational Area is responsible for:

- Coordinating information, resources and priorities among local governments within the Operational Area,



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- Coordinating information, resources and priorities between the regional level and the local government level, and
- Using multi-agency or inter-agency coordination to facilitate decisions for overall Operational Area level emergency response activities.

Each OA has a designated Care and Shelter Coordinator, generally appointed by the city or county disaster councils, who is responsible for the coordination of care and shelter operations within the OA. The County Care and Shelter Coordinators are frequently within the county's human services agency. In the event the OA has exhausted, or is expecting to exhaust, the necessary material or human service resources to meet the care and shelter needs of the OA, the request for assistance is forwarded to the regional level at the REOC for action by the Care and Shelter Branch.

Regional Level in SEMS

Because of its size and geography, the State has been divided into six mutual aid regions. The purpose of a mutual aid region is to provide for the more effective application and coordination of mutual aid and other emergency related activities.

Three Regional Emergency Operation Centers (REOC) have been established, one in Southern California, one in Coastal California (Oakland), and the third in Northern California. Once the REOC is activated, the OES may request that CDSS activate the Care and Shelter Branch. The DOC Manager will designate a Care and Shelter Coordinator to activate the REOC Care and Shelter Branch. Certain requests for use of resources outside of the CDSS may be forwarded to the DOC Manager. ~~MCS Coordinator.~~

State Level in SEMS

The State level of SEMS manages State resources in response to the emergency needs of the other levels and coordinates mutual aid among the mutual aid regions and between the regional level and State level. The State level also serves as the coordination and communication link between the State and the Federal disaster response system.

When OES opens the State Operations Center (SOC), it may request a representative from CDSS. The DOC Manager will assign emergency management staff to represent CDSS in the SOC with responsibility for the coordination of statewide care and shelter operations, including:

- Monitoring and reporting care and shelter status;
- Assisting the county human services agencies in establishing and maintaining the inquiry program;
- Coordinating the inter-regional transfer of state resources as needed to meet service requirements of affected areas; and
- Assisting involved agencies with the coordination of the transition from mass care



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to family/individual living during the post-disaster recovery period.

- Coordinating activities and information between the SOC, REOC and the CDSS DOC.

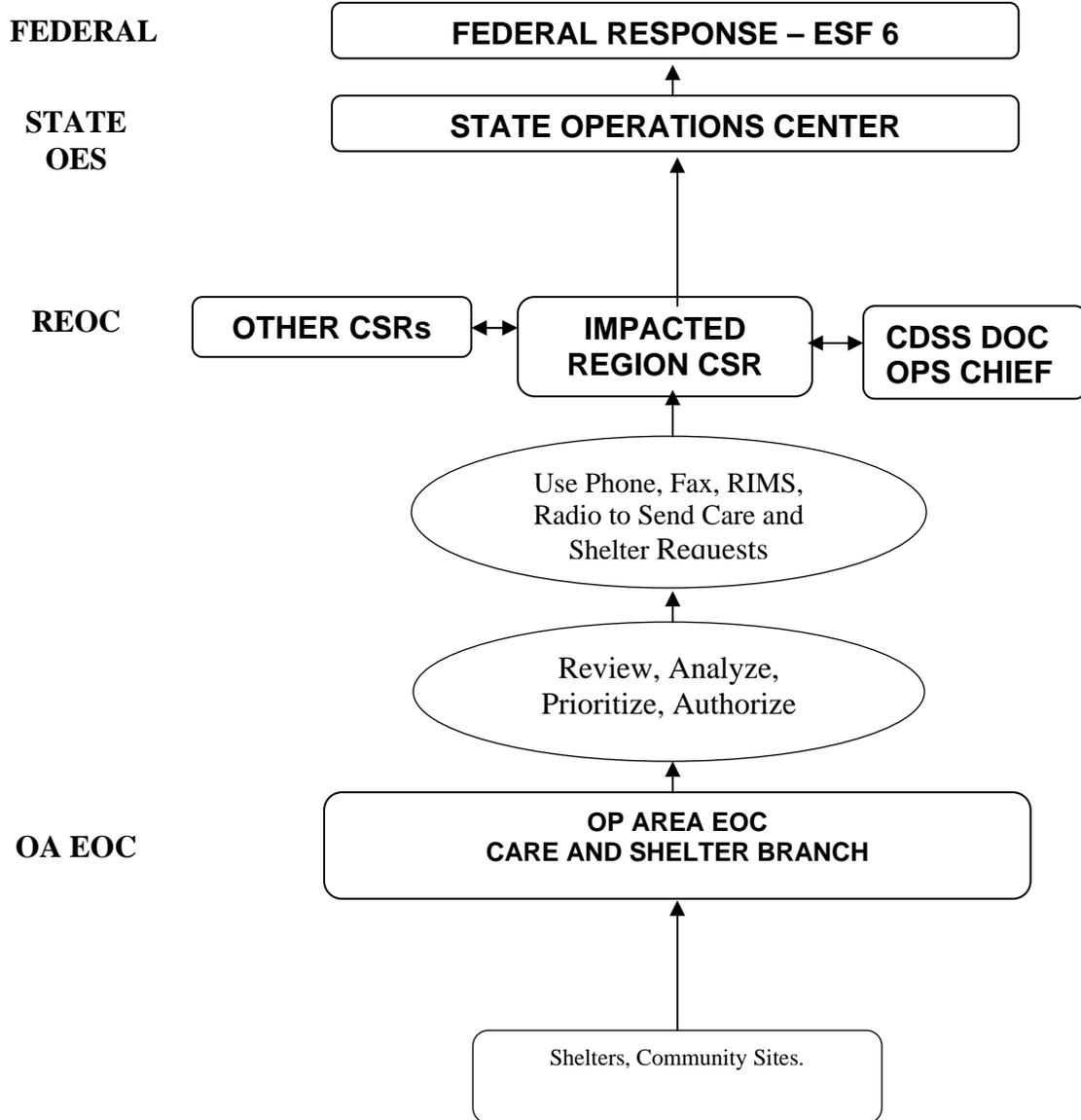
DEPARTMENTAL OPERATIONS CENTER (DOC)

During an emergency, the CDSS Director activates the CDSS DOC and the SEMS organization is implemented for response operations. The DOC Manager will appoint a DOC Operations Section Chief. In most disasters, the DOC Operations Chief will also function as the DOC Care and Shelter Coordinator (Chief of the Care and Shelter Branch), who is responsible for the coordination of statewide care and shelter operations.



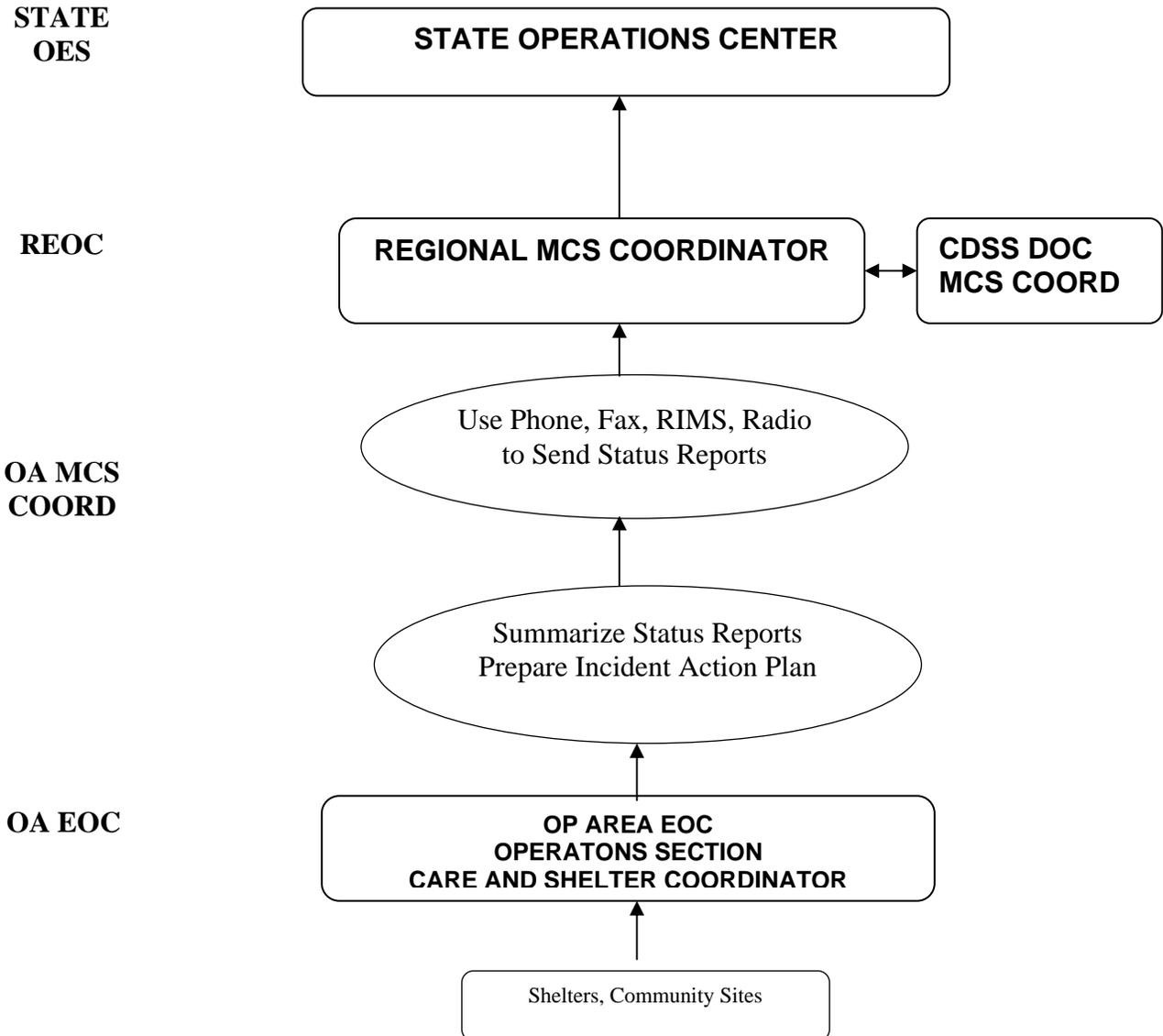
CDSS
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Care and Shelter Resource (CSR) Request Flow





Care and Shelter Allocation, Tracking and Status Reporting Flow





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STATE AND FEDERAL AGENCIES

- **State Office of Emergency Services**

OES is part of the Governor's Office and performs executive functions assigned by the Governor. The Director coordinates the State's disaster preparedness and response activities, assisted by representatives of State agencies, under the authority of the Emergency Services Act and Executive Order W-9-91.

- **Federal Emergency Management Agency (FEMA)**

The Federal Emergency Management Agency serves as the main Federal government contact during emergencies, major disasters and national-security emergencies.

AMERICAN RED CROSS (ARC)

The ARC provides emergency mass care in coordination with government and private agencies. It receives its authority from a congressional charter. The ARC cooperates with State and local governments and other private organizations to provide mass care during disasters. The ARC exchanges information regarding care and shelter response activities with the OA and REOC Care and Shelter Coordinators. The ARC may also coordinate disaster relief activities with:

- Private organizations, such as The Salvation Army (TSA) and national and local Volunteer Agencies Active in Disasters;
- Other not-for-profit community based organizations; and
- Members of the faith community.

The Statement of Operational Relationships (SOR) between ARC and OES, as well as the SOR between ARC and CDSS, establish and delineate the relationship between ARC and the State for care and shelter responsibilities. In most OAs, ARC has been designated the primary community based organization responsible for care and shelter operations as well as other disaster relief services.



MUTUAL AID

PURPOSE

The foundation of California's emergency planning and response is a Statewide mutual aid system which is designed to ensure that adequate resources, facilities and other support are provided to jurisdictions whenever their own resources prove to be inadequate to cope with a given situation(s). The basis for the system is the California Disaster and Civil Defense Master Mutual Aid Agreement, as provided for in the California Emergency Services Act. This Agreement was developed in 1950 and has been adopted by the State, all 58 counties and most incorporated cities in the State of California. The Master Mutual Aid Agreement creates a formal structure wherein each jurisdiction retains control of its own facilities, personnel and resources, but may also receive or render assistance to other jurisdictions within the State. State government is obligated to provide available resources to assist local jurisdictions in emergencies. It is the responsibility of the local jurisdiction to negotiate, coordinate and prepare mutual aid agreements. Mutual aid agreements exist in law enforcement, fire services, medical and public works and are currently in progress for Emergency Managers Mutual Aid (EMMA).

MUTUAL AID SYSTEM

A Statewide mutual aid system, operating within the framework of the Master Mutual Aid Agreement, allows for the progressive mobilization of resources to and from emergency response agencies, local governments, Operational Areas, regions and State with the intent to provide requesting agencies with adequate resources.

Mutual Aid Regions

Mutual aid regions are established under the Emergency Services Act by the Governor. Six mutual aid regions numbered I-VI have been established within California. Each mutual aid region consists of designated counties.

Mutual Aid Coordination

To facilitate mutual aid, discipline-specific mutual aid systems work through designated mutual aid coordinators at the Operational Area, regional and State levels. The basic role of a mutual aid coordinator is to receive mutual aid requests, coordinate the provision of resources from within the coordinator's geographic area of responsibility and pass on unfilled requests to the next level.

Mutual aid requests that do not fall into one of the discipline-specific mutual aid systems are handled through the emergency services mutual aid system by emergency management staff at the local government, Operational Area, regional and State levels.



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Participation Of Volunteer And Private Agencies

Volunteer agencies and private agencies may participate in the mutual aid system along with governmental agencies. For example, the disaster medical mutual aid system relies heavily on private sector involvement for medical/health resources. Some volunteer agencies such as the American Red Cross, Salvation Army and others are an essential element of the statewide emergency response to meet the needs of disaster victims. Volunteer agencies mobilize volunteers and other resources through their own systems.

Some private agencies have established mutual aid arrangements to assist other private agencies within their functional area. For example, some skilled nursing facilities have established memorandums of understanding with nearby or sister facilities to accept their patients in the event of an evacuation. Mutual aid arrangements may include both governmental and private agencies.

Emergency Facilities Used For Mutual Aid

Incoming mutual aid resources may be received and processed at several types of facilities including: marshaling areas, mobilization centers and incident facilities. Each type of facility is described briefly below.

Marshaling Area

Defined in the Federal Response Plan as an area used for the complete assemblage of personnel and other resources prior to their being sent directly to the disaster affected area. Marshaling areas may be established in other States for a catastrophic California earthquake.

Mobilization Center

Off-incident location at which emergency service personnel and equipment are temporarily located pending assignment, release or reassignment. For major area-wide disasters, mobilization centers may be located in or on the periphery of the disaster area.

Incident Facilities/Staging Areas

Incoming resources may be sent to staging areas, other incident facilities or directly to an incident, depending on the circumstances. Staging areas are temporary locations at an incident where personnel and equipment are kept while awaiting tactical assignments.

Policies and Procedures

- Mutual aid resources will be provided and utilized in accordance with the California Master Mutual Aid Agreement.
- During a proclaimed emergency, inter-jurisdictional mass care and shelter mutual



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aid will be coordinated at the County, Operational Area by the mutual aid regional level.

AUTHORITIES AND REFERENCES

Mutual aid assistance may be provided under one or more of the following authorities:

- California Master Mutual Aid Agreement.
- Robert T. Stafford Disaster Relief and Emergency Assistance Act (Public Law 93-288, as amended) provides Federal support to State and local disaster activities.

RESPONSE OPERATIONS

ALERT AND NOTIFICATION

The California Office of Emergency Services will notify the CDSS designated emergency notification contact, in accordance with the “Agency Staff Emergency Assignments” form, of an imminent threat or the occurrence of a disaster that will require activation of the Mass Care and Shelter Plan. Upon receipt of the alert from OES, the designated DOC Manager, or senior staff available will:

1. Ensure safety of staff.
2. Assess function capability.
3. Report status through channels to Director, CDSS.
4. Secure confidential records, sensitive information and restricted equipment.
5. Determine the ability of the program infrastructure to fulfill the new requirements and make a plan to augment those resources if necessary.
6. If the disaster is declared as a federal disaster establish liaison with the Federal DFO through State OES. (Individual Assistance Branch or ESF 6 as appropriate).

RESPONSE MANAGEMENT

The CDSS Mass Care and Shelter response will be managed using SEMS. The response will be managed from the following locations:

- CDSS Departmental Operations Center
- State Operations Center
- Regional EOC

The CDSS DOC will be the site of overall response management for the Mass Care and Shelter response. CDSS will ensure that Mass Care and Shelter Coordinators are available for all required shifts in these facilities.



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If a warning period preceded this phase, shelter, feeding and other care services may already be established and VEST members already deployed to a REOC. If a disaster occurs without warning, local officials, local care and shelter coordinators and the American Red Cross (ARC) are expected to begin an immediate assessment of requirements for shelter and mass feeding. The CDSS DOC will immediately initiate the steps outlined above.

Assessments to be made may include:

- The need for shelter and congregate feeding;
- The availability of facilities for mass care;
- The availability of facilities capable of meeting any identified special needs, such as medically fragile evacuees;
- The possible need for mutual aid for shelters and temporary food services; and
- Staffing level needed for DOC, SOC and REOC(s).

If communications are disrupted, emergency personnel assigned to the DOC are to report for duty at the DOC or back-up facility, as conditions warrant. This Plan is activated and the MCS Operating Procedures (Appendix A) for the Care and Shelter Branch of the REOC and the DOC are implemented.

In the event of a sustained response, the MCS Coordinator will monitor and report continuing needs for, as well as the level of provision of:

- Shelter;
- Mass feeding;
- Registration and identification services; and,
- Public health needs.

Once all of the above needs have been met, the response activities will begin to transition into the Recovery phase.

RECOVERY OPERATIONS

INTRODUCTION TO RECOVERY ISSUES

Recovery from the effects of a major disaster begins immediately, and may continue for many years after the immediate emergency period. Recovery requires efforts of residents, businesses, non-profit organizations, city government, state government, and federal agencies. Coordination of these efforts is critical to the overall recovery process.

The transition from emergency response activities intended to reduce loss of life and property, and subsequent efforts to restore normal life, cannot be precisely timed.



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PHASES OF RECOVERY

Recovery actions occur in three general phases. The actions and timing of each phase vary according to the nature and the severity of the disaster.

- **The first phase** overlaps with emergency response and consists of immediate actions taken to reduce life-safety hazards and make short-term repairs to critical lifelines.
- **The second phase** provides for ongoing social needs before permanent rebuilding is complete. This phase may continue for weeks or perhaps months. Mass Care and Shelter plays a key role in this recovery phase, particularly in the event of mass evacuations resulting in large numbers of displaced and homeless citizens.
- **The third phase** includes planning for and implementing the rebuilding of damaged buildings and other facilities and infrastructure, and the resumption of normal social and economic life in the community. It may include a reconsideration of pre-disaster conditions. This third phase continues for several years.



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Depending on the size, nature and severity of the disaster, time frames and activities in each phase vary:

<p>Initial Response 1-7 days</p>	<ul style="list-style-type: none"> • Debris removal and clean-up • Emergency, short-term repair of lifeline utilities • Emergency, short-term repair of transportation systems and provision of interim transit services • Coordination of State/Federal damage assessments • Initial Recovery Task Force developed by OES • Provision of temporary shelter
<p>Mid-Term Planning 7- 30 days</p>	<ul style="list-style-type: none"> • Provision of temporary, interim housing • Restoration of lifeline utilities (power, water, sewers) • Restoration of social and health services • Restoration of normal City services • Recovery Task Force coordinated by OES
<p>Long -Term Reconstruction Several Years</p>	<ul style="list-style-type: none"> • Provision of long-term, interim housing • Rebuilding • Restoration of transportation systems • Hazard Mitigation • Reconstruction of permanent housing • Reconstruction of commercial facilities

MANAGEMENT OF RECOVERY ACTIVITIES

The first phase, and likely much of the second, occurs while the emergency command organization is in place. Each phase is implemented through State OES using SEMS. All CDSS recovery operations will be conducted in coordination with California OES.

The recovery period following a major disaster often provides unique opportunities to review and make changes. While CDSS is responsible for its own recovery and mitigation programs, the aftermath of a large disaster also provides an opportunity to enhance coordination with other response functions.

Disaster Recovery Centers (DRC)

The OA, State OES and FEMA are responsible for making the determination to open a recovery center to coordinate local, state and federal disaster assistance to the public. Recovery centers are sometimes called Local Assistance Centers (LAC), Disaster Assistance Centers (DAC), or Disaster Recovery Centers (DRC). This Plan will use DRC to represent all three entities.



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The OA locates and secures buildings and furniture to operate as many DRCs as necessary. To accomplish this task, OES assigns a Local Coordinating Officer (LCO) to work with the State Coordinating officer (SCO). A Federal Coordinating Officer (FCO) may be assigned to coordinate FEMA support to the State. The LCO coordinates the participation of county departments and local agencies offering disaster assistance at the DRC. CDSS provides staff to the DRC at the request of State OES in order to provide general information on disaster recovery grants to individuals and households.

AFTER-ACTION REPORTS

The completion of After-Action Reports is a part of the required SEMS reporting process. The Emergency Services Act, Section 8607(f) mandates that the State Office of Emergency Services (OES) in cooperation with involved state and local agencies, complete an After-Action Report within 120 days after each declared disaster.

Section 2450(a) of the SEMS Regulations states that: “Any city, city and county, or county declaring a local emergency for which the governor proclaims a state of emergency, and any state agency responding to that emergency shall complete and transmit an After-Action Report to OES within ninety (90) days of the close of the incident period as specified in the California Code of Regulations, section 2900(j).”

The format for the After-Action Report changes from disaster to disaster. The current format may be accessed at the following web address:

[http://www.oes.ca.gov/oeshomep.nsf/all/SEMSGUIDE2_pdfs/\\$file/AAR.pdf](http://www.oes.ca.gov/oeshomep.nsf/all/SEMSGUIDE2_pdfs/$file/AAR.pdf)

Use of After-Action Reports

After-Action Reports are made available to all interested public safety and emergency management organizations and serve the following important functions:

- Provide a source for documentation of response activities.
- Identify problems/successes during emergency operations.
- Assess the effectiveness of the components of SEMS.
- Describe and define a plan of action for implementation of improvements.

The SEMS approach to the use of After-Action Reports emphasizes the improvement of emergency management at all levels. The After-Action Report provides a vehicle for not only documenting system improvements, but also can, if desired, provide a work plan for how these improvements can be implemented.



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It may be useful to coordinate the After-Action Report process when multiple agencies/divisions are involved in the same emergency. The CDSS is encouraged to work with other agencies in the development of After-Action Reports when appropriate and feasible. For example, an OA may take the lead in coordinating the development of an After-Action Report which involves several State departments. If appropriate, department reports may become part of an overall operational area report.



Section 3: APPENDICES

Appendix A: Mass Care and Shelter Operating Procedures

I. Mass Care and Shelter (MCS) General Discussion

This function is provided primarily by local American Red Cross and other NGOs. The CDSS (CDSS) assists in this service. If the CDSS DOC is unusable, the Mass Care and Shelter response will relocate to an alternate DOC, or a request will be made to OES to allow CDSS the use of the SOC or REOC as an alternate location to manage state assistance to local MCS efforts.

If a disaster occurs requiring the activation of the California Mass Care and Shelter (MCS) Plan, the response will be managed under the Department DOC. Depending on the nature of the event the person in charge of the MCS Plan may be the DOC Manager, Operations Section Chief, or Care and Shelter Branch Chief. Therefore the persons who may be asked to manage this program must be well versed in the use of SEMS and the DOC procedures. Because the person may have several different titles this document will refer to them as the Mass Care and Shelter (MCS) Coordinator.

The following are the required actions during the preparedness phase that may be accomplished by a single person or a team.

- 1) Develop and maintain a call back procedure for Mass Care and Shelter staff, including a contact list of the VEST members.
- 2) Provide one copy of the Care and Shelter staff contact list to CDSS Duty Officer and copies to senior program staff to be kept both in the office and at home. Provide one copy of the VEST Contact List to senior program staff to be kept both in the office and at home. Update quarterly.
- 3) Develop a call list for key state, local and federal contacts including partners, local suppliers and vendors. Update every quarter.
- 4) Establish a Go Kit that includes essential forms, supplies, software, plans, staff roster, and notification lists.
- 5) Ensure Mass Care and Shelter program managers receive SEMS training and an orientation to CDSS DOC operations.

When the MCS Plan is activated, the MCS Coordinator will ensure the following actions are performed either directly or by assignment:

- 1) Ensure safety of staff.
- 2) Assess function capability



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- 3) Determine the ability of the program infrastructure to fulfill the new requirements and make a plan to augment those resources if necessary.
- 4) Establish and activate the DOC.

II. Position Checklists

DOC MANAGER

****** READ THIS ENTIRE POSITION CHECKLIST BEFORE TAKING ACTION ****
Activation Phase**

- Open DOC; inform SOC and insure that a chronological record of DOC operations and record of events is initiated.
- Ensure that the DOC is set up and ready for operations.
- Notify members of the senior departmental management including the Deputy Director, Administration of the situation and possible need for logistical support.
- Request authority from CDSS Director to authorize travel, overtime and expenditure of department funds
- Ensure that DOC check-in procedure is established to identify staff working in DOC and track their time.
- Ensure that a DOC organization and staffing chart is posted and a copy sent to OES.
- Determine which sections are needed, assign appropriate Section Chiefs, and ensure that they staff their sections as required.
 - Operations Section Chief
 - Planning Section Chief
 - Logistics Section Chief
 - Administration and Finance Section Chief
- Determine which Management Staff positions are required, and ensure that they are filled as soon as possible.
- Ensure that computer, telephone, and/or radio communications with external units are established and functioning.
- Schedule initial Planning Meeting.



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Operational Phase

- Monitor DOC activities to ensure that all appropriate actions are being taken.
- Continue to review and update strategic objectives of DOC.
- In coordination with the Planning and Intelligence Section, prepare management function objectives for the initial planning meeting.
- Convene the initial planning meeting. Ensure that all Section Chiefs, Management Staff, and other key staff representatives are in attendance. Ensure that planning procedures are followed.
- Review information from the State Operations Center and relevant response agencies.
- Review, approve, and disseminate the Action Plan on completion by Planning.
- Coordinate dissemination of media information through the OES PIO.
- Conduct periodic briefings with the DOC to ensure that objectives are current.
- Brief relief staff at shift change, ensuring that ongoing activities are identified and follow-up requirements are known. Leave a phone number so that you may be contacted.

Recovery Phase

- Authorize deactivation of sections and branches/unit when they are no longer needed.
- Ensure that any open actions will be handled after recovery of sections.
- Ensure that all required forms or reports are completed prior to recovery.
- Be prepared to provide input into the documentation summary/activity reports.
- Deactivate DOC.



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OPERATIONS SECTION CHIEF

****** READ THIS ENTIRE POSITION CHECKLIST BEFORE TAKING ACTION ******

These duties may be performed by the Operations Section Chief or the Care and Shelter Coordinator.

Activation Phase

- Notify Health and Human Services Agency of intent to contact VEST members and place them on standby.
- Review the VEST member roster, with the Logistics Section Chief, to determine which members are best suited for deployment, based on experience, proximity to the event and training level.
- Develop preliminary shift schedules and rosters for each affected REOC with Logistics Section Chief.
- Coordinate dissemination of media information through the PIO.

Operational Phase:

- Upon request by the Public Information Officer (PIO), assist with coordination of news conferences and review media releases for distribution by OES PIO.
- Address strategic objectives of DOC.
- Prepare strategic objectives for Action Plan.
- Provide information on operations in preparation for the initial planning meeting.
- Participate in planning meetings.
- Review information from the State Operations Center and relevant agencies.
- Provide periodic reports to the Planning Section to ensure the situation status is current.
- Brief relief staff at shift change, ensuring that ongoing activities are identified and follow-up requirements are known. Leave a phone number so that you may be contacted.



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- Coordinate information flow and address operational needs with REOC MCS Coordinator.

Recovery Phase:

- If OES requests outreach in disaster recovery centers, review VEST Contact List for and identify members trained to assist with outreach; provide names to Logistics Section Chief.
- Deactivate section/branch/unit when it is no longer needed.
- Ensure that any open actions will be handled after recovery of sections.
- Ensure that all required forms or reports are completed prior to recovery.
- Provide input into the documentation summary/activity reports.



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LOGISTICS SECTION CHIEF

****** READ THIS ENTIRE POSITION CHECKLIST BEFORE TAKING ACTION ******

These duties may be performed by the Logistics Section Chief or the MCS Coordinator.

Activation Phase

- Verify current information has been posted to VEST Database.
- Transmit current VEST Database document “Accounting Systems Listing of VEST Members” to the Manager of the CDSS Travel Unit with cover advising of probably activation of some members. Provide copy to DOC Finance and Administration Chief.
- In coordination with DOC Operations Section Chief, identify VEST Members best suited for deployment as Care and Shelter Coordinators.
- Develop preliminary shift schedules and rosters for each affected REOC.
- Notify affected Health and Human Services Agency Coordinators that their departments’ VEST Members are being placed on standby.
- Contact selected VEST members to determine availability.
- Place available VEST members on standby.
- Compile status information on clearance requests of contacted VEST Members and adjust schedule accordingly.
- Finalize shift schedules and rosters for each REOC for the first 1-5 days, and a second wave of volunteers for days 6-10.
- Provide copies of the final shift schedules to the DOC and REOC Operations Chiefs.
- Provide copy of the final shift schedules to the DOC Finance and Administration Chief.
- Provide copies of the final shift schedules to the Agency Coordinators.

Operational Phase

- With the DOC Operations Chief, monitor the staffing needs of the REOCs and adjust the deployment schedules and rosters as needed.
- Prepare objectives for the initial planning meeting.



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- Review information from the DOC Operations Chief and MCS Coordinators and adjust staffing and resources needed in the field accordingly.
- Brief relief staff at shift change, ensuring that ongoing activities are identified and follow-up requirements are known. Leave a phone number so that you may be contacted.

Recovery Phase

- Continue to monitor and respond to staffing and resources needed in the REOCs.
- With DOC Operations Chief, determine need for continuing staffing in REOCs; adjust schedules accordingly.
- Be prepared to provide input into the documentation summary, activity reports and the After Action Report.
- If OES requests Grant Recovery Representatives in DRC operations, review VEST Contact List and determine appropriate volunteers for deployment to DRC.
- Notify Agency Coordinators of intent to contact VEST members for 5 to 15 day deployments to DRCs.
- Screen VEST members for availability.
- With Operations Chief, develop preliminary staffing rosters for days 1 through 15 and days 15 through 30; transmit to DOC Finance and Administration Chief, DOC Operations Chief, and OES DRC Coordinator.
- Monitor information on DRC openings and closings and staffing needs; adjust staffing rosters accordingly.
- Provide input into the documentation summary, activity reports and After Action Report.



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FINANCE AND ADMINISTRATION SECTION CHIEF

*****Read This Entire Position Checklist Before Taking Action***
Activation Phase**

- With DOC Manager, prepare requests for PCA codes needed.
- With DOC Manager, prepare request for Blanket for overtime payments.
- Prepare documents for necessary travel advance requests.
- Notify DOC Section Chiefs of PCA codes.
- Respond to inquiries from VEST members regarding status of travel advance checks, proper forms to complete, etc.
- Setup “Travel and OT Expense Tracking Log” for the specific disaster.

Operational Phase

- Review Travel and OT claims for accuracy; have DOC Manager approve claims.
- Continue processing travel advance requests until REOC operations are deactivated.
- Respond to inquiries from VEST members on financial and administrative matters.
- Maintain documentation of expenditures.

Recovery Phase

- Monitor receipt of final travel and overtime documents from deployed VEST Members.
- Upon entry of final expenditure, total out all travel and overtime costs for REOC operations and provide copies to all DOC Section Chiefs.
- If OES requests staff for DRC operations, prepare request for PCA Code for DOC Manager’s approval.
- Prepare travel advance requests and process travel and overtime claims for VEST members working in DRC operations.
- Monitor receipt of final travel and overtime documents for DRC Operations. Upon entry of final expenditure, total out all travel and overtime costs for DRC operations and provide information to all DOC Section Chiefs.



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PLANNING AND INTELLIGENCE SECTION CHIEF

Activation Phase

- Begins gathering general information on the response effort and analyzing the probable sheltering needs of each affected area.
- Reviews status information in RIMS.
- Provides DOC Manager with summary and recommendations based upon findings.

Operational Phase

- Collects and analyzes data from DOC staff, field personnel and RIMS.
- Prepares agendas, meets daily with the DOC Manager to brief staff on findings and recommendations regarding staffing and other resource needs.
- Plans, with Operations and Logistics, the mobilization and deployment of personnel and equipment.
- Identifies situations that may impact operations beyond the standard operational period; drafts plans and makes recommendations for handling extended operations.

Recovery Phase

- Collects, compiles and submits information to the DOC Manager for the After Action Report.



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MCS COORDINATOR

Activation Phase

Upon arrival at the REOC, the first MCS Coordinator will:

- ❑ Check-in with the REOC Operations Chief to receive initial briefing on general situation, immediate tasks for the Section, organization of REOC staff, and communications capability between OAs and the SOC.
- ❑ Check-in with the Planning and Intelligence Section for the latest information that may not be posted or available on RIMS.
- ❑ Analyze the situation and develop recommendation for staffing levels for the MCS Branch in the REOC.
- ❑ Provide verbal reports on the care and shelter situation and status, and the REOC setup; and make recommendations to the DOC Manager for staffing REOC.
- ❑ Provide a description of the communications available, with contact telephone numbers, and a REOC telephone list to the DOC Operations Chief.
- ❑ Open and maintain a Section log, recording time for each entry, and conversations in which decisions were reached, instructions were given or received, vital information was exchanged.
- ❑ Assure immediate notification to DOC Operations Chief of mission assignments, major events or activities, or resource requests.
- ❑ Set-up Section work area, including posting organization and seating charts and maps (either standard or computerized), up-date telephone rosters, check and fill equipment and supply needs.
- ❑ Contact OA MCS to determine immediate needs and actions necessary; coordinate with the American Red Cross (ARC), The Salvation Army (TSA), or other non-governmental organizations.
- ❑ Prepare and submit the initial Care and Shelter Branch Status Report. Provide a hard copy to both the REOC and DOC Operations Section Chiefs and the Planning and Intelligence Section Chiefs.
- ❑ Prepare input and be prepared to participate in action planning session.
- ❑ Brief relief staff at shift change, ensuring that all ongoing activities are identified and follow-up requirements are known. Leave a number where you may be reached.



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Operational Phase

- ❑ Maintain Section logs and files including number of shelters open in each OA, number of persons in shelter, mass feeding locations by OA, and estimated number of persons being fed.
- ❑ Maintain Section logs and files on resource requests by each OA, resources provided, resource shortfalls and actions in process to fill needs, special needs such as medical or mental health staff, and need for assistance with identification and inquiry process.
- ❑ Twice daily, or upon request, produce an overall summary of missions and issues in the MCS area of responsibility and forward to the REOC and DOC Operations Section Chiefs.
- ❑ Provide above information to the Situation Analysis Unit in the REOC Planning and Intelligence Section.
- ❑ Refer all contacts with the media to the REOC Public Information Officer (PIO).
- ❑ Prepare input for, and be prepared to participate in action planning sessions.
- ❑ Participate in periodic Operations Section meetings.
- ❑ Coordinate continuously with appropriate agencies or staff sections to fill the resource requirements in support of assigned tasks, missions and operations.
- ❑ Contact DOC Manager for resource approval prior to submitting to Logistics.
- ❑ Advise DOC Manager of the need for Mobilization Centers for in-coming ARC and state agency personnel and resources and to coordinate with ARC and Logistics.
- ❑ Advise DOC Manager of the need to establish regional stockpiles of food, clothing and personal care items in the OA and to coordinate with ARC.
- ❑ Support the REOC PIO by providing confirmed information related to people care and personnel inquiries.
- ❑ Continuously brief REOC Operations Section Chief and the DOC Manager on major problem areas that need immediate action and/or essential elements of information as they become available.
- ❑ At close of each shift, conduct briefing for on-coming shift, including current status and action plans, and all information new shift will need to perform assigned tasks.



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Recovery Phase

- ❑ Request the REOC Operations Section Chief to authorize the deactivation of the REOC Care and Shelter Branch.
- ❑ Closed out the Branch activity log, transferring on-going missions and/or actions to an appropriate full-time staff, in accordance with the contact provided by the DOC Operations Chief.
- ❑ Provide copies of all documentation generated during the operation to the Planning and Intelligence Section and the DOC Operations Chief.
- ❑ Provide the DOC Operations Chief with a summary of the operation for use in the After Action report.



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Appendix B: Mass Care & Shelter Resources Directory

This Directory is distributed only to the California Governor's Office of Emergency Services and the Emergency Managers of the CDSS.

I. General Discussion

The Mass Care and Shelter Resources Directory is a tool, developed and maintained by CDSS, for quick identification of state agency resources that may be available to aid in efforts to assist with mass care and shelter activities. Requests for resources are made by the OA's EOC to the state REOC. This directory is intended to assist the Chiefs of the REOC Operations and Logistics Sections in efforts to identify and deploy needed care and shelter resources.

The MCS Resources Directory consists of three parts.

- The "General MCS Resource Matrix" is a tool for rapid, general identification of resources by type. It visually identifies all state agencies that might provide the specific resource being sought.
- The "Specific MCS Resources Table" provides more extensive and specific information on possible resources, including a description of limitations.
- The "Agency MCS Contacts List" includes the names and telephone numbers of those in each agency with specific knowledge of the described resource **for discussion purposes only**. With few exceptions, these individuals do not have the authority to deploy resources. They have knowledge and expertise regarding the availability and accessibility of the identified resources.

Only OES can task an agency to provide resources. Mission tasking procedures established by OES are neither affected nor changed by this Directory or its Agency Contacts.



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