



Emergency Support Function (ESF) #6

Mass Care, Emergency Assistance, Housing & Human Services

Primary Agency

Albuquerque Department of Family and Community Services



City of Albuquerque, New Mexico
Emergency Support Function (ESF) #6
MASS CARE, EMERGENCY ASSISTANCE, HOUSING & HUMAN SERVICES

Purpose:

1. Coordinate activities and resources for Mass care, housing and human services, which includes providing temporary sheltering, housing, and feeding of displaced persons, the mass distribution of relief supplies, and the collection and dissemination of emergency welfare information.
 - Provide temporary shelter, housing, food, and emergency care following an emergency.
 - Provide for an emergency welfare inquiry system to collect, receive, and report information about the status of victims and assist with family reunification.
 - Provide Mass distribution of emergency relief supplies to emergency victims.
 - Operate Family Assistance Centers.
2. Access and Functional Needs: Identify how to assist these populations throughout the disaster life cycle.
3. Detect arising mental health issues and prevent or mitigate harmful stress levels in the general population.

Primary:

- Albuquerque Department of Family and Community Services

Support:

- Albuquerque Animal Welfare Department
- Albuquerque Convention Center
- Albuquerque Department of Municipal Development
- Albuquerque Fire Department
- Albuquerque Parks and Recreation Department
- Albuquerque Police Department
- Albuquerque Public Schools
- American Red Cross
- Community and Faith Based Organizations
- Health Care Centers
- Home and Community Care Providers
- Hotels

Likely Tasks:

MASS CARE, HOUSING & HUMAN SERVICES

- Staff ESF #6 within the City of Albuquerque EOC Operations Section.
- Open and operate needed shelters.
- Obtain, coordinate mass care, housing & human services resources.
- Provide information on mass care, housing & human service's needs.
- Coordinate receipt, distribution of Mass items and donated goods.
- Establish, staff, and maintain supply distribution points within the City.
- Determine present and future need for, and obtain, mass care, housing & human services resources:
 - Communications; Feeding facilities for victims and emergency workers; Medical, nursing aid; Potable water; Temporary sanitation facilities; Clothing commodities; Shelters; personal care centers.



State of New Mexico

Primary:

- American Red Cross
- Department of Homeland Security and Emergency Management

Support:

- Aging and Long-Term Services Department
- Baptist Disaster Relief
- Children, Youth and Family Services Department
- Corrections Department
- Department of Health
- Department of Transportation
- Department of Workforce Solutions
- Higher Education Department

Support Continued:

- Indian Affairs Department
- Military Affairs Department
- NM National Guard (DMA)
- Public Education Department State Police
- The Salvation Army
- Transportation

Likely Actions:

- Mass care
- Emergency assistance
- Disaster housing
- Human services



Federal Government

Primary:

- Department of Health and Human Services

Support:

- Various federal agencies and organizations.

Likely Actions:

MASS CARE, HOUSING & HUMAN SERVICES

- Promotes the delivery of services and the implementation of programs to assist individuals, households and families impacted by disasters. This includes economic assistance and other services for individuals impacted by the incident.
- The coordination of non-medical mass care, housing & human services to include sheltering of victims, organizing feeding operations, providing emergency first aid at designated sites, collecting and providing information on victims to family members, and coordinating bulk distribution of emergency relief items.

Likely Actions Continued:

- The provision of assistance for short and long-term housing needs of victims.
- The provision of victim related recovery efforts such as counseling, identifying support for persons with special needs, expediting processing of new Federal benefits claims, assisting in collecting crime victim compensation for acts of terrorism, and expediting mail services in affected areas.

ACTIONS ANIMAL PROTECTION

- Provides supplemental assistance in identifying and meeting the public health needs to include:
 - Needs assessment.
 - Vector control.
 - Protection of animal health.
 - Veterinary services.

EMERGENCY SUPPORT FUNCTION #6

MASS CARE, EMERGENCY ASSISTANCE, HOUSING & HUMAN SERVICES

Primary Agency: Albuquerque Department of Family and Community Services

Primary Coordinator: Albuquerque Family & Community Services, Division Manager

Support Organizations:

- Albuquerque Animal Welfare Department
- Albuquerque Convention Center
- Albuquerque Department of Municipal Development
- Albuquerque Fire Department
- Albuquerque Parks and Recreation Department
- Albuquerque Police Department
- Albuquerque Public Schools
- American Red Cross
- Community and Faith Based Organizations
- Health Care Centers
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- Hotels

I. Introduction.

A. PURPOSE.

1. The purpose of this Emergency Support Function is to provide a framework for how the City of Albuquerque (CABQ) will address the mass care, housing, basic health services, and human service needs of persons affected by a disaster event.
2. Emergency Support Function (ESF) #6: includes these primary functions:
 - Mass Care.
 - Housing.
 - Basic Health Services.
 - Human Services.

3. Coordinate activities and resources for mass care, housing and human services that includes providing temporary sheltering, housing, and feeding of displaced persons, the mass distribution of relief supplies, and the collection and dissemination of emergency welfare information.
4. Access and Functional Needs Populations:
 - a. Identify how to effectively coordinate the response operations for Access and Functional Needs populations. The following definition for what are sometimes referred to as “vulnerable” or “special needs” populations have been adopted for the purposes of this plan and are derived from the National Response Framework 2013 with slight modifications. “The NRF definition for ‘special needs’ provides a function-based approach for planning and seeks to establish a flexible framework that addresses a broad set of common function-based needs irrespective of specific diagnosis, statuses, or labels (e.g. children, the elderly, transportation disadvantaged). In other words, this function-based definition reflects the capabilities of the individual, not the condition or label.”
 - b. Access and Functional Needs Populations can be generally defined as: populations whose members may have additional needs before, during, and after an incident in one or more of the following (CMIST) functional areas:
 - Communication.
 - Maintaining Health.
 - Independence.
 - Services and Support.
 - Transportation.
5. Detect arising mental health issues and prevent or mitigate harmful stress levels in the general population.

B. SCOPE.

1. ESF #6 Mass Care, Housing, and Human Services Annex details the procedures, responsibilities, and concept of operations for ESF #6 response and recovery functions during a potential, imminent, or declared emergency for the following:
 - a. **Mass Care:** The provision of shelter, feeding, basic first aid, mass distribution of needed items and related services (such as support for companion animals) to persons affected by a large-scale incident.

- b. **Housing**: The provision of short-term emergency housing for persons displaced from their residence because of a disaster incident. Depending on the severity of the incident, disaster housing may take various forms:
- (1) Long Term Sheltering.
 - (2) Interim Housing.
 - (3) Permanent Housing.
- c. **Basic Health Services**: The provision of physical and behavioral health services to support the shelter population. This includes first aid, contagious disease monitoring, and control, refill of prescription medications, and monitoring of people with chronic health conditions.
- d. **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 more vulnerable persons (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.
- e. **Sheltering**: The provision of emergency shelter for emergency victims includes the use of emergency sheltering sites called Personnel Care Sites (PCSs). PCS are existing structures that are pre-identified prior to a disasters that are used for short terms. PCS:
- Warming Sites.
 - Cooling Sites.
 - Charging Sites.
 - Feeding Sites.
 - Sheltering Sites.
- f. **Feeding**: The provision for feeding emergency victims and emergency workers may be accomplished through a combination of fixed sites, mobile feeding units, delivery to homes and food distribution.
- g. **Temporary Housing**: The provision of short-term, group housing for emergency victims, beyond the need to shelter from immediate harm, until more suitable transition-housing arrangements can be made.
- h. **Emergency Care**: Emergency First Aid services provided to emergency victims and workers at Mass Care, Housing & Human Services facilities. This emergency first aid service may be supplemented by health or mental health and provided to meet the

needs of emergency victims.

- i. **Family Assistance Centers:** Family Assistance Centers will be established as a centralized location to provide information and assistance to families about missing persons and personal property. Services include emergency welfare inquiries, mental health, spiritual care, child care, medical, and working with other agencies to coordinate financial and other assistance.
- j. **Family Reunification:** Information regarding individuals residing within, displaced from or missing from the affected area will be collected and provided to immediate family members outside the affected area. This system will also aid in the reunification of family members and the identification of fatalities.
- k. **Mass Distribution of Emergency Relief:** Systems will be established for distribution of emergency relief items. The distribution of these items will be determined by the requirement to meet urgent needs of emergency victims.

C. SITUATION.

- 1. Significant emergencies or disasters may require immediate activation to provide Mass Care, Housing & Human Services to affected populations, victims, and emergency responders involved in the emergency and its aftermath.
- 2. Many emergencies may require evacuation of affected areas. It is the responsibility of the CABQ to provide temporary emergency shelter and care for victims after evacuations.
- 3. The CABQ Family & Community Services Department is designated as the lead agency responsible for staffing and managing necessary shelter sites in coordination with the American Red Cross.
- 4. Individuals and families can be deprived of normal means of obtaining food, clothing, shelter and medical needs. Family members may become separated and unable to locate each other. Individuals may develop serious physical or psychological problems requiring specialized medical services.
- 5. As a result of a major emergency affecting other jurisdictions within the State of New Mexico or the region, the CABQ may be requested to shelter evacuees.
- 6. As a result of a public health threat, quarantine and/or isolation may be necessary. If quarantine is implemented due to a public health threat, it may require special considerations and alter individual and community responses.

D. POLICIES.

1. Sheltering in the City of Albuquerque starts at the local level and is driven by local needs. Residents seeking care and shelter immediately after disaster will look first to the City for assistance who will provide a range of mass care and shelter services to residents depending on the needs of the community and the type of hazard or threat. The City will provide or contract with recognized community organizations to make emergency or temporary shelter available for people made homeless by a natural disaster or other emergency. The American Red Cross is a partner with the City in helping the City to provide care and shelter for its residents. The opening of shelters is a coordinated effort between CABQ EOC and the American Red Cross.
2. The provision of Mass Care, Housing & Human Services as a consequence of disasters is a fundamental responsibility of CABQ government. The CABQ Office of Emergency Management (OEM) will provide coordination management of all mass care, housing and human services operations in the City through the EOC to ensure the population is effectively served.
3. CABQ will coordinate mass care, housing and human services efforts with local, state, and other non-government organizations (NGOs) and other agencies.
4. City designated congregate care shelters or personal care sites may be local government, ARC, or a combination of both entities.
5. Mass care, housing and human services operations will begin as soon as possible following an emergency. Public and private facilities that will provide the best available protection for displaced people will be used as shelters and/or mass feeding facilities. The basic essential life support to be provided for the displaced population includes food, water, clothing, medical services, sanitation, lodging, and communications. The CABQ EOC determines which shelters, (generally community centers, and public school buildings) will be opened for shelter use.
6. CABQ will coordinate with state and federal agencies to facilitate the delivery of assistance programs to individuals, including the identification of appropriate site(s) for Disaster Assistance Center(s). (See Annex IV: Recovery and Recovery Mitigation Actions, in this CEMP, for information on Individual Disaster Assistance Programs.) The care of pets and other animal needs will be managed in accordance with ESF #11.
7. **NONDISCRIMINATION.** No services will be denied on the basis of race, color, national origin, religion, sex, age, or disability, and no special treatment will be extended to any person or group in an emergency over and above what normally would be expected in

the way of government services. The City's activities pursuant to the Federal /State Agreement for major emergency recovery will be carried out in accordance with Title 44, Code of Federal Regulations (CFR), Section 205.16.—Nondiscrimination. Federal disaster assistance is conditional on full compliance with this rule.

8. It is the policy of CABQ to comply with the American Disabilities Act and its standards set forth in Title 41. CFR Section 101.19–6, to the extent permitted by fiscal constraints.
9. CABQ has embraced the model of general shelters for all residents except incarcerated populations, and those with extremely fragile medical conditions (i.e., separate shelters are not designated for those with access and functional needs). Assessments will be undertaken for other shelter needs (i.e., domestic violence survivors). Consideration will be CABQ and/or ARC will secure cooperation of building owners for use of their property for shelter space.
10. Appropriate levels of health and emergency medical care services at shelters will be assessed at each shelter. Persons with access and functional needs or other special medical needs that exceed the capability of normal shelters will be sheltered in an appropriate medical facility.
11. Information about persons identified on shelter lists, casualty lists, hospital admission, etc., will be made available to family members to the extent allowable under confidentiality regulations.

II. Concept Of Operations.

A. GENERAL.

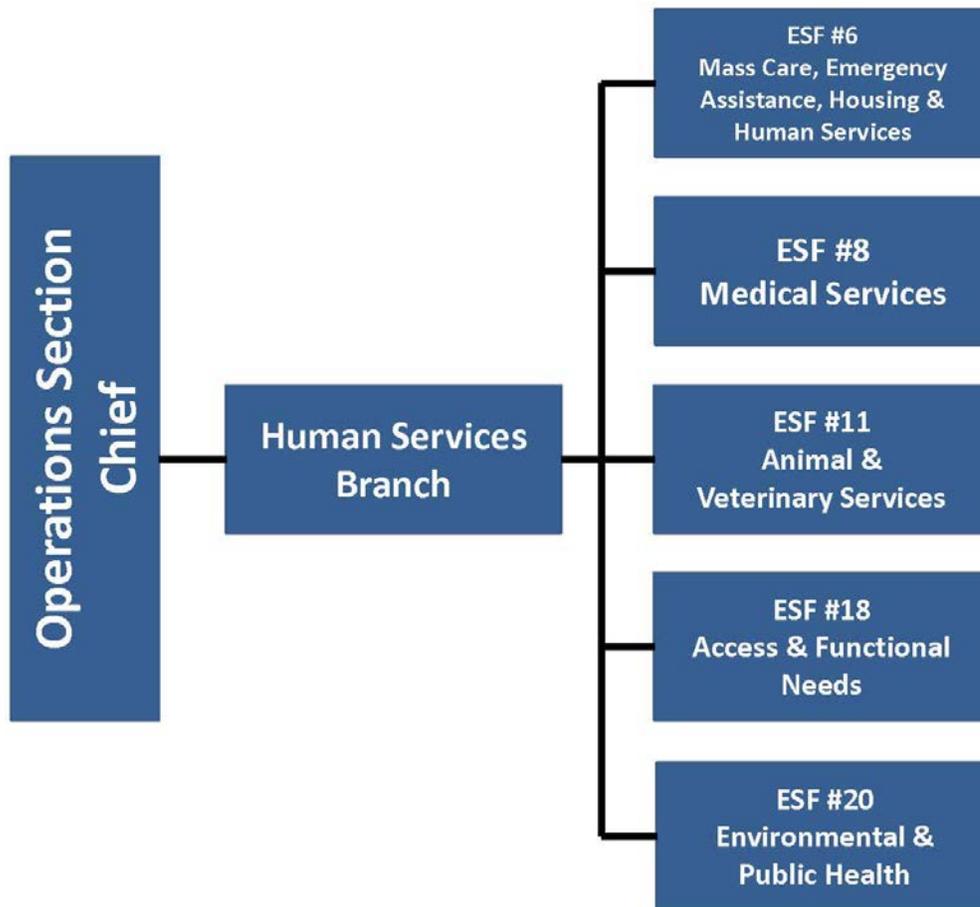
1. The ESF #6 Mass Care, Housing, and Human Services Annex will be utilized by the City of Albuquerque Emergency Operations Center, Emergency Support Function #6 in coordination with the American Red Cross and supporting departments during any disaster event that requires citywide mass care, housing, and human services support.
2. ESF #6 operations will be implemented upon the appropriate request from the Incident Commander or the Office of Emergency Management following a disaster. ESF #6 activities will be coordinated through the Emergency Operations Center.
3. ARC generally assumes the responsibility to help government with care and shelter operations. During emergencies the city may open shelters and transfer to ARC as additional resources become available to help with local response. An ARC liaison in the local Emergency Operations Center (EOC) will provide coordination between ARC and the City. ARC assigns such a liaison.

4. Mass care, housing and human services operations can vary in length from several hours, to overnight, to multiple days and weeks depending on the severity and scope of the devastation experienced in the City. Mass Care, Housing & Human Services is intended to provide those basic human services needed to bridge the gap from the onset of the emergency to the beginning of effective, long term recovery operations. The facilities provided may include heating and cooling facilities, immediate refuges of last resort, short-term overnight shelters, and longer-term group housing that lasts days or weeks. Facilities can also include feeding centers without beds or those that can provide for the basic food and water needs of those sheltered in place.
5. CABQ-OEM is the coordinating agency in cooperation with the American Red Cross and others, for coordinating with provider agencies for mass care, housing and human services needs and problems not addressed by other human service agencies. Other City departments may assist in this effort.
6. Existing mutual aid agreements may be able to augment and satisfy a temporary increase in local needs. If local capabilities are exceeded, support may be available from state and federal human services groups.
7. Coordination between human services agencies is necessary to ensure emergency operational readiness. Each City department having responsibility for human services must develop operating instructions and resource listings to support this plan.

B. RESPONSE ORGANIZATION & STRUCTURE.

1. Organizational Chart.
 - ESF #6 is positioned within the Human Services Branch during an EOC activation, each ESF under Human Services Branch will be led by a CABQ representative carrying out their ESF role.

The Organizational Structure of The Human Services Branch.



C. MASS CARE OPERATIONS.

1. ESF #6 mass care operations can be divided into 3 areas:
 - a. Establish shelter operations, including staffing and equipping shelters and arranging for the care of pets and service or support animals of displaced owners.
 - This also includes meeting the access and functional needs of persons in shelters.
 - b. Establish feeding operations, including the preparation and distribution of food.
 - c. During shelter-in-place operations, conduct mass commodity distribution or the establishment of distribution service centers for persons outside of disaster shelters to obtain food, water, clothing, medicine and other commodities.

D. SHELTERING.

Standard Sheltering Procedures.

1. Initial Activities.
 - a. Typically, the decision to open a shelter is made jointly by responding entities in the field for small shelter operations. However, given a larger event requiring more complex shelter operations coordination will occur at the EOC in coordination with ARC, and relevant partner organizations that may be providing the actual facilities.
 - b. Shelter sites will initially be selected by the City's EOC based on the assumption that the public will want to be sheltered as close as possible to their homes. Once a site(s) is selected, the CABQ Family & Community Service Department will be requested to open and manage City of Albuquerque shelter sites. CABQ personnel will staff and manage the necessary shelter sites in coordination with the American Red Cross, utilizing mutual aid resources if necessary.
2. Shelter Operations.
 - a. In order to ensure consistent service delivery and a smooth transition in shelter management, CABQ personnel working in shelters will follow mass care standards as set forth by ARC published training and procedures documents (such as the ARC Shelter Operations Participant Workbook). Therefore, whether shelter sites are open and operated through either the American Red Cross or CABQ personnel, they will be managed according to the same set of operating principles at the field level, and will be jointly supported by both ARC and CABQ EOC.
 - b. Shelter sites managed by personnel within the ARC system will report directly to the local ARC. The general principle is that if ARC is managing a shelter, or if the site is being operated under the auspices of the ARC (e.g. using ARC trained shelter management staff), then the site is considered an "ARC shelter site" and ARC assumes both the liability and cost of the operation. Moreover, the main resource supply stream will come through ARC. The ARC will continue to coordinate shelter operations with the City of Albuquerque EOC.
 - c. ARC Support.
 - Shelter management and operations staff.
 - Health support (limited to basic emergency first aid).
 - Mental health support (given available disaster mental health service resources).

- Food, snack and beverage service.
 - Operational supplies (cots and blankets, comfort kits/toiletries, signage, etc.).
 - Assumes the liability and cost for the operation.
 - CABQ EOC will continue to coordinate all mass care operations regardless of who provides staffing.
3. Shelter Site Management Support.
- Functional Assessment Service Teams, also known as FAST teams, are another aspect of field support. FAST teams consist of a group of people with some level of expertise in identifying functional service needs for people with disabilities and older person in shelters (i.e., a team of people that can go into a shelter, assess a situation that looks complicated, and figure out what is needed). Functional service needs within a shelter may include a need for durable medical equipment, prescription medications, assistive listening devices, or specific support services (mental health, personal care assistance, sign language interpretation, etc.). FAST teams may be requested from the State through the mutual aid request process.
4. Shelter Supply System.
- a. The CABQ has resources to initially support approximately 2000 individuals in city shelters.
 - b. Should additional resources be required the CABQ will submit all request to the State EOC.
5. Feeding.
- a. Feeding Operations.
 - (1) As soon as possible, feeding programs will need to be established to serve people in shelters and to serve people in affected neighborhoods or at other congregate locations. The scope of feeding program activity is determined by the situation. If the impacts of the incident are limited in scope and the utility systems, restaurant and retail food distribution network are uninterrupted, the feeding program may be limited to providing meals, snacks and beverages at shelters, or at other service delivery sites.
 - (2) However, if the impacts of the disaster are widespread and include utility and private sector food distribution system disruptions, the feeding activity will be extensive and may involve some or all of the following activities:
 - Fixed feeding at shelters and other service delivery sites;
 - Fixed feeding sites strategically located in and around the impact area.

- Mobile feeding – hot food, beverages and snack items – in the impact area.
 - Distribution of packaged food water and possibly some miscellaneous feeding support materials (coordinated by the mass commodity distribution activity).
 - Food options for feeding sites that accommodate people with restricted diets.
 - Distribution of grocery store vouchers, or allotments issued.
- (3) Food Source Options.
- In large, widespread disasters, where the utility, transportation system and other infrastructure are disrupted, feeding programs will initially rely on pre-prepared, packaged meals that are shelf-stable, such as military meals-ready-to-eat (MREs), or commercial products such as “heater meals”. As the utilities are restored, or when emergency field kitchens arrive from outside the area, the feeding program will shift from packaged meals to freshly prepared hot meals.
 - Local options for prepared food when energy utilities are functional include:
 - Local restaurants, hotels and other commercial suppliers.
 - Local non-profit agencies with commercial kitchens (the 3 largest kitchens include):
 - o The Salvation Army.
 - o Meals-on-Wheels.
 - o Other Non-profit agencies.
 - Catering companies.
 - Large institutional kitchens that are affiliated with local government Hospitals, and local detention centers.
- (4) Mass Commodity Distribution.
- (a) Mass Distribution Operations: Mass distribution programs are designed to provide disaster victims with access to supplies and materials that are life sustaining (food and water), or support their recovery (cleanup supplies). Distribution programs also support the ability of people to continue to shelter-in-place at home, versus evacuating to shelter sites, for basic necessities. The distribution programs may be required when normal retail distribution systems have been disrupted.
 - (b) The types of items and amounts that may need to be distributed are based on the situation and may include some of the following:

- Shelf stable food (MREs).
- Water (and containers for water).
- Limited amounts of ice (and ice chests).
- Tarps.
- Blankets.
- Other items might include batteries, first aid items, baby supplies, and pet food.

6. Family Reunification.

- a. Family reunification will be established to facilitate identifying individuals residing within, displaced or missing from the affected area and reuniting them with family and loved ones, retrieving personal property for families, debriefing and collecting evidence, and identifying fatalities. ESF #6 personnel may coordinate with other EOC Operational support units to obtain information on missing persons from casualty lists, hospitals, and other ad-hoc disaster victim registration services. A Family Assistance Center (FAC) may be established to facilitate the process of identifying victims of a disaster, reuniting them with family members, and ensuring the provision of certain short term emergency social services to victims and families as they recover from the emergency.

7. Support for people with Functional Needs.

- a. ESF #6 will coordinate with ESF #18, Access to Functional and address the support of people who require Support for people with Functional Needs condition within a PCS or shelter environment.
- b. Seniors and People with Disabilities.
 - Ensure the accessibility of disaster services, programs and facilities in compliance with Title II of the ADA, including accessible transportation to reach service sites.
 - Meet functional needs in an integrated shelter environment (versus setting up separate “special needs” shelters):
 - Engage FAST Teams (Functional Assessment Service Teams), or representatives from local disability organizations to help assess and identify functional needs for seniors and people with disabilities at shelters;
 - Obtain the necessary durable medical equipment (accessible cots, transfer boards, walkers, eyeglasses, portable ramps, wheelchair battery chargers,

- etc.);
 - Refilling prescription medications;
 - Communications support (sign language interpretation, TTY access, assistive listening devices);
 - Specific support services (mental health, personal care assistance, space for service animals, etc.).
- c. People who are Medically Fragile or Dependent.
- Ongoing medical supervision for medically fragile persons required to evacuate to public shelter settings.
 - Support for health care facilities given the need to evacuate their medically fragile resident population. Suggested strategies include:
 - Like-Facility Evacuation – In cases where community residential programs or care facilities need to evacuate, but staff and caregivers want to stay intact, they may evacuate to/setup shelter in another care facility that has extra space.
 - Alternate Shelter Facility – Instead of evacuating to a large public shelter, a smaller shelter setting is selected from the shelter database and opened specifically for the evacuating facility.
 - Temporary Infirmary – A portion or area within the public disaster shelter can be set aside and designated for the care facility staff and its clientele. The evacuated institution will continue to care for its residents within this designated space.
 - Medical Needs Shelter – If the event requires the evacuation of a large number of medically fragile persons from different facilities, care and shelter personnel will work with ESF #6 to activate a full service emergency shelter specifically for medically fragile persons and the evacuating facilities.
- d. Persons who are Non-English Speaking.
- Provide interpretation and translation assistance at appropriate service delivery sites so that non-English speaking persons can convey needs and receive disaster information and services.
 - The ESF lead should identify internal staff with bilingual skills and willingness to help with translation/interpretation needs in shelters.
- e. Children Separated from their Parent or Guardian.
- Dedicate stand-alone or alternate shelter sites for unaccompanied minors when there is an overflow of minors within the Child and Family Development

Services' existing shelter/placement.

- Child and Family Development Services staff will run these emergency shelters for unaccompanied children.

8. Recovery Support and Housing Assistance.

a. ESF #6 personnel will play a role with coordinating post-disaster housing plans and with the delivery of recovery assistance to disaster victims. Support will come from NGOs and in the case of larger events, federal and state agencies will establish various assistance programs. The following section provides a brief summary of individual assistance programs that become available following a federally declared disaster. The primary role of ESF #6 personnel is to ensure there is local access to recovery programs and related application process information.

b. Temporary or Interim Housing.

(1) The severity of the event and the availability of other/interim housing for shelter residents will dictate when shelter operations can conclude. With a small hotel fire for example, the coordinated casework efforts of ARC, ESF#6 and community-based housing partners will act to place residents as quickly as possible in like housing (such as a room in another residential hotel). In most emergencies, shelters will generally not be open for more than a week.

(2) Those remaining shelter residents are frequently persons with fewer resources who need more assistance. If multiple shelters are in operation following a large event, the process of closing operations will be a function of how quickly replacement housing is found. The following outlines the typical evolution of emergency shelter programs:

- During the first week of emergency shelter operations, assist shelter residents in obtain housing with family, friends or in available commercial facilities.
- Begin the transition after a week or more from a shorter-term emergency shelter operation to a longer-term sheltering operation. As more and more residents start to depart emergency shelters soon after the event, shelter services can be consolidated into a smaller, more concentrated number of facilities that can sustain longer-term sheltering operations. Vacated shelter facilities are deactivated and returned back to their normal use (schools in particular will need to be turned over quickly).
- Depending on the length of time necessary – 30, 60, 90 days, or longer in a worst case scenario – move shelter residents out of long-term shelter facilities once replacement or temporary housing becomes available. In

federally declared disaster events, the federal government will be requested to provide temporary housing. The City will work with state and federal authorities on the development and location of temporary and replacement housing. Once rental assistance and temporary housing resources are available, residents can be moved from shelters into interim housing units.

9. ESF #6 Coordination.
 - a. Depending on the scope of the event, participation from the following departments and agencies may be requested. The entities may send one or more representatives to the ESF #6 to help with response coordination and serve as a liaison with their primary organization.
 - American Red Cross.
 - ESF #16 Volunteer & Donations Management.
 - ESF #11 Animal and Veterinary Services.
 - ESF #20 Environmental & Public Health.
 - Albuquerque Public Schools.
 - Mayor’s Office (MOVE Program).
 - The Salvation Army.
 - ESF #8 Medical Services.

D. PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE	
FAMILY AND COMMUNITY SERVICES DEPARTMENT	
Pre-Emergency	<p>Coordinate and Collaborate with the CABQ OEM to:</p> <ul style="list-style-type: none"> • Maintain this Emergency Support Function (ESF). • Analyze Mass Care, Housing & Human Services requirements. • Identify and maintain current Mass Care, Housing & Human Services inventories and equipment cache. • Establish Mass Care, Housing, & Human Services inventory, control, and delivery systems. • Develop agreements with Mass Care, Housing & Human Services providers as necessary. • Identify City assistance Mass Care, Housing & Human Services locations and resources needed. • Identify mass care facilities and protective shelters • Obtain cooperation of facility owners for use as mass care facilities and protective shelters • Develop facility setup plans for potential shelters. • Identify emergency feeding supplies • Recruit and train volunteers for mass care operations. • Develop a liaison with other community service organizations for providing mass care to the public. • Identify population groups requiring special assistance during an emergency (i.e., senior residents, special needs, etc.) and ensure that preparations are made to provide assistance. • Implement a public education campaign regarding the importance of having a family disaster plan and 72-hour preparedness kit. • Develop and test emergency plans and procedures. • Participate in emergency management training and exercises.
Emergency	<ul style="list-style-type: none"> • Primary and support agencies will when notified of an emergency situation, report to the CABQ EOC, if appropriate. • Mass Care, Housing & Human Services emergency actions may include: <ul style="list-style-type: none"> – Provide feeding for victims and emergency workers. – Continue to identify facilities that are appropriate for feeding facilities. – Medical and nursing aid. – Provide potable water. – Provide temporary sanitation facilities. – Identify distribution service centers. – Distribute food, clothing, medicine, commodities.

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE	
FAMILY AND COMMUNITY SERVICES DEPARTMENT	
	<ul style="list-style-type: none"> – Provide information services. – Assess social service needs of victims. – Provide counseling services. – Provide special needs services as required.
Emergency Operations Center	<ul style="list-style-type: none"> • Staff Mass Care, Housing & Human Services Group Supervisor within the CABQ EOC Operations Section. • Verify current and needed resources. Sources for resources can include: <ul style="list-style-type: none"> – City agencies. – American Red Cross. – Salvation Army. – State EOC. – Establish, maintain contact with State EOC through the EOC Manager, – Provide information on Mass Care, Housing & Human Service’s needs. – Coordinate receipt, distribution of Mass items and donated goods. – Establish, staff, and maintain supply distribution points within the City. • Mass Care, Housing & Human Services Duties Include: <ul style="list-style-type: none"> – Identify incident sites requiring Mass Care, Housing & Human Services. – Determine present and future need for Mass Care, Housing & Human Services resources. – Obtain and coordinate Mass Care, Housing & Human Services resources as requested by field incident commanders. • Sheltering and temporary housing emergency actions include: <ul style="list-style-type: none"> – Providing heating and cooling centers. – Providing temporary shelter from hazards. – Providing temporary group housing. – Providing feeding for victims and emergency workers at shelters or at feeding facilities. – Identifying facilities that are appropriate for feeding facilities. – Providing first aid, medical and nursing aid at facilities as appropriate. – Providing potable water. – Providing temporary sanitation facilities. • Access and Functional Needs (AFN) emergency actions include: <ul style="list-style-type: none"> – Making contact with AFN populations and individuals. – Identifying specific needs of AFN populations and other individuals such as domestic violence survivors. – Identifying locations of functional needs populations and individuals. – Identifying sources and costs for providing for the requirements of functional needs populations and individuals.

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

FAMILY AND COMMUNITY SERVICES DEPARTMENT

	<ul style="list-style-type: none"> – Coordinating programs and resources for functional needs populations and individuals. • Family Reunification/Family Assistance Centers include: <ul style="list-style-type: none"> – Providing victim information services. – Assessing social service needs of victims and families. – Providing mental health services. – Coordinate with the American Red Cross Family Assistance/ Reunification Center System. • Mass Disaster Relief Commodity Distribution include: <ul style="list-style-type: none"> – Identifying distribution service centers. – Distributing food, water, ice, clothing, medicine and other commodities. – Management of donated goods in coordination with ESF #16.
<p>Recovery Actions</p>	<ul style="list-style-type: none"> • Activate family reunification systems. • Continue to utilize multiple means of communicating public information and education. • Ensure the availability of mental and behavioral health professionals. • Continue EOC operations until it is determined that EOC coordination is no longer necessary. • Provide public information regarding safe re-entry to damaged areas. • Assist evacuees in returning to their homes if necessary. • Assist those who cannot return to their homes with temporary housing. • Deactivate shelters and mass care facilities and return them to normal use. Clean and return shelters to original condition; keep detailed records of any damages. • Consolidate mass care shelter(s) costs, and submit these statements to the appropriate authorities for possible reimbursement. • Inform public of any follow-on recovery programs that may be available. • Form a long-term recovery assistance team to help ensure individuals and families affected by the disaster continue to receive assistance for serious needs and necessary expenses. <ul style="list-style-type: none"> – Return staff, clients, and equipment to regularly assigned locations. – Provide critical payroll and other financial information for cost recovery through appropriate channels. – Participate in after action critiques and reports. – Updates plans and procedures based on critiques and lessons learned during an actual event.

E. SUPPORT ORGANIZATION'S RESPONSIBILITIES AND TASKS.

SUPPORT ORGANIZATIONS' RESPONSIBILITIES AND TASKS	
Albuquerque Animal Welfare Department	<ul style="list-style-type: none"> • Coordinate efforts to rescue, shelter, feed animals, store and distribute food, and medical supplies that may arrive via donations. • Coordinate with local veterinary services and animal groups for the care and disposition of domestic animals to support Mass Care operations.
Albuquerque Convention Center	<ul style="list-style-type: none"> • Provide support for shelters, Disaster Recovery Centers, and other facilities established to support mass care, housing and human assistance. • Provide assistance with site logistics, transportation, and resources at shelter sites. • Prepare facility to support mass care operations.
Albuquerque Department of Municipal Development	<ul style="list-style-type: none"> • Provide signage and barricades at shelters or feeding stations, as requested. • Record costs and expenditures and forward them to this ESF's Group Supervisor. • Assure the needed facilities and internal systems and utility infrastructure remains functional.
Albuquerque Fire Department	<ul style="list-style-type: none"> • Provide emergency medical care as requested to assist in shelter operations for victims of the effected emergency area. • Provide emergency medical care staff to assist in shelter operations when possible. • Provide engineering and safety inspections of shelter facilities to assure suitability for occupancy. • Record costs and expenditures and forward them to this ESF's Group Supervisor.
Albuquerque Parks and Recreation Department	<ul style="list-style-type: none"> • Provide personnel, supplies and other resources necessary to assist shelter operations for victims of the affected emergency/disaster area. • Provide assistance with site logistics, transportation, and resources at shelter sites. • Determine status of Parks and Recreation facilities for shelter use. • During shelter, operations provide the Mass Care, Housing & Human Services Group Supervisor with frequent updates.
Albuquerque Police Department	<ul style="list-style-type: none"> • Provide security for shelters, reception centers, points of distribution, and other mass care facilities. • Record costs and expenditures and forward them to this ESF's Group

SUPPORT ORGANIZATIONS' RESPONSIBILITIES AND TASKS	
	Supervisor.
Albuquerque Public Schools	<ul style="list-style-type: none"> • Provide District facilities, personnel, equipment, supplies and other resources needed to assist in shelter operations or mass feeding for victims of the effected emergency area. • Facilitate the opening and operation of emergency shelter and mass feeding sites at District facilities upon request by the EOC Manager or Mass Care, Housing & Human Services Group Supervisor. • Provide personnel to assist in the mass feeding of evacuees and relief workers at District shelter sites. • Assist in the development and maintenance of a shelter operations plan. • Record costs and expenditures and forward them to this ESF's Group Supervisor.
American Red Cross	<ul style="list-style-type: none"> • Provide support for Mass Care, Housing, and Human Services Group Supervisor under the EOC Operations Section. • Support the CABQ in the management and coordination of sheltering, feeding, emergency first aid services, and other services to the disaster-affected population. • Provide facilities, personnel, equipment, supplies, and other resources needed to assist in shelter operations or mass feeding for victims of the effected emergency area. • Facilitate the opening and operation of emergency shelter and mass feeding sites upon request by the EOC Manager or Mass Care, Housing & Human Services Group Supervisor. • Provide personnel to assist in the mass feeding of evacuees and relief workers at the shelter sites. • Assist in the development and maintenance of a shelter operations plan.
Community and Faith Based Organizations	<ul style="list-style-type: none"> • Provide staff and unmet needs services at shelters or feeding stations, as requested.
Health Care Centers	<ul style="list-style-type: none"> • May support shelter operations by coordinating medical care and resources for shelters. • Help by coordinating for nursing staff for triage and medical care and monitoring. • Coordinate other professional medical staff as necessary for effective medical screening and care, including physicians, as necessary. • Assist in procurement of pharmacy needs.

SUPPORT ORGANIZATIONS' RESPONSIBILITIES AND TASKS	
	<ul style="list-style-type: none"> • May identify the need for, and request, professional mental health assistance. • Makes notifications to residents' primary care physicians to advise status and location of residents. • Identify and request resources, as needed, for effective medical care or other unmet needs.
Home and Community Care Providers	<ul style="list-style-type: none"> • Provide staff and unmet needs services at shelters or feeding stations, as requested. • Assist with meeting the needs of functional needs populations and individuals. • Provide personnel to mass care facilities if requested and available.
Hotels	<ul style="list-style-type: none"> • Provide emergency shelter. • Assist with mass feeding

F. LIFE SAFETY ASSESSMENT.

An initial EOC priority is to gather as much information about the extent of damage as soon as possible. Mass Care, Housing & Human Services personnel constitute a large presence in the field and are the eyes and ears of the EOC. Whenever they identify an unusual or developing situation, they should report the circumstances to the Mass Care, Housing & Human Services Group Supervisor, [what is happening, the numbers of dead or injured persons encountered, damage to buildings or public facilities such as roads and bridges, and utilities]. These reports will be compiled and immediately communicated within the EOC.

G. EVACUATION.

Evacuation will be coordinated at the EOC to ensure the evacuees are moved to an appropriate shelter, and handicapped and others needing special assistance are provided for. Mass Care, Housing & Human Services ESF #6 will ensure appropriate human services support.

H. FIELD OPERATIONS.

1. Mass Care, Housing & Human Services.
 - a. Mass Care, Housing & Human Services agencies and personnel will be alerted according to prescribed departmental/agency policy. Mass Care, Housing & Human

Services ESF #6 will assign the operational priorities and work locations for personnel. All personnel will report to their pre-designated locations unless otherwise directed by their supervisor at the time they are notified of the emergency. Pre-designating duties and responsibilities will facilitate a reduction in response time. ESF #6 emergency actions may include:

- Sheltering and temporary housing
 - Feeding.
 - Family Reunification/Family Assistance Centers.
- b. Sheltering and temporary housing emergency actions include:
- Providing heating and cooling centers.
 - Providing temporary shelter from hazards.
 - Providing temporary group housing.
 - Providing feeding for victims and emergency workers.
 - Identifying facilities that are appropriate for feeding facilities.
 - Providing first aid, medical and nursing aid at facilities as appropriate.
 - Providing potable water.
 - Providing temporary sanitation facilities.
- c. Access and Functional Needs (AFN) emergency actions include:
- Making contact with AFN populations and individuals.
 - Identifying specific needs of AFN populations and individuals.
- d. Family Reunification/Family Assistance Centers emergency actions include:
- Providing victim information services.
 - Assessing social service needs of victims and families.
 - Providing mental health services.
 - Coordinate with the American Red Cross Family Assistance/ Reunification Center System.
- e. Mass Disaster Relief Commodity Distribution emergency actions include:
- Identifying distribution service centers.
 - Distributing food, water, ice, clothing, medicine and other commodities.
 - Coordinate with Volunteer and Donation ESF #16 for the management of donated goods.

III. Response Actions.

A. NOTIFICATION.

Upon notification by CABQ OEM Director or designee of an incident, the ESF coordinator will notify support departments and organizations of potential need for ESF #6 response in accordance with ESF #6 procedures and checklists. Notification may occur via landline, cell phones, electronic means, and/or two-way radios.

B. ACTIVATION.

Activation of ESF #6 will be determined by the OEM Duty officer, by the OEM Director or by request of the ESF responding agency based on the needs of the incident.

C. ONGOING ACTIVITIES.

1. ESF #6 departments and organizations will participate in activities throughout the emergency management cycle.
2. Mass Care, Housing & Human Services emergency actions may include:
 - Provide feeding for victims and emergency workers.
 - Identify facilities that are appropriate for feeding facilities.
 - Medical and nursing aid.
 - Provide potable water.
 - Provide temporary sanitation facilities.
 - Identify distribution service centers.
 - Distribute food, clothing, medicine, commodities.
 - Operate Family Assistance Centers to provide information services.
 - Assess social service needs of victims.
 - Provide counseling services.
 - Provide access and functional needs coordination services.

D. DEACTIVATION

1. The EOC will be deactivated or the response level will be lowered when the event needs have decreased. Deactivation or change in response level may also occur as a result of a transition of the EOC mission from response to recovery. EOC activation status may be changed when determined appropriate by the EOC Manager.
2. Upon EOC deactivation, ESF #6 responsibilities will either be deactivated or assumed by an appropriate department. Once the decision to deactivate the EOC has been reached,

the following activities may be necessary:

- Complete or transfer remaining coordinating activities to the appropriate department operation center or ESF(s).
- Coordinate the physical closing of the EOC, to include staff release, equipment pack up, return and inventory.
- Coordinate the release of a public deactivation announcement with the JIC.
- Provide deactivation information and a final status report to all involved response departments and/or coordinating and supporting ESF departments.

IV. Attachments And References.

A. ATTACHMENTS.

None.

B. REFERENCES.

1. Albuquerque Shelter Plan
2. Albuquerque Shelter Field Operating Guide

C. PROVISO.

1. This support annex has been prepared in accordance with the standards of the National Incident Management System and other Federal and State requirements and standards for emergency plans applicable of the plan's preparation date.
2. The plan provides a broad planned framework for response and recovery; it is intended for use in further development for response capabilities, implementation of training and exercises, and defining the general approach to incident response. The actual response to an incident is dependent on:
 - a. The specific conditions of the incident, including incident type, geographic extent, severity, timing, and duration;
 - b. The availability of resources for response at the time of the incident;
 - c. Decisions of incident command staff and political leadership;
 - d. Actions taken by neighboring jurisdictions, the State, and the Federal Government.
 - e. These and other factors may result in unforeseen circumstances, prevent the implementation of plan components, or require actions that are significantly

different from those described in the plan.

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