

Planning Standards Checklist for Annex O, Human Services

Jurisdiction(s): City of Beaumont

Annex Date: December 17, 2019 Date of most recent change, if any: 12/17/2019
 (The date which appears on the signature page)

Note: The annex will be considered **deficient** if the *italicized* standards are not met.

This Annex shall:	Section/paragraph
I. Authority	
O-1. Identify local, state, and federal legal authorities pertinent to the subject of this annex in addition to those listed in the Basic Plan.	I
II. Purpose	
O-2. Include a purpose statement that describes the reason for development this annex.	II
III. Explanation of Terms	
O-3. Explain and/or define terms and acronyms used in this annex.	III
IV. Situation & Assumptions	
O-4. <i>Include a situation statement related to the subject of the annex.</i>	IV.A
O-5. <i>Include a list of assumptions used in planning for human services during emergency situations.</i>	IV.B
V. Concept of Operations	
O-6. <i>Describe the local concept of operations for provision of human services support during emergency situations.</i>	V.A
O-7. <i>Describe how disaster mental health services will be provided.</i>	V.B
O-8. <i>Describe options for providing emergency water supplies and food to disaster victims.</i>	V.C Appendix 2
O-9. <i>Describe options for providing emergency food after disasters.</i>	V.D
O-10. <i>Describe how other emergency human services needs will be met.</i>	V.E
O-11. <i>Include a list of actions by phases of emergency management to be taken to ensure adequate human services during emergency situations.</i>	V.F
VI. Organization & Assignment of Responsibilities	
O-12. <i>Describe/depict the human services organization that will support the jurisdiction during emergency situations.</i>	VI.A
O-13. <i>Include a listing by organization and/or position of responsibilities for the human services tasks to be performed.</i>	VI.B
VII. Direction & Control	
O-14. <i>Identify by position/title the individuals who will provide policy guidance for and oversee the provision of human services during emergency situations.</i>	VII.A
VIII. Readiness Levels	
O-15. <i>Describe human services actions to be taken at various readiness levels.</i>	VIII

ANNEX O: HUMAN SERVICES

ESF #6: Mass Care

Office of Emergency Management
November 2019



B. Definitions

Clergy and Police Partnership (CAPP). A local program created by the Beaumont Police Department to provide a means for local clergy and their congregations to work in partnership with the police department and to serve the citizens of Beaumont. This organization was formed recognizing that clergy and their congregations bring unique faith-based resources that can be of assistance in emergency and crisis situations which include personnel and facilities.

Crime Victim's Compensation. A state program that provides monetary assistance survivors of crime. Assistance may include paying for hospital care, traditional counseling, burial, and/or other appropriate expenses that are incurred as a result of a crime. The Crime Victim's Compensation Division of the Office of the Attorney General (OAG) coordinates this program.

Crisis Counseling. A short-term therapeutic intervention process that utilizes established mental health techniques to lessen adverse emotional conditions that can be caused by sudden and/or prolonged stress. Crisis Counseling is designed for "normal individuals who have experienced an abnormal event." Crisis counseling is not traditional therapy and is often delivered within the victim's home environment. Crisis counseling is normally set up for survivors and secondary responders who have been involved in an emergency situation, while Critical Incident Stress Management (CISM) is designed for first responders.

Crisis Counseling Program. The programs utilize traditional and non-traditional mental health practices with the disaster-impacted area. Department of Aging and Disabilities Services (DADS) coordinate these programs through the local mental health authority. DADS facilitates mental retardation services and state school programs, community care, nursing facilities, and long-term care regulatory services, and aging services and programs. For more information, please visit the DADS website: www.dads.state.tx.us.

Critical Incident Stress Management. CISM is a comprehensive, integrated, and multi-component crisis intervention system for the reduction and control of the harmful effects of stress. This process is primarily intended and usually designed for first responders such as law enforcement, fire, and EMS personnel. Peers with guidance and oversight by mental health professionals normally conduct CISM. Department of State Health Services (DSHS) is responsible for coordination of the Texas CISM Network.

Disaster Mental Health Services. Disaster mental health services include crisis counseling, CISM, and victim's services. This includes assessing short and long-term mental health needs, assessing the need for additional mental health services, tracking on-going support needs, providing disaster mental health training programs, and identifying disaster worker stress issues and needs. It is the responsibility of DADS to coordinate this assessment for state and/or federal emergencies.

Disaster Recovery Center (DRC). A location established in a centralized area within or near the disaster area at which individuals, families, and/or businesses apply for disaster aid. In general, a DRC is established after a major disaster or state of emergency declaration by the President.

some form of human services assistance, including food, ice, water, clothing, and disaster mental health services. Hence, abnormal demands may be placed upon the delivery of human services, including disaster mental health services, emergency assistance, and the care of functional needs groups. As a consequence, the clientele of both local and state human service organizations may increase

3. In some cases, disaster mental health services may be needed during response operations.
4. The American Red Cross, The Salvation Army, and other non-governmental organizations will provide assistance to disaster survivors.
5. Local professional and volunteer organizations and charitable groups, including religious groups, normally responding to emergency situations will do so, if requested.
6. State assistance may be available to supplement local human services resources when requested through the DDC.

V. CONCEPT OF OPERATIONS

A. *General*

1. We have the general responsibility for ensuring the welfare of our citizens and will develop a capability to provide appropriate human services during emergency situations.
2. A Human Services Officer will be appointed to coordinate with local human services organizations, Beaumont Public Health, and organized volunteer disaster assistance organizations to ensure basic human services are provided in the aftermath of an emergency.
3. We shall establish working relationships with and will call on the American Red Cross, The Salvation Army, and other non-governmental organizations to provide support for disaster survivors.
4. Some emergency situations will not require implementation of large-scale mass care operations, but instead generate a need for a limited amount of emergency food, water, ice and clothing. For these situations, our Human Services Officer will coordinate with the City of Beaumont EOC, the Donations Manager or Beaumont Public Health, volunteer organizations, and church groups to identify sources for this assistance.
5. Like other disaster survivors, functional needs groups may require assistance to meet their needs for food, clothing, housing, and medical care. Local human service organizations are expected to identify any functional needs groups that need assistance in the aftermath of an emergency.

- d. In addition to local and State mental health providers, some volunteer organizations active in disasters can provide crisis counseling to disaster survivors. For a description of the services that can be provided by various organizations, see Appendix 1.

2. Mental Health Support for Emergency Responders

The Texas CISM Network was established to assist emergency service personnel who have experienced critical incidents such as line of duty deaths, mass casualties, multiple fatalities, and local disasters. Locally, the Southeast Texas CISM is one of the State recognized teams who can respond to assist when called upon. CISM teams are available upon request on a 24-hour basis regardless of whether a State or federal disaster has been declared. For more information on the TX CISM Network, see Section XI of this annex.

3. Requesting State Disaster Mental Health Services

Local government requests for State crisis counseling, CISM, and victim's services assistance should be made upon the recommendation of the EMC or the City of Beaumont Mayor to the DDC Chairperson in Beaumont.

Red Cross Crisis Teams are available upon request to the State Program Manager at the State Operations Center.

C. Emergency Water Supplies

Water is essential to maintain life and preserve public health. If water supply systems are disrupted in an emergency, timely provision must be made to provide water to local residents whose normal supply has been disrupted. Appendix 2 to this annex outlines a number of options for providing emergency water supplies.

D. Emergency Food

In the aftermath of an emergency, local residents may be unable to obtain food from normal sources, preserve perishable food, or prepare meals due to damage to their homes and food stores or the loss of electrical or gas service. Food may be provided to disaster survivors in a variety of ways, depending on the situation in the local area in the aftermath of a disaster. Among the options are:

1. Mass feeding at fixed sites supplied by centralized and/or designated cooking facility and food prep, using operable kitchen facilities at schools, community centers, churches, and other community facilities.
2. Mass feeding at fixed sites using transportable kitchens operated by non-governmental groups.
3. Distribution of prepared food using mobile canteens operated by non-governmental groups.
4. Distribution of foodstuffs obtained from food banks that can be used by disaster survivors to prepare meals.

- f. Encourage volunteer groups active in disasters (VOAD) to participate in emergency exercises and training.
 - g. Review and update this annex and related SOPs.
 - h. Maintain a current list of VOAD's at the EOC and a synopsis of each member's capabilities and points of contact.
 - i. Identify and train personnel who can temporarily set up and manage shelters.
 - j. Identify resources for PODs and/or shelters that are able to conduct and maintain assessments.
3. Response
- a. Provide food and clothing to disaster survivors as needed.
 - b. Register evacuees or survivors or assist volunteer groups in performing this task.
 - c. Provide contact information to survivors who need human services assistance through PIO's.
 - d. Provide human services staff support for the EOC coordinated through the Public Health Director and Liaisons.
4. Recovery
- a. Assess needs of survivors and provide assistance, including, but not limited to, temporary housing, food, water, ice, clothing, clean-up services, minor home repairs, and other support.
 - b. Coordinate and work with the Public Information Officer to develop canned public service announcements, or processes coordinate in emergency situations, and inform the public of the availability of human services programs. The PIO should coordinate with VOAD liaisons or designees to obtain information on availability of programs.
 - c. Assess the need for disaster mental health services for emergency responders and disaster survivors. Coordinates and arranges for such support if required.

VI. ORGANIZATION & ASSIGNMENT OF RESPONSIBILITIES
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A. ORGANIZATION

1. Our emergency organization as described in Section VI.A of the Basic Plan shall carry out the function of providing human services in emergency situations

immediate emergencies and shortfalls. See current resource inventory and Appendix 3 to Annex M, Resource Management, for a list of food, clothing and water resources.)

3. The Transportation/Ground Support Officer will:
 - a. Coordinate transportation support for human services operations.
 - b. Coordinate transportation for food, clothing, drinking water, and other supplies, if the agency providing these materials is unable to do so.
 - c. When requested by the Human Services Officer, coordinate transportation for those who need transportation assistance such as those without vehicles, functional needs, etc.
4. The Public Information Officer will:
 - a. Coordinate the release of information to the media and public about assistance programs available for disaster survivors. Work with volunteer group's PIO to establish a joint information system to keep information up to date.
5. Volunteer Groups and Charitable Organizations will:
 - a. Provide human services assistance identified by the Human Services Officer upon request. See Appendix 1 to this annex for a list of groups and organizations that may be able to assist and the types of services they provide.
6. Responder Services Unit will:
 - a. Coordinate with Public Health Director, Liaison Officers, Human Resources and Volunteer and Donations Unit Leader to identify responder needs and arrange for services to assist or support them.

VII. DIRECTION AND CONTROL

A. General

1. The Mayor shall establish priorities for and provide policy guidance for human services programs conducted after a disaster.
2. The City Manager and EMC will provide direction to the Human Service Officer regarding human services operations in the aftermath of an emergency.
3. The Volunteer/Donations Manager and Human Services Officer will plan, coordinate, and carry out human services program activities.
4. All human services activities will be coordinated through the Volunteer Donations Manager and Human Services Officer in the EOC.

All records generated during an emergency will be collected and filed in an orderly manner so a record of events is preserved for use in determining response costs, settling claims, and updating emergency plans and procedures.

B. *Preservation of Records*

Vital human services records should be protected from the effects of a disaster to the maximum extent possible. Should records be damaged during an emergency situation, professional assistance preserving and restoring those records should be obtained as soon as possible.

C. *Training & Exercises*

1. Human services personnel who will participate in EOC operations will receive training on the operation of facility. The EMC is responsible for arranging that training.
2. Non-governmental groups that could be providing human services support during emergency situations shall be invited and encouraged to participate in emergency drills and exercises where appropriate.

D. *State and Federal Assistance*

If state or federal assistance is required, The Human Services Officer will brief the Mayor on the assistance required. The Mayor or his/her designee will make the request for assistance to the Disaster District 15 Committee Chairperson in Beaumont. For more details on requesting assistance, see section V.E.4.a.2) of the Basic Plan.

X. ANNEX DEVELOPMENT & MAINTENANCE

A. *Development*

The Volunteer Donations Manager/Human Services Officer in coordination with the Public Health Director, and Emergency Management Coordinator is responsible for developing and maintaining this annex.

B. *Maintenance*

This annex will be reviewed annually and updated in accordance with the schedule outlined in Section X of the Basic Plan.

XI. REFERENCES

- A. ARC/FEMA brochure: *Food & Water in an Emergency*, ARC-5055 & FEMA L-210.
- B. ARC Fact Sheet: *Water Storage Before Disaster Strikes*.

VOLUNTEER GROUPS

1. Local Organizations and Groups

The following is a list of local groups and organizations that have indicated that may be able to provide human services support during emergency situations.

GROUP/ORGANIZATION	SERVICES PROVIDED
American Red Cross- Beaumont 3260 Eastex Freeway Beaumont, TX 77703 409-284-4141/409-313-3704	<ul style="list-style-type: none"> • Mass Care • Sheltering • Disaster assessment • Client Casework • Bulk Distribution
American Red Cross-Orange 3901 IH-10 East Orange, TX 77630 409-284-4141/409-313-3704	<ul style="list-style-type: none"> • Mass Care • Sheltering • Disaster assessment • Client Casework • Bulk Distribution
Catholic Charities of Southeast Texas 2780 Eastex Freeway Beaumont, TX 77703 409-924-4426/409-338-3581	<ul style="list-style-type: none"> • Mass Care • Sheltering • Disaster assessment • Client Casework • Bulk Distribution
The Church of Jesus Christ of Latter-Day Saints 7785 Weaver Dr. Beaumont, TX 77706 409-842-3714 ext 115 /409-656-7793	<ul style="list-style-type: none"> • Sheltering • Disaster assessment • Client Casework • Bulk Distribution
Community Care-Prayer Outreach 808 Nederland Avenue Nederland, TX 77627 409-724-0163/409-718-2174	<ul style="list-style-type: none"> • Mass Care • Sheltering • Disaster assessment • Client Casework • Bulk Distribution
Christian Life Crisis Intervention P.O. Box 20618 Beaumont, TX 77720 409-898-8797 ext 21/ 409-782-3126	<ul style="list-style-type: none"> • Sheltering • Disaster assessment • Client Casework • Bulk Distribution
Mental Health America of SETX 505 Orleans Suite 301 Beaumont, TX 77701	<ul style="list-style-type: none"> • Disaster assessment • Client Casework

Beaumont, TX 77705 409-654-3668/409-658-9551	<ul style="list-style-type: none"> • Client Casework
Clergy and Police Partnership Beaumont Police Department 255 College Beaumont, TX 77701 409-880-3801	<ul style="list-style-type: none"> • Mass Care • Client Casework • Bulk Distribution

2. State & National Organizations and Groups

The following state and national organizations and groups may be able to provide human services support during emergency situations.

GROUP/ORGANIZATION	SERVICES PROVIDED
Adventist Community Services Phone: 301-680-6437	<ul style="list-style-type: none"> • Operation of mass care facilities • Mobile kitchens • Mobile distribution units for clothing and bedding • Emergency food • Counseling
American Red Cross Beaumont Chapter Phone: 409-832-1644	<ul style="list-style-type: none"> • Shelter & mass feeding operations • Provision of first aid in shelters • Damage assessment • Cleaning supplies, comfort kits, food, & clothing • Funds for emergency transportation, rent, temporary home repairs, & replacement of job-related tools. • Operates disaster welfare inquiry system
Baptist Men (Baptist General Convention of Texas) Phone: 214-828-5342	<ul style="list-style-type: none"> • Fixed site and mobile feeding, • Shelter and mass care facility operation • Damage assessment • Child care & medical assistance • Home clean up and rebuilding assistance
Mennonite Disaster Service Phone: 717-859-3875	<ul style="list-style-type: none"> • Volunteers for clean up and debris removal from damaged homes • Volunteers to repair or rebuild homes
GROUP/ORGANIZATION	SERVICES PROVIDED
Second Harvest Food Banks Phone: 312-263-4357	<ul style="list-style-type: none"> • Collects, sorts, warehouses, transports, and distributes donated food and grocery products to agencies involved in feeding operations and distribution of relief supplies. Does not provide food to individuals.
The Salvation Army Phone: 896-2361	<ul style="list-style-type: none"> • Fixed & mobile feeding • Temporary shelter • Counseling and morale building services • Medical assistance

EMERGENCY WATER SUPPLIES

1. In general, emergency water supplies cannot replace normal water distribution systems. In an emergency situation, people must be provided sufficient potable water for drinking and personal hygiene.
 - a. The typical planning factor for emergency water supplies of potable water is three gallons per person per day. If it is extremely hot, that planning factor should be increased.
 - b. Tankers carrying water intended for human consumption must be carefully inspected and sanitized in accordance with American Water Works Association (AWWA) standards. There may be a health risk in using a tanker that does not normally transport potable water. When in doubt, seek advice from a public health professional.
 - c. Water is quite heavy and it is difficult for many people to carry more than two gallons of bottled water per trip.
2. Stores not affected by the emergency may have water available for purchase or the use of stored reserves may be appropriate.
3. If water supply outages are localized, the following options may be suitable:
 - a. Establish water supply points in outage areas where those who need water can fill their own containers.
 - 1) This normally requires one or more tankers and a temporary storage tank, pump, and some sort of distribution equipment – typically plastic pipe and spigots – at each site. As potable water tankers are generally in short supply, you cannot usually afford to tie up a tanker as a stationary water source; hence, the need for a storage tank and pump at each site.
 - 2) You may need to provide containers for those who do not have them.
 - 3) If electrical power is out, you may need generators to power pumps.
 - b. Establish water supply points in outage areas for distribution of bottled water. Emergency supplies of bottled water may be:
 - 1) Purchased from retailers, distributors, or commercial vendors.
 - 2) Donated by corporations, such as grocery chains.
 - 3) Obtained from stocks held by volunteer groups active in disasters.
 - 4) Requested from the State through the local Disaster District.

Bottled water is normally distributed in one-gallon plastic jugs or cases of individual bottles or water.
 - c. Distribute bottled water from trucks in affected areas on an established route/schedule. Locations of Points of Distribution (PODs) are pre-identified.