



WARREN COUNTY
— COMMUNITIES OF CHOICE —

Emergency Support Function 6
Evacuation, Mass Care, Housing, and Human Services



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Appendices: *(to be added by each county except Appendix 6)*

1. Resource List (See ESF 7-Resources)
2. Evacuation Routes (See ESF 1- Transportation)
3. Shelter List

Primary and Supporting Agencies

ESF Coordinator: Warren County Emergency Management

Primary Agencies:

Warren County Emergency Management Agency

Salvation Army

American Red Cross

Support Agencies:

City/County

E911 Communications

Amateur Radio Emergency Services/ Amateur Radio Civil Emergency Services

Warren County Commission on Veteran's Affairs

Warren County Community Services

Warren County Engineer's Office

Warren County Health Services Department

City of Carlisle Schools

City of Indianola Schools

City of Martensdale St Marys' Schools

City of Norwalk Schools

South East Warren Schools

I-35 Schools

City of Carlisle Fire/EMS Department/Volunteer Fire Department
City of Des Moines Fire/EMS Department/Fulltime
City of Hartford Fire/EMS Department/Volunteer Fire Department
City of Indianola Fire/EMS Department/Combination Fulltime and Volunteer Fire Department
City of Lacona Fire/EMS Department/Volunteer Fire Department
City of Martensdale Fire/EMS Department/Volunteer Fire Department
City of Milo Fire/EMS Department/Volunteer Fire Department
City of New Virginia Fire/EMS Department/Volunteer Fire Department
City of Norwalk Fire/EMS Department/Combination Fulltime and Volunteer Fire Department
City of St Marys' Fire/EMS Department/Volunteer Fire Department
City of West Des Moines Fire Department
City of West Des Moines EMS Department
Warren County Housing Authority
Warren County Sheriff Department
City of Carlisle Police Department
City of Indianola Police Department
City of Norwalk Police Department
City of Carlisle Public Works
City of Indianola Public Works
City of Lacona Public Works
City of Martensdale Public Works
City of Milo Public Works

Warren County Engineers Secondary Roads Department

Public Information Office

State

Iowa Department of Human Services

Iowa Department of Natural Resources

Iowa Department of Public Health

Iowa Department of Public Safety

Iowa Department of Transportation

Iowa Homeland Security and Emergency Management

Iowa National Guard

State Fire Marshal

Federal

Department of Agriculture

Department of Defense

Department of Health and Human Services

Department of Homeland Security

Department of Housing and Urban Development

Department of Justice

Department of Labor

Department of Transportation

Department of the Treasury

Department of Veterans Affairs

Small Business Administration

Social Security Administration

Postal Service

Other

Corporation for National and Community Service

Safeguard Iowa Partnership

Voluntary Organizations Active in Disaster

Introduction

Purpose

Emergency Support Function (ESF) 6 - Evacuation, Mass Care, Housing, and Human Services supports local, tribal and nongovernmental organization efforts to address the evacuation, non-medical mass care, housing, and human services needs of individuals and/or families impacted by an impending disaster or the effects of a disaster.

Scope

The Warren County Emergency Management Agency coordinates and leads local resources in support of local and tribal governments, as well as voluntary agencies in the performance of evacuation, mass care, housing, and human services missions.

This ESF is organized into four primary functions:

- **Evacuation.** Assistance required by individuals, families, and their communities to ensure that immediate needs beyond the scope of the traditional “mass care” services provided at the local level are addressed. These services include: support to evacuations (including registration and tracking of evacuees); reunification of families; provision of aid and services to special needs populations; evacuation, sheltering, and other emergency services for household pets and services animals; support to specialized shelters; support to medical shelters; nonconventional shelter management; coordination of donated goods and services; and coordination of voluntary agency assistance. See ESF 1 - Transportation for detailed information on routes and traffic management during evacuations.
- **Mass Care.** Includes sheltering, feeding operations for victims and emergency workers, emergency first aid, bulk distribution of emergency items, and collecting and providing information on victims to family members.
- **Housing.** Includes temporary housing options such as rental assistance, repair, loan assistance, replacement, factory-built housing, semi-permanent and permanent construction, referrals, identification and provision of accessible housing, and access to other sources of housing assistance.
- **Human Services.** Includes the implementation of disaster assistance programs to help disaster victims recover their non-housing losses. This includes programs to replace destroyed personal property and help to obtain disaster loans, food stamps, crisis counseling, disaster unemployment, disaster legal services, support and services for special needs populations and other State and Federal benefits.

Policies

ESF 6 – Evacuation, Mass Care, Housing, and Human Services will guide coordination with impacted local, tribal, and State governments and communities without regard to race, color, national origin, religion, nationality, gender, age, disability, limited or no English proficiency, political or other affiliation, or economic status.

Duplication of effort and benefits will be reduced to the extent possible.

ESF 6 supports local, tribal, State and Federal Agencies, voluntary agencies, and non-governmental organizations and addresses the functional needs of special needs populations. Functional needs may be present before, during, or after a disaster in one or more areas, including but not limited to:

- Maintenance of independence
- Communication
- Transportation
- Supervision
- Medical care

Individuals in need of additional response assistance may include those who have disabilities, who live in institutional settings, who are elderly, who are from diverse cultures, who have limited English proficiency or who are non-English speaking, who are children, or who are transportation disadvantaged.

See Appendix 6 - Special Needs Categories, Sheltering, and Transportation Requirements.

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

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

Situations and Planning Assumptions

Situations

- Warren County Hazard Analysis and Risk Analysis identifies numerous hazards which could prompt an evacuation or shelter-in-place, the most common being flooding followed by hazardous materials spills or release (regardless of the cause or type of material), and fires.
- Although the county has a resident population of approximately 46,000, there is / is not a conceivable hazard which would require mass care of the full population. The most likely scenarios may range from a single individual to a few families to as many as numerous persons as the result of a disaster.
- Flooding primarily involves lowland agricultural areas and may include homes and businesses that are particularly flood-prone.
- Anhydrous ammonia and other toxic chemicals used in agriculture production are stored throughout the county and commonly transported during crop season, increasing the risk of mishap. In addition, the railroads routinely transport massive quantities of hazardous materials through Warren County. See ESF 10 – Hazardous Materials for more information.
- The railroad currently operates lines in nearly all our communities along with busy intersections and heavy truck traffic – some hauling dangerous cargo. A hazardous materials release from any of the aforementioned sources may require evacuation or shelter-in-place. See also ESF 10 – Hazard Materials for more information.
- Transient populations needing mass care may involve motorists stranded due to a severe winter storm or occupants of area hotels/motels affected by an incident in their vicinity.
- Warren County could be a host location for relocated persons from a more distant mass evacuation area.
- Cooling Centers may be established during extreme heat emergencies.
- Certain facilities and special needs groups could pose evacuation difficulties. Hospitals, nursing homes, special needs housing, non-English speaking persons, and densely populated areas such as mobile home parks, campgrounds, and Simpson College campus students are all areas for special concern during evacuation. There are also many large gatherings facilities that will be difficult to evacuate. Primary among these are the schools, churches, and meeting halls.
- This ESF promotes the delivery of services and the implementation of programs to assist individuals, households, and families impacted by potential or actual significant incidents. This includes economic assistance and other services for individuals impacted by the disaster.

Planning Assumptions

- Regardless of type, size, or complexity of the incident, this ESF will be implemented through the use of National Incident Management System/Incident Command System.
- While some disaster events are slow-moving, providing ample reaction time, the worse case assumption is that there will be little or no warning to a disaster event requiring evacuation. The decision to evacuate could occur at any time, day or night.
- Support may vary depending on an assessment of incident impact(s), the magnitude and type of event, and the stage of the response and recovery efforts.
- Support and services provided will be in accordance with existing local, State and Federal statutes, rules, and regulations.
- Assigning personnel to support will be done in accordance with the rules and regulations of their respective parent agencies.
- Coordination with the following ESFs will occur in a continuous and timely manner:
 - ESF 1 - Transportation
 - ESF 3 - Public Works and Engineering
 - ESF 5 - Emergency Management
 - ESF 14 - Community Recovery and Mitigation
 - ESF 15 - Public Information
- Every attempt will be made to reduce the duplication of effort and benefits to include streamlining assistance as appropriate and identifying recovery and mitigation measures to support, local, State and Federal planning efforts.
- Assistance from mutual aid agreements, compacts, State and Federal agencies, the private sector, and non-governmental organizations is available.
- Facilities planned for mass care use will be pre-determined and available at the time of need and are adequate.
- For a localized incident a high percentage of evacuees will seek shelter with friends, relatives, hotels, or motels rather than go to established shelters.
- Essential public and private services in reception areas such as schools, hospitals, and pharmacies may be curtailed but will be continued during the disaster as much as possible.
- If the threat of an evacuation is the result of a visible hazard or is discussed in the media, some spontaneous evacuation will occur prior to implementing the order; therefore, mass care operations may have to commence early in any disaster period.

- In some cases, evacuations are difficult to conduct in phases, so severe traffic congestion should be expected. Self evacuation could occur once the public is advised of a potential problem or danger, even though the situation does not warrant an evacuation.
 - News reports of a hazard situation may cause some voluntary evacuation and an increase in traffic congestion in the affected area.
 - If a mandatory evacuation is directed for a small area, then voluntary evacuation of adjacent areas should be expected.
 - A large percentage of voluntary evacuees will leave because they have a safe place to go, such as relatives, friends, etc.
- Time constraints will limit ability to obtain State and Federal resources, so local government resources will likely be exhausted quickly or severely stressed.
- Evacuees will have little preparation time and will require maximum support in reception areas and shelters. Food, bedding, personal toiletries, and clothing will be needed most. Reception and shelter areas may not be fully able to handle all the evacuees.
- Some people will not evacuate, opting instead to stay at home or stay at home with their pets. Every effort will be made to accommodate people who opt to stay at home or stay at home with their pets. See ESF 11 – Agriculture, Natural Resources, and Pets.
- Designated evacuation routes will utilize only hard surface, all-weather roads to the greatest extent possible. Unimproved roadways will only be used during dire circumstances as a last resort.
- The Iowa Department of Transportation gives State and Federal highways higher priority during snow removal operations. Sufficiently developed county roads can be used as alternate evacuation routes if temporary closures are experienced. County school bus routes receive priority snow clearance and will also support area evacuation as needed provided the routes are hard surfaced, all-weather roads. See ESF 1 – Transportation for more information.

Concept of Operations

General

The Warren County Emergency Management Agency will coordinate local response and recovery operations in close coordination with local, tribal, State and Federal agencies, and Volunteer Organizations Active in Disaster. Initial response activities will focus on immediate mass care needs of victims. Recovery efforts are initiated concurrently with response activities.

This ESF is divided into four main areas. The principal activities for each functional area are as follows:

Evacuation

Assistance required by individuals, families, and their communities to ensure that immediate needs beyond the scope of the traditional “mass care” services provided at the local level are addressed. These services include but are not limited to: support to evacuations (including the registration and tracking of evacuees); reunification of families; provision of aid and services to special needs populations; evacuation, sheltering, and other emergency services for household pets and services animals; support to specialized shelters; support to medical shelters; nonconventional shelter management; coordination of donated goods and services; and coordination of voluntary agency assistance.

Evacuation may include activities for the emergency needs of evacuees such as:

- Initial notification of the emergency situation and public information dissemination regarding routes, hazards, and emergency instruction.
- Identification and operation of evacuation points where assistance and guidance is provided to the public. This may include assistance and public transportation provisions for those unable to self evacuate.
- Establishment of primary and alternate Shelter Sites have been established and evaluated by the area Red Cross or Salvation Army. Decision of which site(s) are utilized will be coordinated between the Incident Commander, the area Red Cross or Salvation Army and the Warren County Emergency Operations Center.
- In a mass evacuation, a system is needed to track information on individuals and families in an effort to assist with the reunification of separated family members. Tracking, locating, registering, and reuniting evacuees and survivors are activities performed at local, tribal, State, and Federal levels.
- ESF 11 – Agriculture, Natural Resources, and Pets ensures coordination of mass care services to provide for the safety and well-being of household pets and service animals during evacuations and sheltering. Collaboration with ESF 8 – Public Health and

Medical Services and ESF 11 – Agriculture, Natural Resources, and Pets will ensure coordination of support to household pets and service animals.

- The response community recognizes the varying and special requirements of individuals that require and utilize service animals and is committed to ensuring that the physical and mental health needs of these individuals are appropriately addressed and that the individuals and service animals remain together to the maximum extent possible during evacuation, transport, sheltering, or the delivery of other services and in accordance with the requirements of the American Disabilities Act.
- Jurisdictions and agencies may need to provide assistance and resources to support local, tribal, and Volunteer Organizations Active in Disaster when conventional and nonconventional congregate care systems and shelter-in-place activities are in need of additional resources. Responding agencies must ensure congregate care facilities are accessible to individuals with disabilities whenever possible. Nonconventional sheltering may include:
 - County fairgrounds for tent and recreational vehicle camping.
 - Hotels, motels, and other single-room facilities.
 - Schools, College campuses.
 - Temporary facilities such as tents, prefab module facilities.
 - Specialized shelters and functional and medical support shelters through coordination with ESF 8 – Public Health and Medical Services.
 - Support for other specialized congregate care areas that may include respite centers, rescue areas, and decontamination processing centers.
- The Warren County Emergency Operations Center will provide a donations management team to support local and tribal government management of volunteers and donated goods, as required. The procedures, processes, and activities for assistance to support spontaneous volunteers and unsolicited donations are defined in ESF 7 Resource Management. Support to volunteer and donations management may include the following:
 - Early Public Information messaging encouraging monetary rather than in kind donations. The Public Information Officer may promote any food be routed to existing food banks and clothing into clothing pantries/Salvation Army Stores, etc.
 - A database system to manage and record offers of donated goods and services.
 - Realtors Associations assistance in locating warehouse and support for housing unsolicited donated goods.
 - Coordination of unsolicited private and international donations.

- ESF 6 works in concert with local and tribal governments, Volunteer Organizations Active in Disaster, faith-based organizations, and the private sector to facilitate an inclusive, multiagency, communitywide, and coordinated response and recovery effort. ESF 6 works with local officials, private nonprofit organizations, the State, and others to establish a long-term recovery strategy to address the unmet needs of individuals and families, including those with special needs. This ESF may also coordinate with the National Voluntary Organizations Active in Disaster and international relief organizations to support the efforts of local voluntary agencies and faith-based organizations. See ESF 7 – Resource Management for volunteer management.

Mass Care

Local mass care resources in coordination with voluntary organizations will provide shelter, feeding, bulk distribution, emergency first aid, and disaster welfare information.

Mass care includes activities to emergency needs of victims are described below:

- **Shelter.** Pre-identified emergency shelters includes the use of designated shelter sites in existing structures within the affected area(s), as well as additional sites designated by local government. Shelter sites shall be selected to maximize accessibility for individuals with disabilities, whenever possible. Shelter Models may include:
 - Red Cross designated shelters
 - Red Cross/Partner Shelters
 - Red Cross Supported Shelters
 - Independently Managed Shelters
- **Feeding.** Food is provided to victims through a combination of fixed sites, mobile feeding units, and bulk distribution of food. Feeding operations are based on sound nutritional standards to include meeting requirements of victims with special dietary needs to the extent possible to include appropriate handling of food. Mass care works in concert with local, tribal, and State agencies and Volunteer Organizations Active in Disaster to distribute food supplies. This support may include private-sector feeding operations, securing food commodities, developing feeding plans, and obtaining warehouse space.
- **Bulk Distribution.** Bulk distribution includes distribution of emergency relief items to meet urgent needs through sites established within the affected area(s). These sites are used to distribute food, water, or other commodities in coordination with local, tribal, State, and Federal governmental entities and voluntary agencies and other private-sector organizations. This includes support of local, tribal and Volunteer Organizations Active in Disaster points of distribution for distribution of emergency relief items. Support may also include transportation and other mission-critical items.

- **Emergency First Aid.** Emergency first aid includes provision of basic first aid at mass care facilities and designated sites and referral to appropriate medical personnel and facilities.
- **Disaster Welfare Information.** Disaster Welfare Information includes services related to the provision of information about individuals residing within the affected area to immediate family members outside the affected area. It may also include services related to the reunification of family members within the affected area.

Housing (Health Services, Mental Health Services)

Housing addresses needs of victims in the affected areas and is accomplished through the implementation of programs and services designed to:

- Provide assistance for the short- and long-term housing needs of victims.
- Identify the various factors that could impact the incident-related housing needs and help develop a plan of action to provide housing assistance in the most effective, expedited, and efficient manner available at the time.
- Identify solutions for short- and long-term housing for victims, as appropriate.
- Provide victims with assistance including rental assistance, temporary housing, loans for the repair and/or replacement of primary residences, etc.

Human Services

Human Service programs provide services to assist victims. This includes:

- Coordinating and assessing the situation and implementing an appropriate plan based on the resources available to assist all victims.
- Supporting various services impacting individuals and households, including a coordinated system to address victims' incident related recovery efforts through crisis counseling and other supportive services.
- Coordinating and identifying individuals with special needs within the impacted area, to include the elderly, people with disabilities, and people communicating in languages other than English (including sign language).
- Supporting immediate, short-term assistance for individuals, households, and groups dealing with the anxieties, stress, and trauma associated with a disaster, act of terrorism, and/or incident of mass criminal violence.
- Supporting expedited processing of benefits claims (e.g., Social Security, veterans benefits, disaster unemployment assistance, and tax refunds).

- Supporting local, State, and Federal efforts to provide assistance to crime victims.
- Providing financial counseling and additional community service information.

See also ESF 8 – Public Health and Medical Services for information on Health and Mental Services.

Organization

The Warren County Emergency Operations Center will normally have been activated because of the disaster. Overall, executive direction and control of the disaster and any evacuations, mass care, housing, and human services operations will be conducted from the Emergency Operations Center.

The Warren County Emergency Management Coordinator will assist with coordination of all support activities. Organizational structure will be determined by the Incident Commander through the Incident Command System using National Incident Management System principals.

Roles and Responsibilities

The ESF detailed in this plan could play a role in successfully carrying out an evacuation, mass care, housing, and human services operations in Warren County. The overall responsibility for issuing evacuation orders rests with the chief elected executives of the affected political subdivisions or their designee. However, the on-scene Incident Commander can make a decision to evacuate when there is an immediate need in order to protect lives and provide for public safety.

ESF Coordinator

Each coordinator has ongoing responsibilities throughout the preparedness, response, recovery, and mitigation phases of incident management. The role of the coordinator is carried out through a “unified command” approach as agreed upon collectively by the designated primary agencies.

Responsibilities of the coordinator include:

- Conducting pre-incident planning and coordination.
- Maintaining ongoing contact with primary and support agencies.
- Conducting periodic meetings and conference calls.
- Coordinating efforts with corresponding private-sector organizations.
- Coordinating activities relating to catastrophic incident planning and critical infrastructure preparedness as appropriate.
- Activating appropriate support agencies.

- Coordinating government logistical and fiscal activities supporting associated priorities and activation.
- Planning and supporting regular meetings with the primary and support agencies related to preparedness, response, and recovery activities.
- Ensuring support agencies are informed and involved in all meetings.
- Ensuring primary and support agencies are reconvened post-demobilization to critique preparedness, response, recovery, and mitigation activities and developing an improvement action plan to address identified issues.
- Maintaining current list of shelter facilities and a map of public shelter locations.
- Preparing and providing shelter-in information for _____ County residents.
- Acting as local government advisor on shelter matters.

Primary Agencies

When activated in response to an incident, the primary agency is responsible for:

- Conducting response operations within their functional area for an affected area.
- Providing staff for the operations functions at fixed and field facilities.
- Notifying and requesting assistance from support agencies.
- Managing mission assignments and coordinating with support agencies, as well as appropriate local jurisdictions.
- Working with appropriate private-sector organizations to maximize use of all available resources.
- Supporting and keeping all organizational elements informed of operational priorities and activities.
- Procuring goods and services as needed.
- Ensuring financial and property accountability for activities.
- Planning for short-term and long-term incident management and recovery operations.
- Maintaining trained personnel to support interagency emergency response and support teams.
- Ensuring coordination with the Warren County Emergency Operations Center and any documentation with the National Sheltering System or the Federal Emergency Management Agency on shelter occupancies/capacities, etc.

- Ensuring security and privacy for evacuees or shelter residents.
- Coordinating media interviews, if allowed, with the Public Information Officer.

Support Agencies

When activated in response to an event, threat, or incident, support agencies are responsible for:

- Conducting support operations using their own authorities, subject matter experts, capabilities, or resources.
- Participating in planning for short-term and long-term incident management and recovery operations.
- Assisting in the conduct of situational assessments.
- Furnishing available personnel, equipment, or other resource support as requested by the primary agency.
- Providing information or intelligence regarding their agency's area of expertise.

Organizational Structure

The National Incident Management System will be used during incidents. See the Warren County Basic Plan - Concept of Operations.

The size of the evacuation, mass care, housing, or human services operation will determine if an Emergency Operations Center is needed. For disasters, a unified command structure may be implemented.

An effective span of control is maintained by consolidating agencies with emergency responsibilities into groups with an internal management structure. Each of the branches is consolidated in the Emergency Operations Center during activation to ensure coordination among the various organizations.

Most primary and supporting agencies have only one or two personnel assigned to the Emergency Operations Center during emergencies. Each is assigned a place on the floor plan that corresponds to the ESF in which his/her primary responsibilities lie.

The Emergency Operations Center Manager will staff the Emergency Operations Center as needed depending on the size and scope of operation. The Emergency Operations Center will support the Incident Commander and assist with resource prioritization and resource management.

Information and mission assignments flow between the branches through the Section Chiefs and from the Section Chiefs through the Emergency Operations Center Director.

This ensures that Emergency Management is able to maintain an accurate assessment of the disaster situation and is able to develop short-range and long-range planning guidance for use by other potentially affected ESFs within the Emergency Operations Center. See ESF 5 – Emergency Management.

See figure below for the coordination flow in Incident Command Post and the Emergency Operations Center.

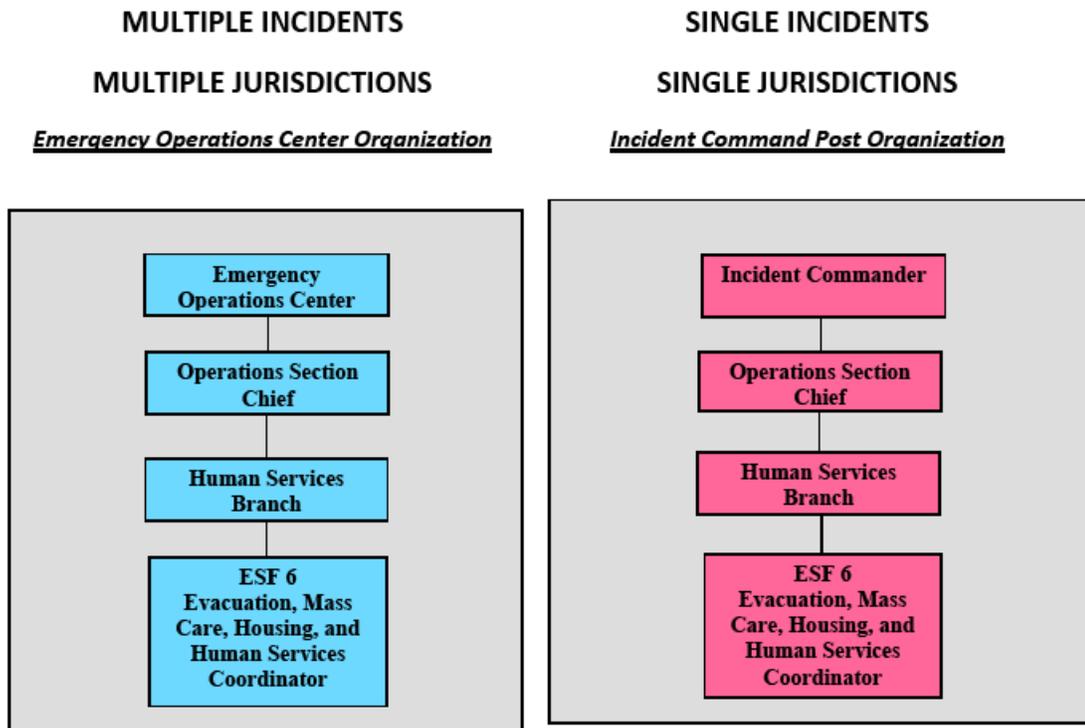


Figure 1: Coordination flow in the Emergency Operations Center and the Incident Command Post.

Primary Agency Functions

Agency	Function
Warren County Emergency Management Agency	<ul style="list-style-type: none"> • Maintains primary responsibility for organizing and conducting a county evacuation, mass care, housing, and human services operation. • Provides leadership in coordinating and integrating overall local efforts associated with mass care, housing, and human services. • May perform the role of Public Information Officer and Incident Commander. • Assesses the situation, validates resource requests, and forecasts response needs. • Assists in establishing priorities and coordinating the transition of mass care operations with recovery activities based on incident information and the availability of resources that can be appropriately applied. • Coordinates available resources such as cots, blankets, meals-ready-to-eat, other initial response resources, and logistical support, including communications, as appropriate. • Assists local jurisdiction with disaster declaration process. • Coordinates Disaster Recovery Center establishment with Federal, State, and local Human Service Agencies. See ESF 14 – Community Recovery and Mitigation.
American Red Cross	<ul style="list-style-type: none"> • The American Red Cross’s role as the Nation’s largest mass care service provider is separate and distinct from its role in the National Response Framework. • Provides trained personnel and equipment for an evacuation, mass care, housing, or human services operation. • Functions as the primary organization in coordinating the use of mass care resources. The Director of Emergency Services may appoint appropriate personnel to carry out

mandated responsibilities as indicated in Act of Congress, January 5, 1905, as amended, 36 U.S.C.

- Properly documents shelter roster with the National Shelter System/National Red Cross or FEMA. Update daily or more frequently. Share all information with the Emergency Operations Center.
- Coordinates evacuee reception and care activities including registrations, lodging, and feeding facilities at a shelter or a temporary evacuation point. This effort may be supported by the Coalition for Disaster Recovery (COAD) or Volunteer Agencies Active in Disaster (VOAD) and other service organizations.
- Provides subject-matter expertise on regulations, policy, and all relevant American Red Cross issues including general mass care planning, preparedness, response, and recovery activities, as well as Red Cross specific activities in these areas.
- Provides information on current Red Cross mass care activities as requested prior to and during response operations.
- Provides guidance to designated State lead agency for mass care as the State determines its needs for Federal resource support.
- Works on a case-by-case basis with Department of Homeland Security/Federal Emergency Management Agency on transient accommodations to eligible disaster victims.
- Supports reunification efforts through its “Safe and Well” website and in coordination with government entities as appropriate. Facilitates and supports reunification programs in general population shelters operated by the American Red Cross.
- Provides sheltering, feeding, bulk distribution of needed items, basic first aid, welfare information, and casework, among other services, at the local level as needed.
- Works closely with local, tribal, and State governments to provide mass care services to victims of every disaster, large and small, in an affected area.

	<ul style="list-style-type: none">• In providing these services, the American Red Cross fulfills its humanitarian mission, acting on its own behalf and not on behalf of the Federal Government or any other governmental entity.
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Support Agency Functions

Support Agencies: Support agency representatives will provide technical expertise, personnel, teams and equipment in support of an evacuation, mass care, housing, or human services operation. Personnel assigned in support of the disaster will maintain close coordination with Incident Command Post representative.

Note: Support agencies are not listed in order of priority. They are all in support of the primary agency.

City/County Agencies	Functions
E911 Communications	<ul style="list-style-type: none"> • Coordinates mass notifications as needed with the Incident Commander. • Provides information to the public on evacuation routes, shelter sites and other emergency information. Incident Commander must ensure these agencies always have up to date information and know what can be provided to the public. • Routes media requests to the public information officer.
Amateur Radio Emergency Services/ Amateur Radio Civil Emergency Services	<ul style="list-style-type: none"> • Provides alternate or additional communications for the Incident Command Post or the Emergency Operations Center when disaster response or recovery operations require communications in support of evacuation, mass care, housing, or human services activities.
Warren County Commission on Veterans Affairs	<ul style="list-style-type: none"> • Manages a program to provide emergency assistance to eligible wartime veterans and their families including temporary shelter costs, utility payments, food, and health supplies. • Acts as local referral agency for elderly and/or disabled veterans and spouses. • Assists military veterans and their families in filing claims and possible placement of veterans into Veterans Homes. • Works within the established Incident Command System to support other objectives of the incident action plan.

<p>Warren County General Assistance</p>	<ul style="list-style-type: none"> • Provides assistance to citizens with accessing resources and services, allowing them the opportunity to improve their quality of life. • Provides assistance to citizens such as: <ul style="list-style-type: none"> ○ Emergency rent and utilities (General Assistance) ○ Donating to and obtaining furniture from the Furniture Bank ○ County Veterans Affairs ○ Central Point of Coordination (CPC) process for determining eligibility for funding of mental health services ○ Case Management services for individuals with Chronic Mental Illness, Mental Retardation, Developmental Disabilities, and Brain Injury ○ Information and referral for mental health services. • Works within the established Incident Command System to support other objectives of the incident action plan.
<p>Warren County Engineer's Office</p>	<ul style="list-style-type: none"> • Provides additional staff and equipment for use in the event of an evacuation, mass care, housing, or human services operations. • Maintains responsibility for maintaining evacuation routes and providing traffic control devices. • During flooding, establishes command posts at flood sites and makes recommendations to incident commander or the Emergency Operations Center concerning the evacuation decisions. • See ESF 1 – Transportation for more information.
<p>Warren County Health Services Department</p>	<ul style="list-style-type: none"> • Provides public health workers to conduct general health screenings upon entering the mass care system. • Assists in the provision of medical supplies and services. • Works jointly with American Red Cross and Warren County Community Services to determine and prioritize additional physical and mental health needs.

	<ul style="list-style-type: none"> • Locates and secures supplies of food and water to supplement those in the disaster area.
City(s) Educational Institutions (elementary, middle, and high schools)	<ul style="list-style-type: none"> • Provide school buses, if available, for transportation of evacuees to shelters. • Provide gymnasiums, if available, for use as temporary shelters for evacuees or emergency workers.
Local Jurisdictions Fire Department/Volunteer Fire Department	<ul style="list-style-type: none"> • Maintains responsibility for fire security and assistance in warning the public. • Ensures any shelter sites are outside any existing hazard areas. • Provides assistance in an evacuation, mass care, housing and human services operations, as needed and if available. • Makes recommendations regarding operation activities. • Maintains primary responsibility for fire and hazardous materials scenes.
Warren County Housing Authority	<ul style="list-style-type: none"> • Coordinates the identification, prioritization, and provision of appropriate housing resources in the community in order to transition from temporary to mid-term and long-term housing for victims. • Provides information on available habitable housing units, owned or in public possession, within or adjacent to the affected area. • Provides available staff to assist when needed with mass care and housing operations. • Coordinates information on available motels/hotels with the hotel/motel association or economic development with victims or families and the Emergency Operations Center for possible mutual aid response agencies. • Works within the established Incident Command System to support other objectives of the incident action plan.
City Local Jurisdictions Police Department	<ul style="list-style-type: none"> • Maintain responsibility for conducting actual evacuation efforts, for designating evacuation routes, providing traffic and movement control, and establishing security of the

	<p>evacuated area.</p> <ul style="list-style-type: none"> • Departmental or local public information officers will also assist in warning the public. Provides the Emergency Operations Center, Command Post, and Incident Commander with the communications link. • Provide additional personnel and equipment to an evacuation, mass care, housing, and human services operations, as needed and if available. • May provide or coordinate security for shelter sites, as needed and if available.
City(s) Local Jurisdictions Public Works	<ul style="list-style-type: none"> • Provide additional staff and equipment for an evacuation, mass care, housing, or human services operation. • Maintain responsibility for maintaining evacuation routes and providing traffic control devices. During flooding, they may establish command posts at flood sites and make recommendations to incident commander or the Emergency Operations Center concerning the evacuation decisions. • May coordinate emergency water distribution, as needed.
Local Jurisdictions Emergency Medical Services	<ul style="list-style-type: none"> • Provides emergency medical care and transportation. • Prepares for assisting walking wounded or assisting elderly/handicapped evacuees. • Provides emergency medical assistance for evacuation, mass care, housing, and human services operations.
Medical Clinics	<ul style="list-style-type: none"> • Provide trained personnel and equipment for mass care of victims and emergency workers. • Provide trained personnel and equipment for mass care of evacuees at shelters.
Public Information Office	<ul style="list-style-type: none"> • Maintain responsibility for the collection, coordination, and dissemination of emergency public information

	<p>material to the resident and transient population.</p> <ul style="list-style-type: none"> • Serve as a member of the Emergency Operations Center. • Coordinate all public information activities with the Incident Command Post and the Emergency Operation Center. • Appoint a supporting staff to ensure the capability of 24-hour operations, if needed. • In the event of large scale disasters involving multiple public information entities, establish a Joint Information Center. • Ensure that dispatch centers and victims at shelter sites have up to date information. • If evacuees or shelter residents wish to talk to the media, coordinate interviews and ensure privacy of those not willing to be interviewed. • Coordinates a disaster hotline through community service agencies, 411, or volunteers. Ensure those locations have up to date information.
State Agencies	Functions
Iowa Department of Human Services	<ul style="list-style-type: none"> • Provides services for children who have been or are at-risk of being abused or neglected, and for children determined to be a child in need of assistance (CINA). • The food assistance program (the federal Supplemental Nutrition Assistance Program) provides nutrition to low-income Iowans and also benefits retail and agricultural economies. • Family Investment Program provides cash assistance, along with employment and training services, in return for an agreement that recipients will work toward self-sufficiency. • Provides Mental Health and Disability Services. • Provides assistance to newly arriving refugees to quickly assimilate into Iowa’s population, helping them secure housing, employment, health care and other needs, and to

	help them become self sufficient.
Iowa Department of Natural Resources	<ul style="list-style-type: none"> • Provides technical assistance and environmental information for the assessment of the public health/medical aspects of situations involving hazardous materials and required evacuations. • Provides information on local conditions, act as guides along evacuation routes or to augment other law enforcement personnel in traffic control. • Provides boats to assist in evacuation during floods.
Iowa Department of Public Health	<ul style="list-style-type: none"> • Leads all State public health and medical response to evacuations, mass care, housing, or human services operations. • Assumes operational control of State emergency public health and medical response assets, as necessary, in the event of a public health emergency and provides assistance to County Public Health Departments. • In an evacuation, maintains and monitors the health standards in reception areas. • Maintains responsibility for the prevention or control of such conditions as: overcrowding, spreading of disease, and development of unsanitary conditions/practices.
Iowa Department of Public Safety	<ul style="list-style-type: none"> • Provides additional law enforcement capabilities. • Provides security for shelters, if required. • Coordinates traffic information with the Department of Transportation on road conditions/closures hotline for services for public and emergency access. • Provides a teletype service for law enforcement agencies for road closure and detour information. Routes of travel may be identified. • Establishes control points for traffic control, assists in maintaining order, obtains medical help and directs emergency vehicles to the proper destination within and around the disaster area.

<p>Iowa Department of Transportation</p>	<ul style="list-style-type: none"> • Provides updated information on road conditions, load bearing capacities and usability to support evacuation or rerouting of traffic. • Maintains road condition/closure website. • Provides equipment and manpower to maintain or repair roads and bridges to usable condition in support of an evacuation. • Assists in traffic control by erecting barricades, warning lights and signs, or providing manpower.
<p>Iowa Homeland Security Emergency Management</p>	<ul style="list-style-type: none"> • Maintains responsibility for the overall emergency coordination of state assistance if a multiple state agency response is required. • Maintains situational awareness and the Common Operating Picture. • Provides logistical support for coordinating mobilization centers/staging areas, transportation of resources, public health and medical elements, disaster fuel contracts, emergency meals, potable water, base camp services, supply and equipment resupply, and uses of all State contracts and interagency agreements managed by the Iowa Homeland Security for response operations. • Assists in coordinating transportation to support evacuating patients who are too seriously ill or otherwise incapable of being evacuated in general evacuation conveyances.
<p>Iowa National Guard</p>	<ul style="list-style-type: none"> • At the request of the Governor, mobilizes and deploys available National Guard medical units to support local governments with available medical personnel for movement of medical special needs and other missions as needed including aero-medical evacuation and medical treatment during an evacuation. • At the request of the Governor, provides support to the Iowa Department of Public Health to assist County governments in the evacuation of patients and medical needs populations to locations where hospital care or outpatient services are available.

	<ul style="list-style-type: none"> • Provides additional personnel and equipment as needed.
State Fire Marshal	<ul style="list-style-type: none"> • Maintains responsibility for ensuring that adequate shelter safety standards, including fire safety are met.
Federal Agencies	Functions
Department of Agriculture	<p>Animal and Plant Health Inspection Service:</p> <ul style="list-style-type: none"> • Ensures an integrated response to provide for the safety and well-being of household pets. See ESF 11 – Agriculture, Natural Resources, and Pets. <p>Food and Nutrition Service:</p> <ul style="list-style-type: none"> • Locates and secures supplies of food, including federally owned surplus foods, to supplement those in the disaster area. • Provides statistics on the quantities and locations of food furnished by the Food and Nutrition Service. • Provides other food and nutritional assistance in accordance with ESF 11 – Agriculture, Natural Resources, and Pets. <p>Forest Service:</p> <ul style="list-style-type: none"> • If available, provides appropriate resources (e.g., cots, blankets, sleeping bags, personnel) for shelters. • Resources will be assigned commensurate with each unit’s level of training and the adequacy and availability of equipment. <p>Rural Development: As part of the National Disaster Housing Strategy:</p> <ul style="list-style-type: none"> • Provides information (location, type, owners, and/or management service) on U.S. Department of Agriculture - financed, currently available, habitable housing units that are not under lease or under agreement of sale. • Provides available U.S. Department of Agriculture staff to assist when needed with this ESF.

	<ul style="list-style-type: none"> • Provides Letters of Priority Entitlement allowing the holder of the letter (identified evacuee and/or victim) to go to the top of any U.S. Department of Agriculture waiting lists for placement in U.S. Department of Agriculture financed housing. • Assists eligible recipients to meet emergency housing assistance needs resulting from presidentially declared emergencies or major disasters.
Department of Defense	<p>U.S. Army Corps of Engineers:</p> <ul style="list-style-type: none"> • Fulfills mass care requirements for ice and water in coordination with this ESF. • Provides assistance by inspecting mass care shelter sites to ensure suitability and accessibility of facilities to safely shelter victims. • Provides assistance in constructing temporary shelter facilities, including accessible shelters, in the affected area, as required. • Provides temporary housing support, such as temporary structures and expedited repair of damaged homes (to include temporary roofing or other repairs that facilitate reoccupation of minimally damaged structures), as necessary.
Department of Health and Human Services	<p>Human Services:</p> <ul style="list-style-type: none"> • Executes requirements as defined under the Crisis Counseling and Training Program. • Provides support within the disaster-affected area through the deployment of pre-rostered human services assessment teams. • Provides interdepartmental policy and planning, program management, and oversight of Health and Human Services staff onsite to Health and Human Services regional staff responsible for the coordination of human services provision. • Provides assistance to State agencies that administer emergency human services programs within the Disaster

	<p>Recovery Centers.</p> <ul style="list-style-type: none"> • Provides subject-matter expertise, consultation, and technical assistance to this ESF partners on disaster human services issues (e.g., working with special needs populations, assessing child care needs, accessing Health and Human Services programs that address human services needs in an emergency, etc.). • Coordinates with lead agencies to ensure that the appropriate benefits are delivered to the impacted population. • Informs people receiving services under Health and Human Services direction about the availability of the National Emergency Family Registry Locator System and the National Emergency Child Locator Center, and facilitates their access to the system in order to assist displaced adults and medically evacuated patients in reunification with their families. <p>Public Health and Medical Services:</p> <ul style="list-style-type: none"> • Provides Health and Human Services medical workers to augment health services personnel as appropriate. • Provides medical care and mental health services for impacted populations either in or outside the shelter locations in accordance with appropriate guidelines utilized by local health agencies. • Provides technical assistance for shelter operations related to food, vectors, water supply, and waste disposal. • Assists in the provision of medical supplies and services, including durable medical equipment. • Coordinates emergency medical care in shelters as needed at the request of affected State(s) in accordance with appropriate guidelines utilized by local health agencies. <p>Veterinary Medical Services:</p> <ul style="list-style-type: none"> • Identifies and provides qualified Veterinary Medical personnel for events requiring veterinary medical services or public health support for household pets and service animals.
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	<ul style="list-style-type: none"> • Coordinates and provides emergency and disaster-related veterinary medical care services to impacted animal populations (including household pets and service animals) in or outside of shelter locations until local infrastructures are reestablished. • Provides veterinary public health, zoonotic disease control, environmental health, and related services.
<p>Department of Homeland Security</p>	<p>Federal Emergency Management Agency Citizen Corps:</p> <ul style="list-style-type: none"> • Involves community members in all-hazards emergency preparedness, planning, mitigation, response, and recovery.
<p>Department of Housing and Urban Development</p>	<ul style="list-style-type: none"> • Provides access to and information on available habitable housing units, including housing units accessible to individuals with disabilities, owned, or in Department of Housing and Urban Development possession, within or adjacent to the incident area for use as temporary housing. • Ensures that disaster victims who were receiving Section 8 Rental Assistance vouchers prior to the disaster are reintegrated into that program. • Provides available Department of Housing and Urban Development staff to assist when needed with mass care and housing operations. • When requested and funded by Federal Emergency Management Agency, administers the Disaster Housing Assistance Program for eligible applicants. • Provides housing resources for individuals certified as eligible for long-term housing. • Provides access to housing counseling services. • Provides enforcement of the Fair Housing Act and compliance with other civil rights statutes. • Provides Community Development Block Grants to support communitywide disaster recovery initiatives.

<p>Department of Justice</p>	<ul style="list-style-type: none"> • In response to an act of criminal mass victimization (mass violence, domestic or international terrorism), may coordinate through the Office for Victims of Crime with local, tribal, State, Federal, and voluntary agency service providers in the provision of assistance via the Antiterrorism and Emergency Assistance Program or other mechanisms. • Provides security at mass care facilities when necessary to augment the capacity of local, tribal, and State authorities.
<p>Department of Labor</p>	<ul style="list-style-type: none"> • Through the Occupational Safety and Health Administration, provides technical assistance related to worker safety and health issues. • Executes requirements as defined under the Disaster Unemployment Assistance program.
<p>Department of Transportation</p>	<ul style="list-style-type: none"> • Provides highway information and other resources related to supporting transportation activities. • Provides information on status of and plans for transportation infrastructure and operations.
<p>Department of the Treasury</p>	<p>Alcohol and Tobacco Tax and Trade Bureau:</p> <ul style="list-style-type: none"> • Provides Federal alcohol and tobacco excise tax refunds to businesses that have lost assets in a disaster. <p>Bureau of the Public Debt:</p> <ul style="list-style-type: none"> • Assists disaster victims by expediting replacement or redemption of U.S. Savings Bonds. • May waive the minimum holding period for Series EE and I Savings Bonds presented to authorized paying agents for redemption. <p>Internal Revenue Service:</p> <ul style="list-style-type: none"> • Assists victims with filing claims for tax refunds. • Provides tax information and assistance. • Distributes disaster kits containing tax forms and publications to help victims determine the amount of a

	<p>causality loss deduction for destroyed property.</p> <ul style="list-style-type: none"> • Provides information on ways to reconstruct destroyed financial records. • Provides copies or transcripts of previously filed tax returns free of charge to taxpayers located in the federally declared disaster area. • May postpone tax deadlines to provide extra time to file and pay before assessing any penalty or additional amount to the tax. Interest may be abated for the period of time for which an extension of time to file tax returns and pay taxes is granted because the individual or business is located in a presidentially declared disaster area. • Executes agreement to supplement Department of Homeland Security/ Federal Emergency Management Agency tele-registration capabilities.
<p>Department of Veterans Affairs</p>	<ul style="list-style-type: none"> • May provide for food preparation and stockpiling in its facilities during the incident. • Provides for the provision of medical supplies and services. • Provides medical workers to augment health services personnel to support mass care operations, as appropriate. • Provides available facilities suitable for mass shelter. • Administers the laws providing benefits and other services to veterans and the dependents and beneficiaries of veterans. • During incident operations, provides emergency healthcare services to veteran beneficiaries in VA medical facilities, to active duty military personnel, and, as resources permit, to civilians in communities affected by national security emergencies. • Contributes to ESFs, including providing remedial infrastructure restoration, mass care services, resource (logistic) support, and health and medical services. • Works with lenders concerning foreclosure /waiver/underwriting/credit protection flexibilities related

	<p>to Veterans Affairs issued home loans.</p> <ul style="list-style-type: none"> • Provides assistance to veterans affected by disasters to help them avoid defaulting on existing home mortgages and/or foreclosure on their homes, as well as assistance for veterans with disabilities to retrofit their homes with necessary accessibility measures (e.g., wheelchair ramp). • Develops and maintains plans to make available housing assets that are habitable, to which Veterans Affairs has title and possession, for use by survivors in catastrophic disasters.
Small Business Administration	<ul style="list-style-type: none"> • Provides low-interest, long-term disaster loan assistance for qualified homeowners and renters, nonagricultural businesses of all sizes, and nonprofit organizations to fund the repair and replacement of disaster-damaged property. • Provides loan funds that also may include money for such things as relocation, mitigation, refinancing of existing liens, code-required upgrades, and 1-year insurance premiums.
Social Security Administration	<ul style="list-style-type: none"> • Manages America’s major income-support programs. • Provides expedited processing of new Federal benefit claims during emergency operations.
Postal Service	<ul style="list-style-type: none"> • Provides change-of-address cards for victims to notify the U.S. Postal Service of relocation addresses for mail forwarding, and assists in the distribution, collection, and mailing of those cards. • Provides an electronic file of address-change information furnished by victims.
Other	
Corporation for National and Community Service	<ul style="list-style-type: none"> • Provides teams of trained National Service Participants (including AmeriCorps members, Learn and Serve America volunteers, and Retired and Senior Volunteer Program volunteers) to carry out a wide range of response and recovery support activities emphasizing disadvantaged communities and special needs residents,

	<p>including:</p> <ul style="list-style-type: none"> ○ Shelter and feeding support; and distribution of water, food, ice, and other emergency goods ○ Debris clearance, temporary roof repair, and elimination of identified health/safety hazards ○ Unaffiliated volunteer support and warehousing assistance ○ Registration and call center support ○ Case management assistance
Safeguard Iowa Partnership	<p>Resources and Preparedness:</p> <ul style="list-style-type: none"> • Maintains a secure web-based catalog of private-sector resources that businesses may agree to make available to emergency management officials, on either a voluntary or paid basis, in the event of a natural disaster or terrorist attack. The resource registry will allow businesses to help maintain 'continuity of community' and insure a viable and secure future. <p>Communication and Coordination:</p> <ul style="list-style-type: none"> • Assists with readiness and deployment of personnel, equipment, materials and supplies and with the most resources available. • Assists with collecting, collating, and communicating data and information to enable better decision making that minimizes social and economic impacts. • Participation at the State Emergency Operations Center supports the state's ability to respond to disasters by facilitating voluntary collaboration and information sharing among the public and private sectors. • Has adopted the Health Alert Network (HAN) technology to include the private sector for notifications. • The State of Iowa has sponsored a Safeguard Iowa Partnership portal on the Homeland Security Information Network (HSIN) to provide centralized access to information and resources concerning emergency preparedness and homeland security in Iowa.

Voluntary Organizations
Active in Disaster

- Ensures all volunteers are registered and tracked, have appropriate management and safety concerns addressed, and any equipment used is also documented.
- Facilitates and encourages collaboration, communication, cooperation, coordination and builds relationships among organizations and agencies to prepare for emergencies.
- Provides guidance in client information-sharing, spiritual and emotional care, and longer term recovery as needed.
- Provides canteen services for responders and support personnel.
- Assists with Emergency Operation Center other agencies with staffing.

ESF Development, Testing, and Maintenance

Refer to the Warren County Basic Plan for ESF development, testing, and maintenance.