EMERGENCY SUPPORT FUNCTION (ESF) #6 ANNEX MASS CARE

State of Indiana

Emergency Operation Plan (EOP) ESF Annex

March 2022

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PLANNING AGENCIES

Within each Emergency Support Function (ESF) annex, the designation of primary, supporting, or non-governmental agencies are identified as the whole community planning committee. These determinations are based on their authorities, resources, and capabilities to the ESF. The primary agency point of contact (POC) identifies the appropriate support agencies that fall under this plan. The primary agency POC collaborates with each entity to determine whether they have the necessary resources, information, and capabilities to perform the required tasks and activities within each phase of emergency management. This includes activations in the State Emergency Operations Center (SEOC), and impacted areas. Though an agency may be listed as a primary agency, they do not control or manage those agencies identified as supporting agencies. The agencies listed below are members of the Whole Community Planning Committee for this annex.

PRIMARY AGENCY

Indiana Department of Homeland Security, co-lead with American Red Cross of Indiana

SUPPORTING AGENCIES

Family and Social Services Administration	Indiana Utility Regulatory Commission
Indiana Department of Administration	Salvation Army
Indiana Department of Education	Indiana Voluntary Organizations Active in Disaster
Indiana Department of Environmental Management	Indiana Economic Development Corporation
Indiana Department of Transportation	Indiana Department of Insurance
Indiana Housing and Community Development	Indiana Board of Animal Health
Indiana National Guard	Indiana Department of Health
Indiana State Police	

PURPOSE, SCOPE, SITUATION, AND ASSUMPTIONS

PURPOSE

The purpose of the Mass Care Emergency Support Function (ESF #6) is to outline the responsibilities and policies established for Mass Care operations before, during, and after a disaster. Tasks are to be carried out by coordinating the capabilities to meet basic human needs (shelter, food, distribution of emergency relief supplies and disaster welfare inquires) in disaster situations.

The primary mission of the Mass Care, Housing and Human Services Emergency Support Function (ESF #6) is to provide the resources and personnel to meet the non-medical mass care related needs of the State before, during and after emergency or disaster events. ESF #6 supports the delivery of services, disaster housing and the implementation of programs to assist individuals, households and families impacted by an incident.

SCOPE

State of Indiana and the SEOC recognizes 15 ESFs, and this annex focuses on ESF #6.

This annex is intended to address the mass care and shelter needs of the general population, including those with functional and access needs. This annex is not intended to address the needs of those who are medically fragile. People needing medical services and/or full-time caretakers must be sent to a licensed facility that can support them, or to a specialized shelter established for the medically fragile.

For the purposes of this annex, mass care and shelter includes:

- Sheltering. This includes the designation of previously identified or unidentified shelter sites, the temporary construction of shelter facilities (e.g. tents or constructions), non-congregate shelters (e.g., hotels, dormitories, campgrounds/cabins or the use of facilities outside the County.

- Feeding operations. This includes the feeding of workers and shelter clients through fixed facilities at or near the shelter, purchase of food from vendors, mobile feeding unit, and/or bulk food distributions. Sound nutritional guidelines will be incorporated, and special dietary needs honored as possible.

- Emergency first aid. First aid provided will be for basic care and is supplemental to any serious medical (both physical and mental health) requirements.

- "Safe and Well" Information. "Safe and Well" is an American Red Cross (ARC) website designed to provide information regarding individuals residing within the affected area that is provided to immediate family members outside the area. This information will

also be provided to aid in reunification of family members within the area who were separated at the time of the event.

- Animals. Our society benefits from the health care and improved efficiency of both pets and livestock. We will be swift to protect animals affected by floods, earthquake, and other disasters by providing food, medical care, water, and other emergency assistance to animals in need.

This annex provides the following information:

- Authorities and References that provide criteria which will support the mass care and shelter process.

- Assumptions and Considerations that are valid when activating the care and shelter function.

- Roles and Responsibilities of agencies and organizations in preparing for and conducting mass care and shelter activities.

- Concept of Operations to coordinate mass care and shelter activities as a function of the State Emergency Operations Center (EOC).

SITUATION

In the event IDHS determines the need for ESF #6 regarding any of the four phases of emergency management, the Indiana Department of Homeland Security with their co-lead the American Red Cross (ARC) – Mass Care, will act as the primary agency. ESF #6 will be responsible for implementing internal SOPs and/or SOGs to ensure adequate staffing and administrative support for both field operations and coordination efforts in the State EOC. ESF #6 personnel will collect, analyze and share information regarding the actual emergency or disaster to address the State's mass care needs that support activities in prevention, protection, mitigation, response and recovery efforts. Effective response, as well as ongoing support efforts, will be contingent upon the availability of resources and the extent/impact of the incident upon the State.

HAZARD AND THREAT ASSESSMENTS

There are several plans and preparedness assessments the state uses to identify and evaluate local and statewide threats, hazards, risks, capabilities, and gaps. The National Preparedness Goal (NPG) has identified 32 core capabilities tied to the 5 Mission Areas of Protection, Prevention, Mitigation, Response and Recovery. Table 1 provides a detailed list of each of the capabilities based on five mission areas. The highlighted capabilities are associated with this annex.

TABLE 1. MISSION AREAS AND CORE CAPABILITIES

PREVENTION	PROTECTION	MITIGATION	RESPONSE	RECOVERY
Planning				
Public Information and Warning				
Operational Coordination				
Intelligence and Information Sharing		Community Resilience	Infrastructure Systems	
Interdiction and Disruption		Long-Term Vulnerability Reduction	Critical Transportation	Economic Recovery
Screening, Search and Detection		Risk & Disaster Resilience Assessment	Environmental Response/Health and Safety	Health and Social Services
Forensics and Attribution	Access Control and Identify Verification	Threats and Hazards Identification	Fatality Management Services	Housing
	Cybersecurity		Fire Management and Suppression	Natural and Cultural Resources
	Risk Management for Protection Programs and Activities		Logistics and Supply Chain Management	
	Supply Chain Integrity & Security		Mass Care Services	
	Physical Protective		Mass Search and Rescue Operations	
			On-Scene Security, Protection, & Law Enforcement	
			Operational Communications	
			Public Health, Healthcare, and Emergency Services	
			Situational Assessment	

CAPABILITY ASSESSMENT - CORE CAPABILITIES

The following table lists the core capability actions that ESF #8 directly supports.

TABLE 2. ESF 6 CORE CAPABILITY ACTIONS

CORE CAPABILITY	ESF 6 – MASS CARE
MASS CARE SERVICES	• Coordinates the Federal public health and medical messaging with jurisdictional officials. • Supports local, tribal, territorial, and insular area governments and NGOs in the coordination and provision of mass care, emergency assistance, temporary housing, and human services resources, programs, and services. • Provides life-sustaining services to the affected population, including hydration, feeding, and sheltering, as well as support for reunifying families. • Supports the establishment, management, and operation of congregate and non-congregate care facilities. • Coordinates with local, tribal, territorial, and insular area governments and NGOs to facilitate the return of evacuees to their pre-disaster or alternate locations. • Develops an initial temporary housing strategy to transition survivors from congregate to non-congregate care alternatives and provides relocation assistance or interim housing solutions for households unable to return to their pre-disaster residence. • Anticipates and identifies current and future ESF #6 requirements in coordination with local, state, tribal, territorial, insular area, and Federal governments, NGOs, and private sector partners. • Activates Federal ESF #6 data systems. • Acquires, transports, and delivers ESF #6 resources and services to meet the needs of disaster survivors, including children and individuals with disabilities and others with access and functional needs. • Provides general care for separated/unaccompanied minors until they are placed in the care of appropriate authorities. • Supports nontraditional congregate care facilities. • Provides technical assistance for the development of local, state, tribal, territorial, insular area, Federal, NGO, and private sector operational plans

for mass care, emergency assistance, temporary housing, and human services.

MASS CARE

- Sheltering: Provides life-sustaining services in congregate and non-congregate facilities that provide a safe, sanitary, and secure environment for individuals and households displaced by disasters. Also includes support to survivors sheltering in place and in ESF #8 medical shelters.

- Feeding: Provides feeding services at fixed sites and distribution sites and through mobile feeding units. Feeding services may include hot or shelf-stable meals, infant formula, baby food, snacks, beverages, and food packages, as well as diverse dietary and culturally appropriate meals (e.g., low sodium, low fat, vegetarian/vegan, halal, kosher). ESF #6 works in concert with ESF #11 and local, state, and tribal governments; NGOs; and the private sector to acquire, prepare, cook and/or distribute food and food supplies. Additional support may include the provision of technical assistance for the development of state feeding plans.

- Distribution of Emergency Supplies: Acquires and delivers life sustaining resources, hygiene items, and cleanup items to meet the urgent needs of disaster survivors. Additional support includes transportation, warehousing, equipment, technical assistance, and other mission-critical services.

- Reunification Services: Provides facilitated assistance for children separated from their parent(s)/legal guardian(s), as well as adults from their families, due to disaster. Supports reunification efforts at the local, state, tribal, and/or territorial levels with technical assistance.

EMERGENCY ASSISTANCE

- Reunification Services: Provides facilitated assistance for children separated from their parent(s)/legal guardian(s), as well as adults from their families, due to disaster. Supports reunification efforts at the local, state, tribal, and/or territorial levels with technical assistance.

- Coordinates resources and emergency assistance in support of local, state, tribal, territorial, and insular area governments as well as NGOs and the private sector.

- Voluntary Agency Coordination: Facilitates the coordination of NGOs, places of worship, and the private sector to ensure that capabilities, resources, and services are integrated into local, state, tribal, territorial, and insular area response.

- Volunteer and Donation Management: Coordinates unaffiliated volunteers, unaffiliated organizations, and unsolicited donated goods to support all ESFs.

- Essential Community Relief Services: Coordinates and delivers debris removal from disaster survivor residences; sandbagging; mud-out; tear-out; chainsaw work; warehouse management; transportation and distribution coordination; childcare services; emotional and spiritual care and counseling; financial assistance; financial counseling; disaster-related case work and case management; and other essential services.

- Mass Evacuee Support: Supports affected and host jurisdiction mass evacuation activities, including provision of mass care services and tracking the movement of evacuees, their household pets, service animals, and medical equipment. Deploys resources to support affected and host jurisdiction evacuation operations, including mass evacuation tracking system kits and staff to provide technical assistance. In coordination with ESF #8, provides mass care services to medical patient evacuees. (Note: Evacuees who have chronic medical conditions may be evacuated with the general population. For evacuation of patients, refer to ESF #8.)

- Support for Access and Functional Needs: Coordinates and provides equipment, supplies, and services required to assist children and adults with disabilities and others with access and functional needs to maintain their independence.

- Household Pets and Service Animals: Coordinates and provides rescue, transportation, shelter, reunification, care, and essential needs of household pets and service animals during response operations to ensure their safety and well-being. Service animals are not pets and may not be separated from the individual with a disability or other access and functional need; service animals should be permitted anywhere the public goes. INVOAD/COADs may assist with this as well.

- Nonconventional/Transitional Sheltering: Provides resources and technical assistance in support of local, state, tribal, affected and host territory, and insular area governments, as well as NGOs when traditional sheltering is not available or feasible or when the impact of the disaster is of such magnitude that extended shelter operations are required.

TEMPORARY HOUSING

- Temporary Roof Repair: Provides quick repairs to damaged roofs on private homes that allow residents to return to and remain in their own homes while making permanent repairs.

- Repair Program: Provides financial assistance to homeowners or landlords for the repair of their primary residence, utilities, and residential infrastructure.

- Replacement Program: Provides financial assistance to homeowners to assist with the replacement of their destroyed primary residence.

- Housing Resource Databases: Identifies housing resources from the private sector and other Federal agencies available to disaster survivors, including physically accessible housing options.

- Rental Assistance: Provides financial assistance to eligible disaster survivors for the rental of a housing resource.

- Transportation to Other Locations: Assists individuals and families relocating outside of the disaster area to locations where short- or long-term housing resources are available. Transportation services may also include returning survivors to their pre-disaster location.

- Direct Financial Housing: Makes payments directly to landlords for a rental resource on behalf of disaster survivors.

- Hotel/Motel Program: Provides temporary accommodations for eligible displaced survivors unable to return to their pre-disaster primary residence.

- Direct Housing Operations: Provides temporary housing units to survivors when other housing resources are not available. Units provided are appropriate to the needs of the community and include units accessible to those with disabilities and others with access and functional needs.

- Mortgage Relief: Issues moratoriums on foreclosures of Federally insured loans. Loan servicers provide special forbearances, loan modifications, refinancing, and waivers of late charges.

HUMAN SERVICES

- Provide assistance to address the non-housing needs of individuals and families.

- Crisis Counseling: Provides crisis counseling, mental health services, and other similar immediate, short-term psychological assistance to disaster survivors.

- Disaster Case Management: Assists eligible survivors with developing and carrying out a disaster recovery plan. Streamlines assistance, prevents duplication of benefits, and provides an efficient referral system.

- Legal Services: Provides low-income survivors with free legal advice.

- Unmet Needs: Helps disaster survivors with medical, dental, funeral, personal property, transportation, moving/storage, and other expenses.

- Supplemental Nutrition Assistance: Provides eligible households with supplemental nutrition assistance through established programs when income is lost due to a declared disaster.

- Tax Relief: State, territorial, and Federal governments provide reimbursement or tax relief to survivors with substantial verified disaster-caused losses.

	• Unemployment Assistance: Provides survivors who have lost their jobs due to a disaster with unemployment benefits.
LOGISTICS AND SUPPLY CHAIN MANAGEMENT	• Assesses the need for and coordinates the provision of life-sustaining ESF #6 services, resources, and supplies from government agencies, NGOs, and the private sector. • Gathers, assesses, prioritizes, coordinates, and communicates resource requirements. • Provides subject matter expertise to identify resource requirements to meet the life-sustaining needs of disaster survivors and their household pets and service animals. • Gathers, assesses, prioritizes, and communicates relevant information. • Communicates plans, requirements and strategies to core capability providers. • Acquires and manages resources, supplies, and services from core capability providers via contracts, mission, assignments, interagency agreements and donations.
PUBLIC HEALTH, HEALTHCARE, AND EMERGENCY MEDICAL SERVICES	• Identifies and communicates requirements for life-saving and life-sustaining needs of disaster survivors and household pets and service animals. • Coordinates with core capability service providers to ensure that ESF #6 service delivery locations are appropriately provisioned and operated in a safe, sanitary, secure, and timely manner. • Gathers, assesses, prioritizes, coordinates, and communicates public health and medical requirements of survivors and their household pets and service animals in congregate care facilities to core capability providers. • Gathers, assesses, prioritizes, and communicates relevant public health and medical needs information to survivors in facilities where mass care services are provided. • Communicates plans, requirements, and strategies to core capability service providers. • Acquires and manages resources, supplies, and services from core capability service providers via contracts, mission assignments, interagency agreements, and donations.
CRITICAL TRANSPORTATION	• Supports the collection, analysis, dissemination, and reporting of transportation infrastructure damage from ESF #6 service delivery sites. • Identifies, requests, and acquires transportation resources for the delivery of life-sustaining supplies and services to the affected area(s).

	• Identifies and provides critical transportation for survivors with disabilities and others with access and functional needs.
	• Supports mobilization and implementation of mechanisms to track the movement of evacuees, resources, household pets, individuals with disabilities or other access and functional needs with their service animals, medical equipment, and luggage.
	• Provides mass care support to survivors at embarkation, debarkation, and reception centers; evacuation transportation hubs; and post-decontamination areas to make sure that basic needs are met, including hydration, feeding, tracking, medical needs, and information.
	• Provides resources, subject matter expertise, and coordination with other FEMA components and ESF #6 partners to support mass evacuation activities and ensure the safe evacuation of household pets and service animals. (Note: Evacuees who have chronic medical conditions may be evacuated with the general population. For evacuation of patients, refer to ESF #8.)
	• Provides resources for the care of survivors evacuating from the affected area.
	• Communicates plans, requirements, and strategies to core capability service providers.
	• Acquires and manages resources, supplies, and services from core capability service providers via contracts, mission assignments, interagency agreements, and donations.
FATALITY MANAGEMENT SERVICES	• Provides mechanisms to support notification/transportation of family members to make appropriate arrangements for deceased relatives.
	• Provides support and funding for crisis counseling services to the bereaved, as well as for local, state, tribal, territorial, and insular area crisis counseling programs.
	• Provides transportation and mass care services for survivors reuniting with deceased family members.
	• Communicates plans, requirements, and strategies to core capability service providers.
	• Acquires and manages resources, supplies, and services from core capability service providers via contracts, mission assignments, interagency agreements, and donations.

PLANNING ASSUMPTIONS

- There will not be enough pre-determined shelters to accommodate the number of people expected by day 3. Shelters in the affected areas will fill to capacity. Responders will have to move unsheltered survivors to shelters with vacancies.

- Individuals with access and functional needs will require special assistance with evacuation, sheltering, and individualized care.

- The displaced population will seek care for its animals. Facilities in the affected areas that can provide shelter, water, and food for pets and livestock will be overwhelmed. Some people will refuse rescue or evacuation without the capability to care for their animals.

- Indiana Building Emergency Assessment and Monitoring Team (I-BEAM) will inspect shelters for structural integrity after the initial quake and following aftershocks.

- IDHS and the Seventh-day Adventist Church will jointly manage donations using the state's donations-management plan.

- The affected residents will try to shelter in place, but they will probably evacuate later. People will choose to shelter in both affected and unaffected areas.

- The Red Cross will ensure as many people as possible will be moved from shelters to temporary housing within 30 to 45 days or as soon as possible. Smaller shelters will be consolidated into larger shelters to free up staff and resources. Non-congregate shelters may be used as well for social distancing purposes.

- Water and electricity will be unavailable in most residences in a large swath of southwest and central Indiana.

- Coordination through Emergency Support Function (ESF) 1 will be imperative in finding safe routes to begin opening shelters and to deliver supplies.

- The ability to sign up clients and maintain current sheltering information relies heavily on the ability to connect to the internet.

- Background checks and basic credentialing for event-based volunteers to be used in positions other than client services will be handled at the lowest level of government or through trusted NGO partner processes.

- Many disaster victims will initially assist each other with food and shelter or rely upon their own resources.

- Delivery of food, medicine, gasoline, and other necessities will be severely affected for at least 10 days.

- A large percentage of major and secondary roads will be impassable.

- Electric power will not be available to a large percentage of the population for at least 10 days.

- Water will not be available to a large percent of the population for at least 10 days.

- Sewage repairs will take 10 to 30 days at a minimum.

- Private wells may be damaged by liquefaction.

- Local churches, schools, and other common gathering places (if unaffected) will also serve as locations where those needing food, water, or shelter will go for assistance. Churches, especially, provide these services during times of disaster.

- Damage to roads and utilities may affect the establishment of shelters.

- Many of the local volunteers and agency staff will be protecting their families rather than working.

- The Special needs of children must be considered. It is important to recognize the special needs of children during evacuations. In a no-notice evacuation, children could be located in large numbers away from their parents, such as in schools, childcare facilities or other locations. Reunification of children separated from their parents will be an issue during evacuation and planning must be given to accomplishing this.

- Victim Decontamination: Local and County agencies will retain primary responsibility for victim screening and decontamination operations, when necessary, in response to a HAZMAT (hazardous materials) incident.

SHELTERING ANIMALS

There will be requirements for the transportation, sheltering and care of animals, including, but are not limited to, the following:

- Service Animals: The ADA defines service animals as any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability including, but not limited to guiding individuals with impaired vision, alerting individuals with impaired hearing, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items. Under the ADA regulations, these animals will be required to be housed separately from the same facilities as the humans they serve.

- Household Pets: The tracking, embarkation, transportation, care, feeding, and sheltering of household pets can significantly impact the ability to safely shelter the general population. Resources will need to be identified by local agencies to assist with the sheltering of household pets.

CONCEPT OF OPERATIONS

GENERAL CONCEPT

The role of the State of Indiana during emergency response is to supplement local efforts before, during and after a disaster or emergency. If the state anticipates that its needs may exceed its resources, the Governor can request assistance from other states through an Emergency Management Assistance Compact (EMAC) and/or from the federal government.

ESF #6 shall dispatch resources to areas impacted by emergencies or disasters, prioritizing assets and functions to manage and support the immediate and long-term mass care needs of State and local jurisdictions.

ESF #6 shall activate, deploy, and organize personnel and resources based upon:

- Pre-established policies, procedures, and practices
- Integration into the overall EOP
- The level of support required buy other state and local ESFs

ESF #6 shall ensure effective communication is established and maintained with ESF #5 (Emergency Management), ESF #8 (Health), ESF #11 (Agriculture), ESF #13 (Public Safety), and the Indiana National Guard to promote an accurate Common perating picture (COP) through the use if situation reports and assessments.

STATE OPERATIONAL PRIORITIES DURING RESPONSE AND RECOVERY OPERATIONS

1. Life, safety, and health (highest priority)
2. Incident stabilization
3. Protection of property, economy, and the environment
4. Restoration of essential infrastructure, utilities, functions, and services
5. Unity of effort and coordination among appropriate stakeholders

SEOC ACTIVATION

The State Emergency Operations Center (SEOC) is the primary hub for the State of Indiana's emergency support and coordination efforts to gather and disseminate event information, respond to requests for assistance from counties and state departments, identify and coordinate priority actions and allocate resources.

The activation of the SEOC begins with the activation of the Emergency Operations Plan (EOP) Base Plan and, if directed, this annex. The activation of the EOP establishes the emergency operations framework and structure needed to deliver coordinated emergency

In most cases, the decision to activate will be made by the collaboration among IDHS Leadership. The following are considerations for activating the SEOC:

- An incident has occurred that has the potential for rapid escalation.

- The emergency will be of a long duration and requires sustained coordination.

- Major policy decisions may be required.

- The volume of county requests for assistance is increasing and expected to continue.

- Pre-deployment of state or federal assets is occurring in anticipation of the emergency.

- Managing the situation requires urgent, high-level, non-routine coordination among multiple jurisdictions, state departments or other external agencies.

- The State of Indiana shall communicate and collaborate with other response/support agencies and integrate their response plans into the overall response.

- Activation of the SEOC will be advantageous to the successful management of the event.

The SEOC is managed by IDHS and is the physical location where multi-agency coordination occurs whether it is at the primary or alternate undisclosed sites. The SEOC can be configured to expand or contract as necessary to respond to the different levels of incidents requiring State assistance. The SEOC has designated four activation levels as outlined in Table 3. Each elevated level assumes the requirements and conditions of the previous, lower activation level.

During a SEOC activation, ESFs may be activated depending on the incident and activation level. During a disaster response, each State ESF representative in the SEOC will remain under the administrative control of his/her agency head; however, he/she will function under the supervision of the SEOC Manager. Notification of activation will be made via phone, email, and/or text message.

The Indiana SEOC will remain activated at a Level IV for daily operations; however, the activation level will be elevated for planned events, incidents, disasters, or other response operations.

TABLE 3. STATE EOC RESPONSE ACTIVATION LEVELS

SEOC RESPONSE ACTIVATION LEVELS

LEVEL NUMBER	NAME OF LEVEL	DESCRIPTION	EXAMPLE
IV	**Daily Ops**	Normal daily operations. Watch Desk is monitoring actives within and around the State.	Tornado Watch
**An actual or potential for an *incident of state significance* will drive the need for an increase in activation / staffing levels**			
III	**Active Emergency Conditions**	A situation has or may occur which requires an increase in activation of the SEOC, to include: ▪ **Section Chiefs** ▪ JIC **may** be set-up. ▪ **Limited** ESF Staffing ▪ **May** have a **federal** presence	Large Tornado > EF-3
II	**Significant Emergency Conditions**	A situation has or may occur which requires an increase in activation of the SEOC, to include: •Section Chiefs •JIC **will** be set-up. •**Governor Emergency Advisory Group (EAG) will be activated.** •**Full** ESF staffing •**Will** have federal presence	Major Flooding
I	**Full Emergency Conditions**	A situation has or may occur which requires an increase in activation of the SEOC, to include: ▪ Section Chiefs ▪ JIC will be set-up. ▪ Governor Emergency Advisory Group (EAG) will be activated. o **Governor or designee will be present for EAG.** ▪ **Full** ESF staffing ▪ **Will** have federal presence	Large Earthquake

DEMOBILIZATION OF THE SEOC

Demobilization is the process by which facilities scale back their emergency operations as the objectives set by leadership are achieved. This usually entails the release of the ESF representation involved in response operations as objectives are accomplished and the need for their participation diminishes. Part of the demobilization process ensures that all paperwork, such as personnel evaluations, equipment time records, personnel time records, accident reports, and mechanical inspections have been completed and are accurate. Demobilizing the most expensive excess equipment and resources first saves funding.

## FIGURE 1 - INCIDENT COMMAND STRUCTURE
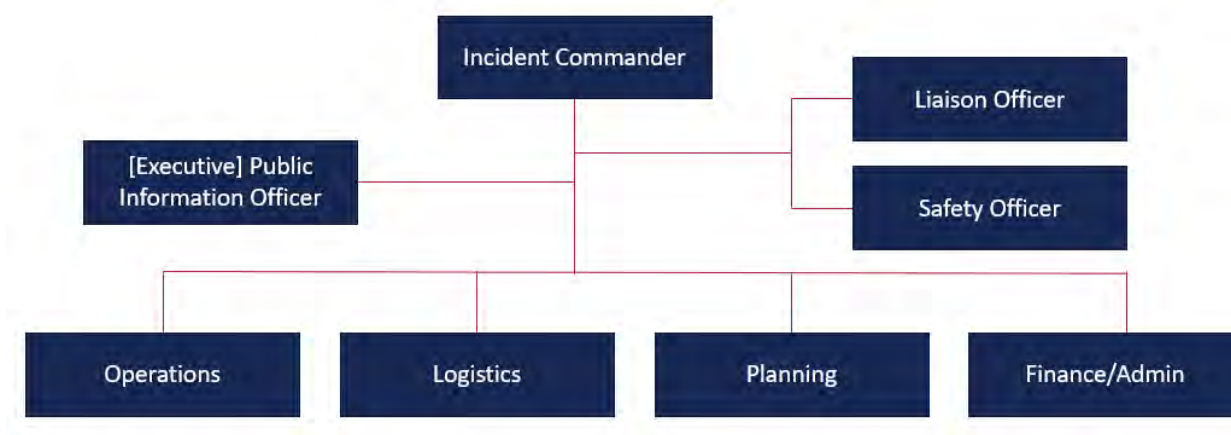
RESOURCE SUPPORT

During an incident, requests for resource support originate from the site Incident Command (IC), Area Command (AC) or Unified Command (UC) and are directed to the local emergency management agency (EMA). As local resource capabilities become overwhelmed, the local jurisdiction's EMA requests support from the State EOC based on the projected needs of the local Incident Action Plan (IAP). A request exceeding State capability can be fulfilled using mutual aid, federal assistance, or other appropriate means. The State Resource Request Process as outlined in Figure 2, is designed to meet the varying needs of local jurisdictions throughout the life of an emergency event. The process may require alteration, activation of mutual-aid agreement(s), or assistance from federal agencies as needed.

State resources may also be requested by local jurisdictions for activation in exercises, testing or training. Participation in these activations allows for the continued development and improvement of public safety programs and resources.

FIGURE 2. STATE RESOURCE REQUEST PROCESS
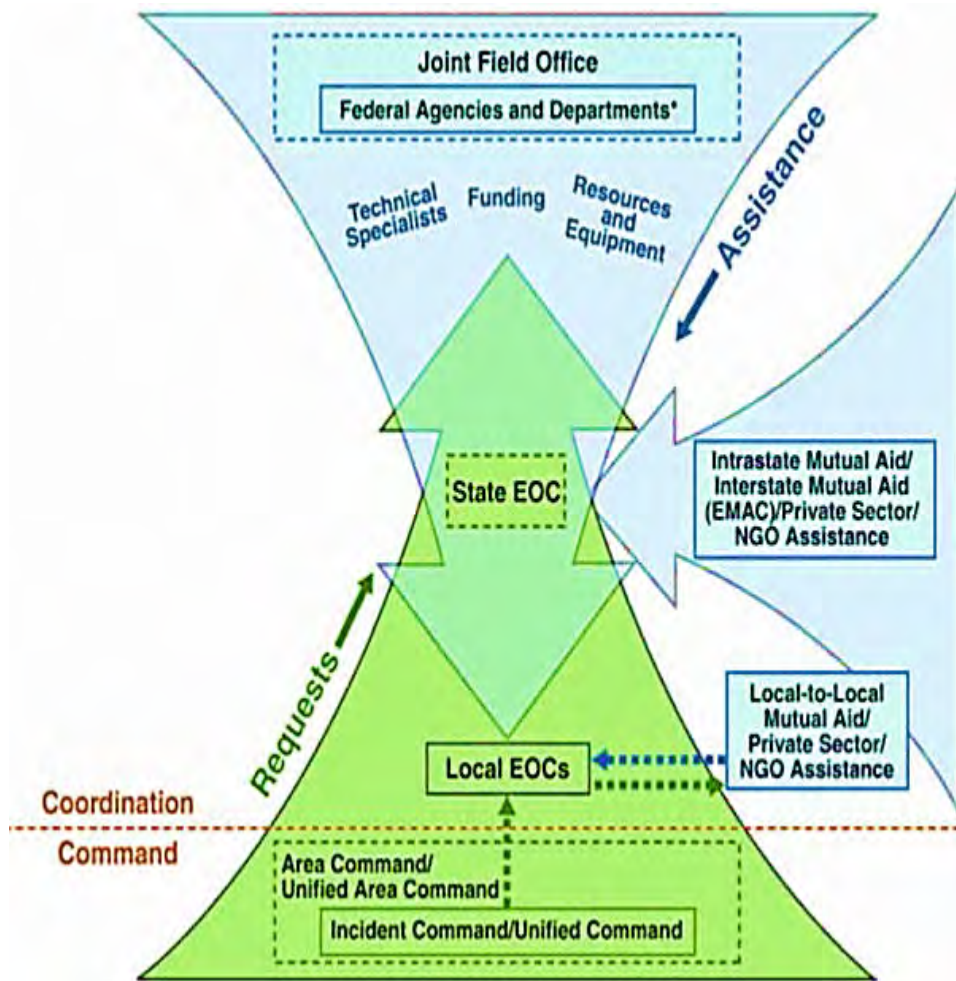
INCLUSION, ACCESS, AND FUNCTIONAL NEEDS

The State of Indiana works with public, private, and non-profit organizations to build a culture of preparedness and readiness for emergencies and disasters that goes beyond meeting the legal requisites of people with disabilities as defined by the most current version of the Americans with Disabilities Act (ADA) or for individuals with access and functional needs.

IDHS integrates the Federal Emergency Management Agency's (FEMA)'s access and functional needs guidance, which identifies an individual's <u>actual</u> needs during an emergency and awareness of not using negative labels such as "handicapped," "crippled," or "abnormal."

This annex planning guidance is inclusive as it also encompasses people with temporary needs or those who do not identify themselves as having a disability. This includes women who are pregnant, children, older adults, individuals with limited English communication, people with limited transportation access and those with household pets and service animals. Additional awareness which helps ensure inclusive emergency preparedness planning include addressing the needs of children and adults in areas such as:

SELF-DETERMINATION – Individuals with access and functional needs are the most knowledgeable about their own needs.

NO "ONE-SIZE-FITS-ALL" – Individuals do not all require the same assistance and do not all have the same needs.

EQUAL OPPORTUNITY, INTEGRATION AND PHYSICAL ACCESS – All individuals must have the same opportunities to benefit from emergency programs, services, and activities.

NO CHARGE – Individuals with access and functional needs may not be charged to cover the costs of measures necessary to ensure equal access and nondiscriminatory treatment.

EFFECTIVE COMMUNICATION – Individuals must be given information that is comparable in content and detail to the information given to those without functional needs.

FOR MORE INFORMATION, PLEASE REFER TO THE INDIANA ACCESS AND FUNCTIONAL NEEDS ANNEX.

ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

This section describes how ESF #6 relates to other elements of the whole community. Basic concepts that apply to all members of the whole community include State, Tribal Territorial, Insular Area Governments, Private Sector and Non-Governmental Organizations (NGOs).

Each primary and supporting agency shall maintain internal SOPs and/or SOGs or other documents that detail the logistical and administrative priorities deemed necessary to assist in overall state prevention, protection, mitigation, response and recovery operations.

Specific roles and responsibilities of primary and supporting agencies during an incident or event are described below. Tasks include but are not limited to:

PRIMARY AGENCY RESPONSIBILITIES

The primary agency (Indiana Department of Homeland Security, Co-lead American Red Cross of Indiana) is responsible for the following:

- Provide the provision and coordination of mass care resources to assist in critical functions and tasks before, during, and after emergency events and disaster situations.

- Coordinate the recovery and restoration of mass care facilities impacted by potential hazards or disaster events.

- Provide appropriate training to essential personal who may be called upon to work in potentially impacted areas or the State EOC.

- Collaborate with other State or local departments to assess evacuee and victim needs in impacted areas and determine the impact of the incidents and resource gaps that may exist.

- Coordinate and implement emergency-related response and recovery functions, as required, under pre-established policies and procedures.

SUPPORTING AGENCY RESPONSIBILITIES

The support agencies are responsible for the following:

- Assist in prevention, protection, mitigation, response, and recovery operations when requested by IDHS or the designated ESF primary agency.

- Participate, as needed, in the State EOC supporting the coordination of mass care resources and deployed personnel during response and/or recovery operations.

- Assist the primary agency in the development and implementation of policies, protocols, SOPs, checklists, or other documentation necessary to carry out mission essential tasks.

- Assist in developing situation reports and readiness assessments that will provide for an accurate COP.

- Participate in training and exercise aim at continuous improvement of prevention, protection, mitigation, response, and recovery capabilities.

- Identify new equipment, technologies, or capabilities required to prepare for or respond to new or emerging threats and hazards.

- Provide information or intelligence regarding trends and challenges to the State of Indiana's mass care situation.

SEOC ESF #6 RESPONSIBILITIES

Please see primary agency responsibilities above and additional responsibilities below:

- Assess situations and identify resources required

- Contact and activate support agencies as required

- Provide updated, consolidated reports on all Mass Care affairs to include

    o Emergency assistance

    o Housing and

    o Human Services activities

FIGURE 3. STATE EMERGENCY OPERATIONS CENTER ORGANIZATIONAL STRUCTURE

State of Indiana
Emergency Operations Center

Emergency Response Organizational Structure
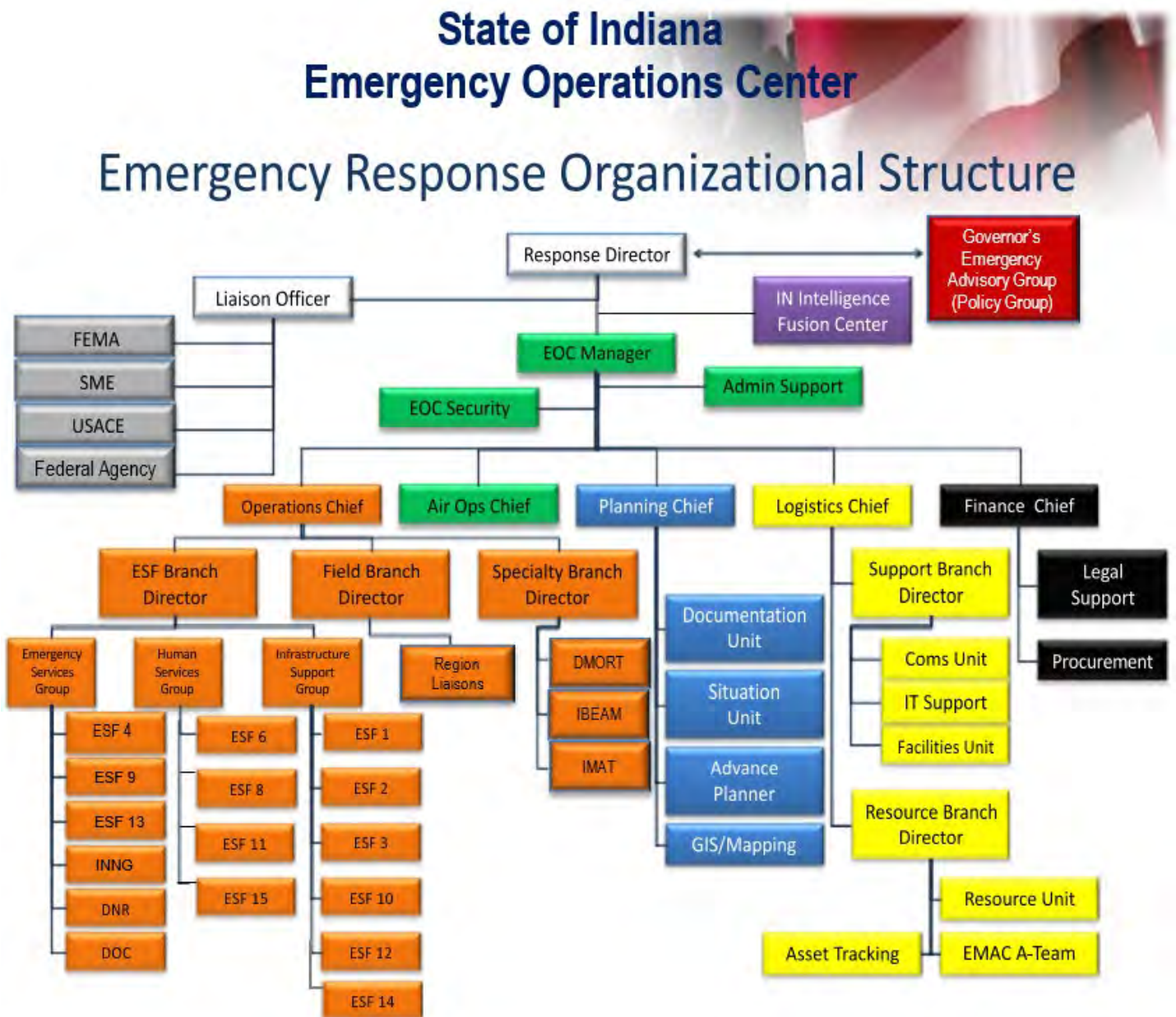
EMERGENCY SUPPORT FUNCTION GENERAL TASKS

The following tables are comprised of essential tasks that may need to be completed by ESF #6 in all phases of emergency management. These tasks have been created as a guide to follow for the primary and support agencies of ESF #6. They have been developed as a tool to address potential challenges and unique risks that may be faced during times of emergency and disaster here in the State of Indiana. It will be the responsibility of ESF #6 to ensure the tasks outlined here are accurate and reflect their overall ability to manage, support and deploy resources.

Please note, that the mission areas of Prevention and Protection have

replaced the Preparedness mission area.

TABLE 4. ESF 6 PREVENTION TASKS

ESF #6 – PREVENTION TASKS	
TASK #	TASK SUMMARY
1	Initiate a time-sensitive, flexible planning process that builds on existing plans and incorporates real-time ESF #6 intelligence.
2	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of core capabilities.
3	Anticipate and identify emerging and/or imminent ESF #6 threats through observation and situational awareness.
4	Make appropriate assumptions to inform decision makers and counterterrorism professionals actions to prevent imminent attacks on ESF #6 in the homeland.
5	Continue to monitor changing trends in activity and aggressive behavior at the local, state, and national level and adjust prevention tasking as it applies to ESF #6.
6	Establish and maintain partnership structures among protection elements to support networking, planning, and coordination.
7	Present courses of action to decision makers to locate, interdict, deter, disrupt, or prevent imminent attacks on the homeland and imminent follow-on attacks.
8	Share relevant, timely, and actionable information and analysis with local authorities through a pre-established reporting system.
9	Identify possible ESF #6 terrorism targets and vulnerabilities. Ensure the security of equipment, facilities, and personnel through assessments of capabilities and vulnerabilities.
10	Implement, exercise, and maintain plans to ensure continuity of operations.

TABLE 5. ESF 6 PROTECTION TASKS

ESF #6 – PROTECTION TASKS	
TASK #	**TASK SUMMARY**
1	Develop, validate, and maintain SOPs for both routine and emergency operations. Operational concerns include, but are not limited to: • Identification and assessment of resources and critical infrastructure. • Alert, notify and activate personnel for work in the field or EOC. • Emergency mass care and reporting procedures.
2	Develop and conduct training and education programs for ESF #6 personnel. Key program considerations include but are not limited to: • The assessment of structures, equipment, supplies, and resources. • Working in the field during emergency operations. • Working in an EOC during emergency activations. • WebEOC or other specialized computer applications. • Emergency mass care and reporting procedures. • National Incident Management System / Incident Command • Continuity of Operations • Mapping and GIS computer applications. • Emergency transportation and evacuation planning.
3	Developing and maintain a roster of essential primary and support agency contacts for ESF #6 to be used in the event of emergency operations. Ensure critical information (telephone, cell, Office of Homeland Security, etc.) is listed.
4	Develop and maintain a database or system to collect information on essential personnel, resources and equipment.
5	Develop and maintain a list of tasks and responsibilities for feeding and sheltering evacuees and victims, including sheltering locations.
6	Develop lists of resource needs and work to eliminate these shortfalls by securing funding, identifying partnerships or through other activities.
7	Update mutual aid agreements, letters of understanding or contracts that may offer rapid deployment of personnel, resources or services as they relate to short and long-term emergency mass care.
8	Train ESF #6 personnel on short and long-term emergency mass care operations and certify equipment if appropriate.
9	Train ESF #6 personnel on routine and emergency safety standards for both field operations and State EOC activations.
10	Exercise alternate communication structures, equipment, and assets for continuity of operations and essential communications in state.
11	Train ESF #6 in the appropriate policies and administrative rules that relate directly to mass care provisions during emergencies and disasters.

TABLE 6. ESF 6 MITIGATION TASKS

ESF #6 – MITIGATION TASKS	
TASK #	TASK SUMMARY
1	Identify areas that have been or are currently prone to significant hazards and determine the impact on emergency mass care facilities.
2	Catalogue emergency mass care resources within the State of Indiana and potential shortfalls or gaps that may exist.
3	Identify new partnerships or funding sources to reduce or eliminate resource shortfalls or gaps for emergency mass care provisions.
4	Establish partnerships with other federal, state, local, and municipal entities that share mass care responsibilities.
5	Identify gaps in and maintain mutual aid agreements, letters of understanding or contracts with departments, organizations or private entities that may offer rapid deployment of personnel and/or resources as they relate to short and long-term emergency mass care needs.
6	Identify, establish and maintain technical standards and specifications for essential pieces of equipment related to short and long-term emergency mass care.
7	Identify, establish and maintain routine and emergency safety standards for all personnel that comply with federal and state requirements and policies.
8	Identify, establish and maintain alternate communication facilities, equipment and assets for continuity of operations and essential mass care provisions statewide.
9	Assist in the development of legislation, policies and administrative rules that relate directly to mass care during emergencies or disasters, this ESF and its ability to provide emergency assistance or equipment.
10	Identify the cause of the emergency event and develop and implement activities relating to mass care services during emergencies or disasters to mitigate the identified threats.
11	Identify training gaps and needs relating to mass care services during emergencies or disasters.
12	Work with ESF #15 (External Affairs) to develop and maintain public outreach programs focused on evacuations and public mass care facilities to help eliminate or reduce risks during an emergency or disaster.

TABLE 7. ESF 6 RESPONSE TASKS

ESF #6 – RESPONSE TASKS	
TASK #	**TASK SUMMARY**
1	Activate SOPs or guidelines for emergency operations that consider: • The assessment, staging, usage and status of personnel, structures, buildings, equipment, supplies, and other resources. • The assessment of critical infrastructure, which includes structures, buildings, equipment, supplies, and other resources. • The alert, notification, and activation of personnel for work in the field or within the State EOC. • Activate call-down list. • Emergency communication and reporting procedures.
2	Activate ESF #6 personnel for such mission essential tasks as: • The assessment of critical infrastructure which includes structures, buildings, equipment, supplies, and other resources following emergencies or disasters. • Identify population displaced and location of affected persons. • Assisting with dispatch technicians to an identified need, including, the need for equipment, supplies, food, water and/or personal items. • Coordinate with ESF #1 (Transportation) and ESF #15 (External Affairs) to identify preferred vehicle routes to aid responders and evacuees/victims. • Coordinate shelter, feeding, and other activities to support the emergency needs of those affected. • Responding to the field for emergency operations. • Working in an EOC during emergency conditions. • Coordinating with ESF #13 (Public Safety) in providing security for the evacuee/victim shelter. • Supporting local, district, or statewide Incident Command Structures. • Activating continuity of operations plans. • Developing and distributing maps and other pertinent geographic information.
3	Establish, maintain and monitor communication link between ESF #6 and personnel at remote sites, and implement alternate communications if primary systems are down.
4	Assist in the identification of damages to critical infrastructure which includes buildings, structures, equipment, supplies and resources within the State that may adversely impact evacuations and victim care. Information to be collected may include: • Identify and describe alternate shelters and service centers. • Power outages of critical infrastructure. • Coordinate with State EOC logistics for generator needs. • Status of alternative communication systems. • Estimated times of restoration and/or deployment.

5	Work with ESF #1 (Transportation) and ESF #12 (Energy), as needed, to coordinate the restoration of critical infrastructure for improved response to an emergency or disaster.
6	Provide victim related recovery efforts such as counseling, identifying support for persons with special needs and assisting with the processing of benefit claims.
7	Coordinate with ESF #15 (External Affairs) to release public service messages regarding disaster welfare inquiries, relevant information on evacuations and victim assistance and phone numbers for public information hotline/helpline.
8	Coordinate with ESF #10 (HazMat) to setup a portable decontamination system at the evacuee/victim shelters, if necessary.
9	Coordinate with ESF #8 (Health) to ensure the proper medical care and treatment of shelter populations and special needs populations, as needed.
10	Coordinate the proper placement and care of companion animals belonging to shelter populations with ESF #11 (Agriculture).
11	Work with all ESFs, as needed, to support their mass care needs.
12	Work with ESF counterparts at the local, state, regional and national levels, as well as NGOs and private businesses/industry, as needed.
13	Post situation reports and critical information in WebEOC during activations.

TABLE 8. ESF 6 RECOVERY TASKS

ESF #6 – RECOVERY TASKS	
TASK #	**TASK SUMMARY**
1	Work with state and local entities to: • Maintain alternate means of communication. • Develop plans to repair critical infrastructure. • Provide short-term and temporary housing and relocation, as appropriate. • Provide crisis counseling. • Monitor deployed mass care resources/equipment. • Coordinate bulk distribution to mobile or fixed locations, including items such as comfort kits, clean-up kits, water, ice, shovels, insect repellant or other items, as needed.
2	Work to aggressively eliminate shortfalls or resource gaps that were identified in response to an emergency or disaster.
3	Establish partnerships and identify funding sources to address resource shortfalls or gaps for emergency/disaster issues and concerns.
4	Maintain open and ongoing communication with other federal, state, local and municipal entities that were impacted by the emergency or disaster and assist in their overall efforts for recovery operations.
5	Assess mutual aid agreements, letters of understanding or contracts with departments, organizations or private entities that may have been utilized during the response and determine if those agreements need to be updated or revised.
6	Assess the current technical standards and specifications for essential pieces of equipment related to short and long-term emergency mass care needs based upon the lessons learned from the most recent emergency/disaster response.
7	Assess the current level of training on emergency safety standards for mass care personnel to determine the appropriate application and compliance with requirements/policies from individual agencies, federal governments, and state governments.
8	Assess the current usage and application of alternate communication infrastructure to determine if there are issues that need to be addressed for future response operations.

LIFELINE AND ESF OJECTIVES AND TASKS TIMELINE

TABLE 9. ESF 6 TASKS FOR FOOD, WATER, SHELTERING

LIFELINE OBJECTIVE	ESF OBJECTIVE	SUPPORT NEEDED FROM	MISSION-ESSENTIAL TASKS
0 – 24 HOURS			
To gain situational awareness and determine needs for field shelters	To staff ESF 6 in the SEOC within 4 – 6 hours of notification	— —	Staff ESF 6 position in the SEOC to gather and share information to determine the need for supplies, shelter, food and water.
		— —	Due to the number of critical actions that must be completed on a timely basis, activate additional staff from each ESF 6 agency to support the SEOC.
	— —	ESFs 2, 3	Determine the need for mass care. This includes determining the functionality and safety of pre-identified mass-care facilities and their ability to provide food and water. If normal communications are unavailable, use RACES to determine the status of these facilities.
		— —	Receive and log information about shelter capacities and preliminary damage assessments for the impacted areas.
		ESF 1	Ask ESF 1 about ingress and egress capabilities in the affected areas.
		ESFs 2, 3, 12	Ask ESFs 2, 3 and 12 for the status of utilities in the affected area.
		— —	Reassess the safety of shelters after each aftershock. However, during the first 72 hours this may not be possible. Therefore, use the "best available" shelters.
		ESF 7	Identify forward mobilization sites and bulk distribution points as soon as possible.
To activate resources to support mass care and sheltering openings	(Same as lifeline objective)	ESF 8	Request additional mental-health professionals through DMHA or the SEOC.
		— —	*Red Cross chapters:* Depending upon the existing conditions (availability of communications, open transportation routes, etc.), each Red Cross chapter contacts its county EMA director and sends a representative to the county EOC or the facility being used for direction and control of the incident.

LIFELINE OBJECTIVE	ESF OBJECTIVE	SUPPORT NEEDED FROM	MISSION-ESSENTIAL TASKS
To activate resources to support mass care and sheltering openings (continued)		Local voluntary organizations	*Red Cross chapters:* Similarly, depending upon existing conditions, each Red Cross chapter activates local volunteers and begins coordination with other local voluntary organizations.
		— —	Dispatch volunteer assessment teams to determine which shelters are suitable for housing.
		— —	Leverage VOAD and other entities involved in delivering post-disaster aid to increase capacity in meeting life-sustaining needs of survivors.
		— —	Begin coordination among the voluntary organizations that are part of ESF 6, such as the Red Cross, Salvation Army, and Indiana VOAD, to consolidate damage information they have collected, as well as potential services they cannot provide.
		— —	Open coordination channels with the national headquarters of each NGO that is part of ESF 6.
		▪ ESF 8 ▪ CERT	Call for resources: ▪ Shelter teams, CERT ▪ Just-in-time training for new volunteers ▪ Assistance with basic medical needs
		ESF 7	Make immediate request for meals ready to eat (MREs) and water for shelter population and for those still sheltering in place.
	To request food and water from federal sources within 6 hours.	ESF 7	Request additional resources for mass care and shelters through EMAC or the federal government, as necessary.
	To activate mass care plans and assess initial resources within 6 – 12 hours.	— —	Begin initial assessment of supplies immediately available and initiate delivery.
		ESF 1	Identify reception and care facilities outside the affected area and identify safe routes to these facilities.
		— —	Activate mobile kitchens.
To provide life-sustaining and human services to the affected population	— —	— —	Establish feeding stations using voluntary organizations.
		— —	Establish shelters outside of the heavily affected area, or in fringe areas, as needed.
		— —	Ask mass feeding partners to begin food delivery and shelter feeding

LIFELINE OBJECTIVE	ESF OBJECTIVE	SUPPORT NEEDED FROM	MISSION-ESSENTIAL TASKS
To provide life-sustaining and human services to the affected population (continued)	— —	• Local voluntary organizations • Shelter residents	Recruit additional personnel for shelter management and staffing.
		— —	Determine the need for Red Cross participation in points of distribution (PODs)
		— —	Directly deliver mass care programs to survivors in impacted communities through commodity PODs.
		— —	Assign FSSA to begin the Disaster Supplemental Nutrition Assistance Program (D-SNAP) and reunification efforts through its local offices.
		— —	Set initial staffing plan to effectively manage shelters for a long period of time.
		— —	Meet the needs of survivors with access and functional needs.
24 – 72 HOURS			
To deliver mass-care services for survivors and pets	— —	ESF 7	Coordinate with SEOC to determine best routes for supply delivery for humans and pets alike.
		ESF 7	Coordinate with ESF 7 for resupply.
		— —	Create a plan for PODs and identify partners.
	To provide safe, sanitary, secure care and shelter for all residents, including those with functional needs, within 24 – 48 hours	— —	*Red Cross:* Coordinate information about what shelters are beginning to open and where additional shelters are needed.
		— —	Provide the SEOC with all open shelter locations.
		— —	Request food and water to support residents' needs.
		— —	Provide food and clean water to shelters and areas of the communities where residents are unable to evacuate.
		ESF 11	Assist ESF 11 in establishing, staffing, and stocking pet shelters.
		ESF 11	*ESF 11:* Provide basic care for pets held in or near shelters.
		ESF 11	Coordinate with ESF 11 for pet medical care.
		— —	Count shelter populations twice daily, at noon and midnight. Enter each count into the National Shelter System (NSS) no later than 1300 Eastern and 0100 Eastern time. The Red Cross SEOC liaison will have current shelter population available at 1300 Eastern and 0100 Eastern.
		ESF 13	Provide security for shelters 24/7.
		— —	Determine functional needs of shelter clients and the best way to manage those with additional needs.

LIFELINE OBJECTIVE	ESF OBJECTIVE	SUPPORT NEEDED FROM	MISSION-ESSENTIAL TASKS
		▪ Red Cross (national) ▪ NGO building owners	Begin to reestablish from "best available" shelters to more suitable shelters. If needed, move victims to larger metropolitan areas. Mega-shelters would require close coordination among American Red Cross (national), Red Cross of Indiana, and NGO building owners.
		ESF 7	Request additional resources for shelters through EMAC or the federal government, as necessary.
	To provide technical assistance for shelter operations including food safety, safety of drinking water, sanitary waste disposal, vector control, and structural	— —	Register victims in shelters using procedures already in place.
		Local health departments	*ISDH and local health departments:* Control disease vectors.
		ESF 3	Coordinate with ESF 3 (Public Works) for waste disposal.
		ESF 8	Request medical support for shelters.
		ESF 11	*ESF 11:* Inspect food as determined.
	To provide food and water to those in need of it	Local businesses	Coordinate with SEOC for outside support services such as fast food businesses and grocers to provide food and water for shelter clients.
		ESF 7	Establish logistics for initial feeding, potable water, and shelter.
		— —	Establish feeding stations using voluntary organizations.
	To provide life-sustaining (other than food and water) and emergency assistance to the affected.	— —	Provide disaster supplies for recognized points of distribution (PODs)
		— —	If needed, go door to door to inform victims of available services.
		— —	Establish a "Safe and Well" website at www.disastersafe.redcross.org.
To request additional resources to support evacuations and those sheltering in place	— —	ESF 7	Request additional resources for mass care through EMAC or the federal government, as necessary.
	— —	ESF 7	Ask Federal Emergency Management Agency (FEMA) to activate the Immediate Disaster Case Management program and consolidating shelters. Support for tracking shelter residents will be required.

LIFELINE OBJECTIVE	ESF OBJECTIVE	SUPPORT NEEDED FROM	MISSION-ESSENTIAL TASKS
BEYOND 72 HOURS			
To sustain and refine life-sustaining services and needs assessments	To activate reception centers near designated shelters for evacuated populations within 96 – 120 hours	— —	Receive evacuees and send them to their assigned shelter.
		__ __	Determine any special needs or functional needs the client may have and sort appropriately.
	(Same as lifeline objective)	— —	Participate in evaluating the need for evacuation and consolidating people into larger shelters, if needed.
		— —	Continue to prioritize needs and begin to assess priorities for recovery.
		ESF 5	Establish one-stop-shops
		ESF 5	Request additional resources for mass care and shelters through EMAC or the federal government, as necessary.
		— —	Locate appropriate site and appropriate number of staff for sustained shelter operations.
To enable people's transition from shelters to long term housing	To assist with transitioning shelter clients into more permanent homes	— —	Locate long-term housing.
		▪ VOAD ▪ COAD	Find temporary housing and address unmet needs through VOAD and COAD.
		— —	Help shelter population find and move into permanent or temporary homes so that shelters can begin to close.

TABLE 10. ESF 6 TASKS FOR COMMUNICATIONS

LIFELINE OBJECTIVE	ESF OBJECTIVE	SUPPORT NEEDED FROM	MISSION-ESSENTIAL TASKS
0 – 24 HOURS			
To transmit public information and warning messages to survivors in the disaster area within 12 hours of the incident	— —	ESF 15	Work with ESF 15 to inform those in need of shelter of the safe routes to reception and care facilities.
24 – 72 HOURS			
To ensure public updates are given regularly to reduce fear and provide rumor control	__ __	__ __	Ensure ESF 15 has a list of locations and resources available to the public to include in public messages.

TABLE 11. ESF 9 GENERAL TASKS

OBJECTIVE	SUPPORT NEEDED FROM	MISSION-ESSENTIAL TASKS
0 – 24 HOURS		
To staff ESF 6 position in the SEOC within 4 – 6 hours of notification	— —	Dispatch assigned personnel to SEOC for seat 6. Due to the number of critical actions that must be completed on a timely basis, activate additional staff from each ESF 6 agency to support the SEOC.
To maintain the common operating picture (COP) and contribute to the incident action plan (IAP)	— —	Provide situational information to the SEOC sufficient to develop the COP.
	— —	Participate in developing the IAP to determine needs and priorities. Revise as needed.
24 – 72 HOURS		
To continue maintaining the COP and contributing to the IAP	— —	Provide situational information to the SEOC.
	Red Cross (national)	Report any local information obtained via the American Red Cross Disaster Relief Operations Headquarters (DROHQ). The DROHQ will consolidate the information and make it available via the SEOC liaison.
BEYOND 72 HOURS		
To continue maintaining the COP and contributing to the IAP	— —	Provide situational information to the SEOC.

APPENDIX A - COMMUNITY LIFELINES

Indiana has adopted the Federal Emergency Management Agency's (FEMA) seven community lifelines into our prevention, protection, response, recovery, and mitigation activities. Lifelines are services that enable the continuous operation of critical government and business functions and are essential to human health and safety or economic security.

Stabilizing community lifelines is the primary effort during response activities.

ESFs deliver core capabilities to stabilize community lifelines for an effective response.

The seven community lifelines represent only the most basic services a community relies on and which,when stable, enable all other activity within a community. The lifelines are designed to enable emergency managers, infrastructure owners and operators, and other partners to analyze the root causeof an incident impact and then prioritize and deploy resources to effectively stabilize the lifeline. This construct maximizes the effectiveness of federally supported, state managed, and locally executed response.

Similar to the ESFs, other whole community organizations can work together to stabilize lifelines and meet disaster needs. The community lifelines do not directly cover all important aspects of community life that can be affected by an incident, including impacts to natural, historical, and cultural resources. For example, financial and economic issues important to the life and safety of affected individuals may also arise indirectly from impacts to lifelines during an incident. If disrupted, rapid stabilization of community lifelines is essential to restoring a sense of normalcy. Recent disasters have illuminated two underlying features of community lifelines that highlight opportunities to strengthen response planning and operations.

First, community lifelines are interdependent and vulnerable to cascading failures. For example, communications and electric power systems rely on each other to function; severe damage to one will disrupt the other. Most lifelines also rely on complex supply chains. Water and wastewater service depend on the resupply of a broad array of chemicals and—if power goes out—fuel for emergency generators. However, in a severe natural or human-caused incident, those supply chains themselves may be broken.

Second, community lifeline stabilization relies on businesses and infrastructure owners and operators who have the expertise and primary responsibility for managing their systems in emergencies. Accordingly, Indiana is working with developing planning coordination

mechanisms needed to enable the private sector to play a larger, more comprehensive role in preparedness and response activities. The community lifelines are composed of multiple components that encompass infrastructure, assets, and services.

TABLE 12. COMMUNITY LIFELINE COMPONENTS AND SUB-COMPONENTS

ALL COMMUNITY LIFELINE COMPONENTS AND SUB-COMPONENTS		
Multiple components establish the parameters of and key assessment elements for each of the lifelines; component-level analysis is required to determine if each lifeline is stable		
SAFETY AND SECURITY	FOOD, WATER, SHELTERING	HEALTH AND MEDICAL
• Hazard Mitigation • Law Enforcement / Security • Responder Safety • Search and Rescue • Fire Services • Government Service	• Evacuations • Food / Potable Water • Shelter • Durable Goods • Water Infrastructure • Agriculture Infrastructure	• Medical Care • Patient Movement • Public Health • Fatality Management • Medical Industry
ENERGY	COMMUNICATIONS	TRANSPORTATION
• Power (Grid) • Temporary Power • Fuel	• Infrastructure • 911 & Dispatch • Responder Communications • Alerts, Warnings, Messages	• Highway / Roadway Motor Vehicle • Mass Transit • Railway • Aviation • Maritime • Pipeline
HAZARDOUS MATERIAL		
• Facilities • Incident Debris, Pollutants, Contaminants • Conveyance		

TABLE 13. INDIANA LIFELINES / ESF / CORE CAPABILITIES CROSS WALK

LIFELINE SYMBOL	LIFELINE	COLLABORATIVE PLANNING TEAM	RELATED CORE CAPABILITIES
	Safety and Security • Law enforcement, security • Search and rescue • Fire services • Government service • Responder safety • Imminent hazard mitigation	• **ESF 13*** • ESF 4 • ESF 5 • ESF 7 • ESF 9 • ESF 14 • ESF 15 • INNG • Private security	• Planning • Public Information and Warning • Operational Coordination • Environmental Response/ Health and Safety • Fire Management and Suppression • Mass Search and Rescue Operations • On-scene Security, Protection, and Law Enforcement • Situational Assessment
	Food, Water, Sheltering • Evacuations • Food, potable water • Shelter • Durable goods • Water infrastructure • Agriculture	• **ESF 6*** • ESF 3 • ESF 11 • ESF 5 • ESF 7 • ESF 13 • ESF 14 • ESF15 • INNG • VOAD	• Planning • Public Information and Warning • Operational Coordination • Critical Transportation • Infrastructure Systems • Logistics and Supply Chain Management • Mass Care Services • Situational Assessment
	Health and Medical • Medical care • Patient movement • Public health • Fatality management • Healthcare supply chain • Fire service	• **ESF 8*** • ESF 4 • ESF 5 • ESF 7 • ESF 14 • ESF 15 • INNG	• Planning • Public Information and Warning • Operational Coordination • Environmental Response/Health and Safety • Fatality Management Services • Logistics and Supply Chain Management • Public Health, Healthcare, and Emergency Medical Services • Situational Assessment
	Energy • Power (grid) • Temporary power • Fuel	• **ESF 12*** • ESF 3 • ESF 5 • ESF 7 • ESF 14 • ESF 15 • INNG	• Planning • Public Information and Warning • Operational Coordination • Infrastructure Systems • Logistics and Supply Chain Management • Situational Assessment

LIFELINE SYMBOL	LIFELINE	COLLABORATIVE PLANNING TEAM	RELATED CORE CAPABILITIES
* = COORDINATING UNIT			
	Communications • Infrastructure • Alerts, warnings, messages • 911 and dispatch • Responder communications • Financial services	• **ESF 2*** • ESF 5 • ESF 7 • ESF 14 • ESF 15 • INNG	• Planning • Public Information and Warning • Operational Coordination • Infrastructure Systems • Operational Communications Situational Assessment
	Transportation • Highway, roadway • Mass transit • Railway • Aviation • Maritime • Pipeline	• **ESF 1*** • ESF 5 • ESF 7 • ESF 14 • ESF 15 • INNG	• Planning • Public Information and Warning • Operational Coordination • Critical Transportation • Infrastructure Systems • Situational Assessment
	Hazardous Material • Facilities • Hazardous debris • Pollutants Contaminants	• **ESF 13*** • ESF 4 • ESF 5 • ESF 7 • ESF 10 • ESF 14 • ESF 15 • INNG	• Planning • Public Information and Warning • Operational Coordination • Environmental Response/Health and Safety • Situational Assessment

TABLE 14. ORGANIZATIONS THAT SUPPORT ESF 6 DURING RESPONSE

ORGANIZATION	ESF 6
ESF 1: Transportation	✓
ESF 2: Communications	✓
ESF 3: Public Works and Engineering	✓
ESF 4: Firefighting	— —
ESF 5: Information and Planning	✓
ESF 6: Mass Care, Housing, and Human Services	✕
ESF 7: Logistics Support and Resource Management	✓
ESF 8: Public Health and Medical Services	✓
ESF 9: Search and Rescue	— —
ESF 10: Oil and Hazardous Materials Response	— —
ESF 11: Food, Agriculture, and Natural Resources	✓
ESF 12: Energy	✓
ESF 13: Public Safety and Security	✓
ESF 15: External Affairs	✓
American Red Cross (national)	✓
Community Emergency Response Teams (CERT)	✓
Community Organizations Active in Disasters (COAD)	✓
FEMA	✓
Local businesses	✓
Local health departments	✓
Local volunteer organizations	✓
NGO building owners	✓
Shelter residents	✓
Volunteer Organizations Active in Disasters (VOAD)	✓

COLORS INDICATE LIFELINE OR COMPONENT STATUS

STABLE: Green

- Minimal or no disruption in services to survivors

- *Note: Green components <u>may</u> still be severely impacted*

STABILIZING: Yellow

- Disruption to services provided by component capabilities is causing limited impacts to response efforts and survivors.

- A solution to the disruption has been identified, and has it been converted into a plan of action, resourced, and implemented.

- Limiting factors may inhibit response.

UNSTABLE: Red

- Disruption to services provided by component capabilities is causing significant impacts to response efforts and survivors.

- Requirements and solutions are not identified and/or there is no plan to deliver the solutions.

- Significant limiting factors may inhibit response.

UNKNOWN: Grey

- Impacts are unknown and/or extent of situation or necessary response is unknown.

ASSIGNING A LIFELINE STATUS

Assign lifeline statuses as incident circumstances evolve and through the course of response operations.

Stabilization targets will provide the baseline against which lifelines can be compared.

The flowchart shows an example of how responders may think through assigning lifelines a color status.

FIGURE 4. STATUS ASSIGNMENT FLOWCHART
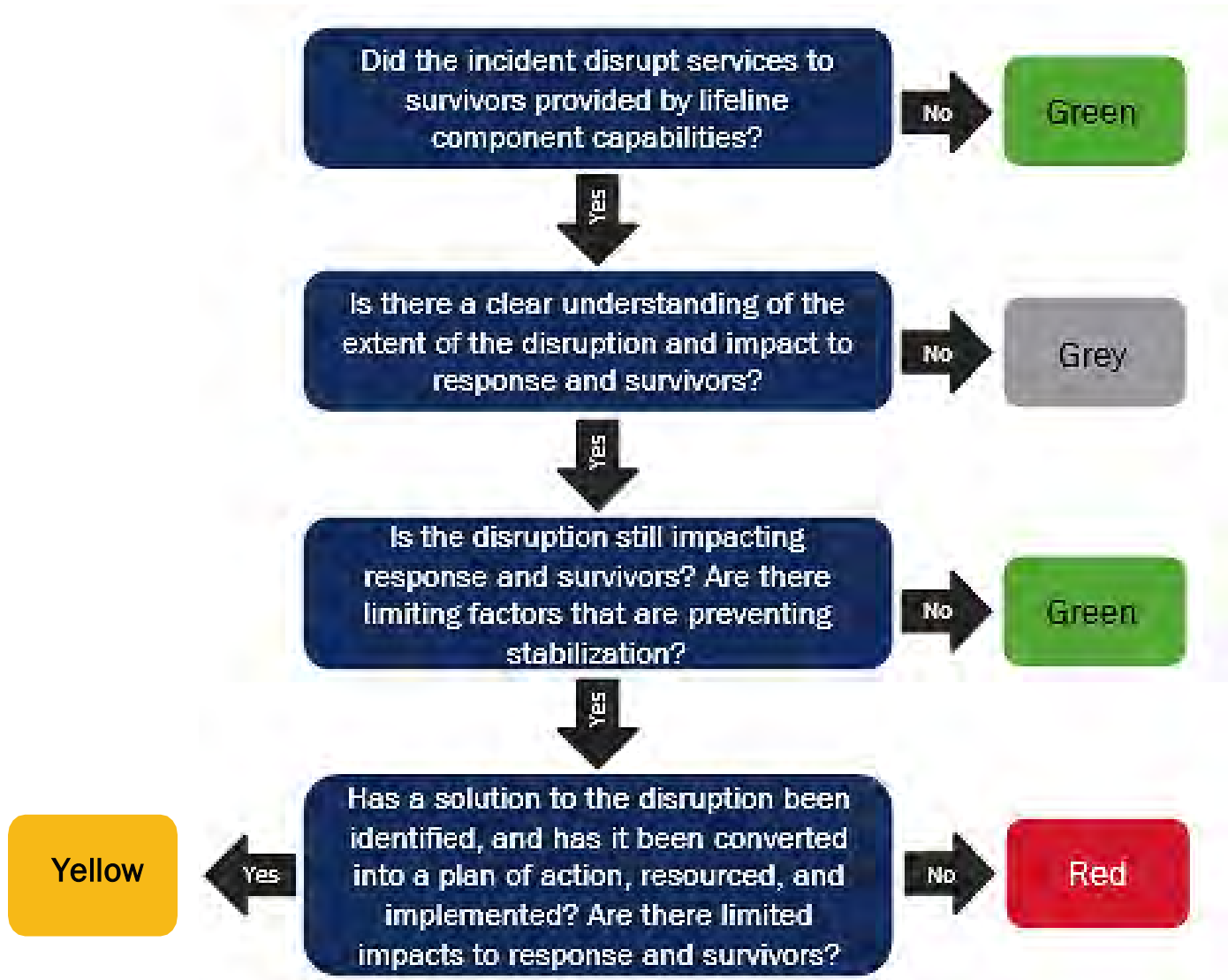
APPENDIX B - AUTHORITIES

FEDERAL

[National Incident Management System (NIMS), October 2017](#)

NIMS provides a consistent nationwide template for partners to work together to prevent, protect against, respond to, recover from, and mitigate the effects of incidents.

[Robert T. Stafford Disaster Relief and Emergency Assistance Act, August 2016](#)

The Stafford Act is a United States federal law that provides a means of natural disaster assistance for state and local governments.

[Sandy Recovery Improvement Act, 2013](#)

The Sandy Recovery Improvement Act is a law that authorizes changes to the way FEMA delivers disaster assistance.

[Post-Katrina Emergency Management Reform Act, 2006](#)

The Post-Katrina Emergency Management Reform Act provides FEMA guidance on its mission and priorities; including its partnership with state and local governments.

[Pet Evacuation and Transportation Standards Act of 2006](#)

Authorizes federal agencies to provide assistance essential to meeting threats to life and property resulting from a major disaster, rescue, care, shelter, and essential needs to individuals with household pets and service animals and to such pets and animals.

STATE

[Executive Order 17-02, January 2017](#)

The Director of IDHS shall act as the chairperson of the Governor's Emergency Advisory Group.

[Indiana Code 10-19-2, Department of Homeland Security Established](#)

The Indiana Department of Homeland Security was established, and the governor shall appoint an executive director.

LOCAL JURISDICTION

[Indiana Code 36-1-3, Home Rule](#)

Indiana's Home Rule grants municipalities the ability to govern themselves as them deem fit.

APPENDIX C – REFERENCE LIST

REFERENCE	TITLE / DESCRIPTION
STATE	Disaster Declaration Process
STATE	IDHS EOC Operations Webpage
FEMA	FEMA's ESF #6 Mass Care Annex
FEMA	FEMA Resource Typing Definition for Response Operational Coordination, 2017
FEMA	FEMA Resource Typing Definition for the National Qualification System Emergency Management, 2017
ALL-HAZARDS INCIDENT MANAGEMENT	Incident Management Training and Consulting All-Hazards Incident Management Team Response and Planning Guide, Second Edition 2019

APPENDIX D – ACRONYMS

ACRONYMS	FULL DESCRIPTION
AAR	After Action Report
ADA	Americans with Disabilities Act
ARC	American Red Cross
ARES	Amateur Radio Emergency Service
CERT	Community Emergency Response Team
C-MIST	Communication Medical Independence Supervision Transportation
COOP	Continuity of Operations Plan
COP	Common Operating Picture
EAS	Emergency Alert System
EMA	Emergency Management Agency
EOP	Emergency Operations Plan
ESF	Emergency Support Function
FEMA	Federal Emergency Management Agency
FSSA	Family and Social Services Administration
GETS	Government Emergency Telecommunications Service
HSEEP	Homeland Security Exercise and Evaluation Program
IBOAH	Indiana Board of Animal Health
IC/UC	Incident Command/Unified Command
ICS	Incident Command System

IDEM	Indiana Department of Environmental Management
IDHS	Indiana Department of Homeland Security
IDNR	Indiana Department of Natural Resources
IDOA	Indiana Department of Administration
IDOE	Indiana Department of Energy
IDOL	Indiana Department of Labor
IMAT	Incident Management Assistance Team
IMT	Incident Management Team
INDOT	Indiana Department of Transportation
INNG	Indiana National Guard
IN-VOAD	Indiana Volunteers Active in Disaster
IOSHA	Indiana Occupational Safety and Health Administration
IOT	Indiana Office of Technology
IPAWS	Integrated Public Alert and Warning System
IPSC	Integrated Public Safety Commission
IS	Independent Study
ISDA	Indiana State Department of Agriculture
ISDH	Indiana State Department of Health
ISP	Indiana State Police
IT	Information Technology
IURC	Indiana Utility Regulatory Commission

JFO	Joint Field Office
JIC	Joint Information Center
JIS	Joint Information System
MRC	Medical Reserve Corps
NGO	Non-Governmental Organization
NIMS	National Incident Management System
NJIC	National Joint Information Center
NOAA	National Oceanic and Atmospheric Administration
NWS	National Weather Service
PIO	Public Information Officer (or Office)
POETE	Planning Organization Equipment Training Exercise
SEOC	State Emergency Operations Center
SOG	Standard Operating Guideline
SOP	Standard Operating Procedure
SPD	State Personnel Department
SPR	Stakeholder Preparedness Review
THIRA	Threat Hazard Identification Risk Assessment
VIPS	Volunteers in Police Service
WEA	Wireless Emergency Alerts

APPENDIX E - DEFINITIONS

TERM	DEFINITION
AMATEUR RADIO	The Amateur Radio Emergency Service (ARES) is a division of the American Radio Relay League and consists of licensed amateurs who have voluntarily registered themselves and their equipment for public communications service to the federal, state, county or local level government as well as to nonprofit organizations.
COMFORT STATIONS	These resources are provided by the state to establish a communal-type service in a neighborhood in order to allow people back into their homes while addressing basic health and safety needs, e.g., showers, waste, feeding, first aid, etc.
EMERGENCY ALERT SYSTEM	The Emergency Alert System (EAS) is a nationwide emergency alert program.
GETS CARD	The Government Emergency Telecommunications Service (GETS) provides a card to national security and emergency preparedness personnel that significantly increases the probability of completion for their phone calls when normal calling methods are unsuccessful.
HIGHWAY ADVISORY RADIO STATIONS	Highway Advisory Radio Stations (HARS) are licensed low-power AM stations set up by local transport departments that provide bulletins to motorists and other travelers regarding traffic and other delays.
INCIDENT MANAGEMENT ASSISTANCE TEAM (IMAT)	A team consisting of state employees capable of supporting local jurisdictions with onsite incident management, Emergency Operations Center management, resource coordination, technical support, subject matter expertise, and management capabilities, or functions as a state coordinating element
INCIDENT MANAGEMENT TEAM	A team that provides on-scene incident management support during incidents or events that exceed a jurisdiction's or agency's capability or capacity
INCIDENT PIO	The PIO that is in charge of overall messaging. The Incident PIO changes depending on the incident (example: IBOAH was designated

	as the Incident PIO during the Highly Pathogenic Avian Influenza Response in 2016)
INTEGRATED PUBLIC ALERT AND WARNING SYSTEM	The Integrated Public Alert and Warning System (IPAWS) is a modernization and integration of the nation's alert and warning infrastructure.
JOINT INFORMATION CENTER (JIC)	Forms under Unified Command to effectively manage communication resources and public messages when multiple organizations are involved in incident response or multi-agency event planning for major meetings and events
LONG-TERM HOUSING ASSISTANCE	Temporary housing assistance for up to 18 months, unless extended by FEMA.
NOAA ALL-HAZARD WEATHER RADIO	The NOAA all-hazard weather radio is a 24-hour a day, 7-day a week continuous broadcast of weather information.
PUBLIC INFORMATION OFFICER (PIO)	Disseminates community information to the public
SHORT-TERM HOUSING ASSISTANCE/ EMERGENCY HOUSING	Housing assistance for up to 30 days to meet immediate post-disaster housing needs.
STATE EMERGENCY OPERATIONS CENTER (SEOC)	Functions as a central coordination center for subject matter experts and key organization personnel who facilitate an effective, direct, and coordinated response to the needs of the citizens of Indiana in the event of a natural disasters or significant events
WIRELESS EMERGENCY ALERTS (WEA)	Wireless Emergency Alerts (WEA) is a public safety system that allows customers who own certain wireless phone models and other enabled mobile devices to receive geographically targeted, text-like messages alerting them of imminent threats to safety in their area.