

ANNEX F (HUMAN SERVICES)

I. PURPOSE

This annex describes how the Portage County will support municipal efforts with delivering human services in a disaster situation.

II. CONCEPT OF OPERATIONS

The county supports municipal government with meeting human service needs (e.g., congregate care, food coupons, monetary grants, crisis counseling) by providing staff and administering assistance programs. These services are directed towards re-establishing the lifestyles of residents affected by a disaster at the earliest practical time.

During the recovery phase, all agencies are expected to support continuing operations with equipment and staff.

III. RESPONSIBILITIES AND TASKS

A. Department of Human Services

Response

1. Assess and implement emergency human services relief programs in coordination with volunteer agencies.
2. Implement appropriate programs (e.g., crisis counseling, post-incident stress debriefings, Critical Incident Stress Management) that are made available through the county, state or federal governments.
3. Coordinate the resource management of municipal, private and volunteer organizations during disaster operations.
4. Coordinate with volunteer agencies regarding evacuation and sheltering (See Annex E Evacuation and Shelter) and donations management (see Annex C Resource Management.)
5. Provide assistance for people with special needs.
6. Conduct a needs assessment in coordination with volunteer organizations for short-term, long-term and unmet needs.

Recovery

1. Assess the extent of damage and recovery activities necessary to return to normal operations.

ANNEX F (HUMAN SERVICES)

2. Provide outreach services to citizens in a disaster.
3. Communicate with Wisconsin Department of Health and Family Services and request assistance if needed.
4. Assist with identifying and implementing appropriate protective actions and studies to address the long-term health effects.

B. County Emergency Management

Response

1. Work with municipal government to assess damage to the private sector and to determine its impact. Based on the assessment, determine how to meet the needs of those affected.

C. American Red Cross

Response

1. Provide individual family assistance grants (i.e., vouchers for clothing, food and other emergency needs) to meet the basic needs of victims as determined by Red Cross guidelines.
2. Provide blood and blood products as needed.
3. Handle disaster welfare inquiry calls regarding victims according to American Red Cross procedures.
4. Provide disaster mental health services (e.g., crisis intervention, coping skills and appropriate referral services) to victims and others upon request and as resources allow.
5. Distribute items needed by victims (e.g., toiletry kits, clean-up kits.)
6. Register victims and families during shelter operations and make lists available whenever possible and per ARC policy.

D. Other Volunteer Agencies

Response

1. Provide assistance to families (i.e., vouchers, clothing) to meet the basic needs of victims as directed by Red Cross and Portage County Human Services.

This document was created with Win2PDF available at <http://www.daneprairie.com>.
The unregistered version of Win2PDF is for evaluation or non-commercial use only.