

# PORTAGE COUNTY EMERGENCY MANAGEMENT

## ANNEX F (HUMAN SERVICES)

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## **PURPOSE**

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

## **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.

## **RESPONSIBILITIES AND TASKS**

### **I. 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.
2. Provide outreach services to citizens in a disaster.

3. Communicate with Wisconsin Department of Health Services and request assistance if needed.
4. Assist with identifying and implementing appropriate protective actions and studies to address the long-term health effects.

## **II. 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.

## **III. American Red Cross**

The American Red Cross independently provides mass care services to disaster victims as part of a broad program of disaster relief, as outlined in charter provisions enacted by the U.S. Congress. The responsibilities assigned to the American Red Cross as the state support agency for ESF-6 at no time will supersede those responsibilities assigned to the American Red Cross by its congressional charter.

1. Support the delivery of mass care services of shelter, feeding, and emergency first aid to disaster victims; the establishment of systems to provide bulk distribution of emergency relief supplies to disaster victims; and the collection of information to operate a Disaster Welfare Information (DWI) system to report victim status and assist in family reunification.
2. Establish and operate ARC mass care shelters and feeding facilities for victims requiring these services.
3. Identify and assess the requirements for food distribution services on a two-phase basis; critical emergency needs immediately after the disaster; and the longer-term sustained needs after the emergency is over.
4. Aid in the transition to recovery operations for victims who do not require the use of mass care facilities.
5. Provide casualty and illness information to appropriate authorities.
6. Coordinate the recruitment and assignment of personnel for mass care operations.
7. Provide a centralized DWI Center and inform the general public about the DWI System and how to use it.
8. Coordinate registration of shelter residents.

9. Distribute items in bulk as needed by victims (e.g., toiletry kits, clean-up kits, salvage items).
10. Manage mass care logistical and related fiscal activities.
11. Provide mental health counseling to those impacted by disasters, including emergency workers and volunteers.

#### **IV. Other Volunteer Agencies**

##### **Response**

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