

## **Annex 8-A**

# **Mobile and Fixed ESSENTIAL SERVICES CENTERS**

## **Planning and Operational Guidance**

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## **I. Introduction**

“Essential Services Centers” are temporary, mass care facilities emergency locations where impacted survivors of disasters can go for limited essential services and information immediately after an event. They are often make-shift facilities that are not designed to exist for an extended period of time. Essential Services Centers are a joint venture between county, non-governmental organizations and state and federal emergency management agencies. The primary responsibility for an Essential Services Center lies with the state government, but each level of government has a role. This Annex identifies those limited circumstances where Essential Service Centers will be used to expedite the response and recovery process.

## **II. Mission / Scope**

The mission of this Annex is to describe those circumstances when Essential Services Center may be needed. This would come in the form of securing resources not readily available to county or federal officials. In most likelihood, this would take the form of identifying those agencies (private and public) and available resources to support operations for an extended period of time. .

## **III. Assumptions**

- A. In the immediate aftermath of an event, there may be requirements to provide variations of essential services within impacted areas not necessarily included in other traditional mass care facilities such as shelters, or under the County Points of Distribution (POD) plans..
- B. The combination of services provided at these locations will be dependent on the requirements of the local impacted community as determined by the State Emergency Response Team (“SERT”) in coordination with each affected county.
- C. Counties and municipalities have constrained resources and the emergency may exceed their response capabilities.
- D. Resource requirements under these conditions may be required for an extended period of time.
- E. Mutual aid may be required to support extended operations.
- F. Impacts or restrictions on transportation assets may delay the response time of some resources.
- G. Essential Services Centers are expected to be operational within the first 24 – 96 hours of impact of a disaster large enough to warrant the presence of a Center.

## **IV. Roles and Responsibilities**

The overall management of Essential Services Centers for the State Emergency Response Team lies within the Human Services Branch (Individual Assistance Coordinator) of the Operations Section at the State Emergency Operations Center. The Operations Section will coordinate its activities with the Recovery Bureau. The Deputy SERT Chief for Recovery will be responsible for overall coordination and will designate an overall Essential Services Manager for the event. Essential Services Center sites are requested by local officials in collaboration with the SERT.

Given the essential nature of the resources and services required, the Essential Services Manager may seek assistance for locating assets for an Essential Services Center from the Logistics Section. In all likelihood, assistance would come in the form of locating either mobile vehicles that could be used as a temporary Essential Services Center, or in the form of more fixed assets, such as large tents, chairs, and tables.

## **V. Concept of Operations**

The Essential Services Center Manager shall request assistance from the Logistics Section to help secure needed assets to open an Essential Services Center before federal or local assets can be arranged. In those circumstances, the Logistics Section will take the request from the Essential Services Manager to ascertain the feasibility of securing resources.

When this request is made, the Logistics Section will determine what assets are available, where they would originate from, and estimated costs. This information will be forwarded to the State Logistics Chief, Human Services Branch Director and Recovery Section Chief. Concurrence for securing these funds would be granted by the Deputy SERT Chief for Recovery.

## **VI. Facilities**

To every extent possible, fixed facilities such as community centers, union halls lodges; church community centers or other sites will be used.

Where no fixed facilities of adequate size or capability are available, then expedient field facilities will be developed based on pre-scripted packages under the Essential Services Center Plan to include large climate controlled tentage, emergency power and lighting, folding tables and chairs, field IT network support to include wired or satellite services, and telephone service.

## **VII. Services**

At a minimum, there will be:

- A. Bulk distribution of emergency supplies based on verified emergency needs.
- B. Food and water.
- C. Temporary sanitation facilities (SANPAC).
- D. Public information regarding the availability of non-governmental organization and state and federal assistance programs.
- E. Telecommunications for the management of the facility (telephone and data).
- F. Tables and chairs.

## **VIII. Reporting Requirements**

Reports will be filed with the SERT by close of business (COB) each day on the following:

- A. Number of survivors served by the facility each day.
- B. Amount of food and water (and other essential items) distributed, including meals.
- C. Type of services or information provided at the facility.
- D. Changes in contact information (telephone numbers) at the facility.
- E. Unmet emergency needs identified.