

Appendix VI: Emergency Support Function

6 – Mass Care

Primary Agency	Department of Children and Families
Support Agencies	Agency for Persons with Disabilities, American Red Cross, Capacity Path, Catholic Charities of Florida, Centers for Independent Living, Department of Commerce, Department of Education, Department of Elder Affairs, Department of Health, Department of Veterans’ Affairs, Farm Share, Feeding Florida, Feed the Need, Florida Baptist Convention, Florida Board of Governors, Florida Collages, Legal Services of North Florida, Mercy Chefs, Midwest Food Bank, Operation BBQ Relief, The Salvation Army, and World Central Kitchen.

Section 1: Introduction

1.1 Purpose

Emergency Support Function (ESF) 6 – Mass Care: coordinates the provision of life-sustaining resources and essential services (mass care, emergency assistance, and human services) when the needs of disaster survivors exceed local government capabilities.

1.2 Scope

Local, state, tribal, federal, and non-governmental organizations (NGOs) work together to prepare and respond to disasters provide life-sustaining Mass Care, Emergency Assistance, and Human Services, to disaster survivors. ESF 6 – Mass Care is a member of the Human Services Branch of Florida’s State Emergency Response Team (SERT). ESF 6’s two primary functions are:

1. Mass Care and Emergency Assistance:
 - Feeding Operations
 - Congregate Sheltering
 - Distribution of Emergency Supplies
 - Mass Evacuation Support
 - Essential Community Relief Services
 - Non-Congregate Sheltering
 - Supporting Individuals with Disabilities, Access, or Functional Needs
 - Family Reunification

2. Human Services:
 - Disaster Case Management
 - Disaster Crisis Counseling
 - DSNAP (Disaster Supplemental Nutrition Assistance Program)
 - Disaster Unemployment
 - Disaster Legal Services
 - Transitional Shelter Assistance and Disaster Homeless Support
 - State and Federal Human Services Programs, Grants, and Benefits to Survivors

ESF 6 is linked closely with Recovery Support Functions (RSFs). Following an incident, these RSFs may be activated concurrently with ESF 6, although RSF initial focus will be on planning and information sharing. When active at the same time, the ESFs and RSFs collaborate and share information while focusing on their respective functions. As ESF requirements diminish, RSFs assume the residual ESF activities that are associated with long-term recovery. The timing of this transition depends on the scope of the incident and the needs of survivors.

1.3 Assumptions

- a. All disasters are local, but many require state assistance.
- b. The most readily available human resource in disasters are survivors. They are often first on the scene and can provide instant assistance to other survivors.
- c. A disaster can occur with little or no warning and can escalate more rapidly than the affected jurisdictions and local response organizations can manage.
- d. Disasters will result in one or more of the following: loss of life, damage or destruction to public and private property, disruption of utilities (electric, telephone and water) and daily life activities, displacement of individuals and families, disruption of local services (sanitation, EMS, fire, and police), shortages of temporary or permanent housing; damage or destruction to public and private records, impacts to the environment, and social and economic disruption.
- e. Local government agencies will initiate actions toward saving lives and protecting property.
- f. In their disaster response, counties will first use locally available resources. They will then request assistance from other counties through Florida's Statewide Mutual Aid Agreement (SMAA) before requesting State assistance.
- g. State resources available to the SERT will be mobilized, as needed, to mitigate the impact of the emergency or disaster.
- h. When state resources and capabilities are exhausted, additional resources will be requested through:
 - The Emergency Management Assistance Compact (EMAC).
 - FEMA through the Stafford Act.
- i. In a catastrophic event, resource shortfalls at all levels of government will impact the effectiveness and efficiency of the response. The need for out-of-area resources will be significant.
- j. ESF 6 will operate from the State Emergency Operation Center (SEOC) or will enact a Continuity of Operations (COOP) plan and move to an alternate site.

Section 2: Roles and Responsibilities

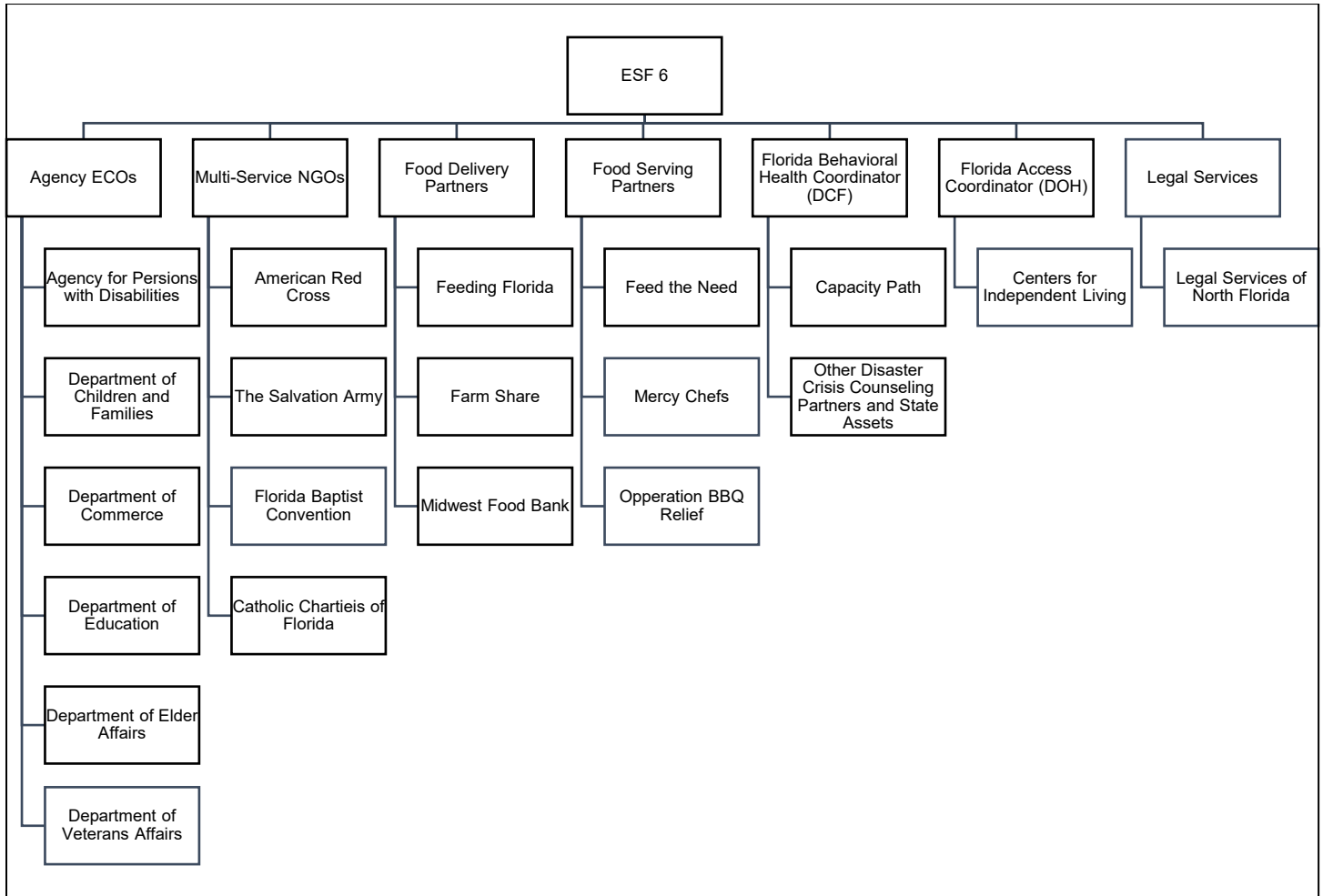
2.1 Direction and Control

The initial response is by local jurisdictions working with county emergency management agencies. It is only after local emergency response resources are exhausted, or local resources do not exist to address a given emergency or disaster that state emergency response resources and assistance may be requested by local authorities.

When activated and authorized, the Florida State Emergency Response Team (SERT) responds to resource and assistance requests from local authorities. The SERT is composed of Emergency Support Functions (ESFs), agency-appointed Emergency Coordination Officers (ECOs), and staff from state agencies, volunteer, and non-governmental organizations that operate under the direction and control of the Governor and State Coordinating Officer who leads the SERT.

2.1.1 ESF 6

Within the SERT, ESF 6 is a component of the Human Services Branch. ESF 6 provides mass care, emergency assistance, and human services to disaster survivors and responders. Administratively ESF 6 is staffed by the Florida Mass Care Coordinator and support staff. The Primary Agency of ESF 6 is the Department of Children and Families.



2.1.2 Florida Mass Care Coordinator

It is the responsibility of the Department of Children and Families to designate the Florida Mass Care Coordinator. The Florida Mass Care Coordinator runs ESF 6 when activated and serves to direct and coordinate response and recovery services within the ESF 6 Scope. This includes managing ESF 6 support staff.

Additionally, it is the responsibility of the Florida Mass Care Coordinator to engage in preparedness activities when not activated. Core preparedness responsibilities are comprised of, but not limited to:

- Coordinating and communicating with partners
- On-boarding on new partners
- Facilitating training events for ESF 6 support staff and partners
- Supporting partner administrative needs
- Writing and editing ESF 6 plans and the ESF 6 annex to the CEMP

- Establishing report templates
- Establishing informational documents to facilitate invoice payments
- Establishing informational documents to assist disaster caseworkers
- Providing deployable teams necessary information, training, and support
- Participating in state and federal mass care working groups and planning sessions
- Coordinating and planning with county mass care providers
- Identifying annual priorities to strengthen resiliency in response and recovery efforts

The goal of these preparedness activities should be to ensure, to the greatest extent possible, all partners and deployable assets are ready for an activation.

2.1.3 Agency ECOs

It is the responsibility of all agencies who comprise ESF 6 to designate individuals to serve as Emergency Coordination Officer and an Alternate Emergency Coordination Officer. These individuals represent the head emergency official from their respective agencies and are responsible for coordination of assets and services within their agencies vis-à-vis the SERT.

2.1.4 Multi-Service NGOs

These Non-Governmental Organizations are ESF 6 partners which provide a range of capabilities in multiple ESF 6 functions. This contrast to NGOs and private partners which are more specialized in a single service.

2.1.5 Feeding Partners

Non-Governmental Organizations and private feeding partners are ESF 6 partners which primarily provide support for ESF 6 feeding operations, although may also provide emergency supplies and other support.

2.1.6 Florida Behavioral Health Coordinator

It is the responsibility of the Department of Children and Families to designate the Florida Behavioral Health Coordinator. Along with the Florida Mass Care Coordinator, the Florida Behavioral Health Coordinator coordinates ESF 6 disaster crisis counseling operations to support essential community resiliency efforts. This includes applying for the Crisis Counseling Assistance and Training Program (CCP) grant. As an event transitions into a recovery phase, the Coordinator works with RSFs as appropriate. As a preparedness responsibility, the Coordinator seeks out best practices and information related to other disaster counseling programs and services to increase resiliency in response and recovery.

2.1.7 Florida Access Coordinator

It is the responsibility of the Department of Health to designate the Florida Access Coordinator. The Florida Access Coordinator supports individuals with functional and access needs and organizations which aid individuals with access and functional needs by directing ESF 6 resources where applicable. As a preparedness responsibility, the Coordinator seeks out best practices and information related to other access programs and services to increase resiliency in response and recovery.

2.1.8 Legal Services

Legal Services partners provide disaster legal services and consultations to eligible survivors at no cost.

2.2 Primary Agency – Department of Children & Families (DCF)

Agency	Responsibilities
Department of Children & Families (DCF)	<ol style="list-style-type: none"> 1. Designates the Florida Mass Care Coordinator. 2. Designates the Florida Behavioral Health Coordinator. 3. Assists with family reunification. 4. Assists with essential community relief services and disaster case management by deploying Family Resource Support Centers (FRSCs). 5. Assists with essential community relief services and disaster case management by staffing Disaster Resource Centers (DRCs) and Multi-Agency Resource Centers (MARC). 6. Supports shelter operations and disaster case management by staffing MAST (Multi-Agency Shelter Transition) teams. 7. Deploys and operates the DSNAP (Disaster Supplemental Nutrition Assistance) program. 8. Supports disaster crisis counseling by applying for the CCP grant and coordinates deployment efforts with ESF 6. 9. Provides staff and support to the Joint Field Office (JFO) where appropriate. 10. Supports homeless individuals effected by a disaster where applicable.

2.3 Support Agencies

Agency	Responsibilities
Agency for Persons with Disabilities (APD)	<ol style="list-style-type: none"> 1. Supports individuals with disabilities, access, or functional needs by coordinating with ESF 6 to aid individuals and organizations served by APD. 2. Provides support to ESF 6 units in the field who are serving individuals served by APD. 3. Provides information on APD programs and contact information which may be relevant to disaster casework. 4. Assists with ESF 6 disaster planning initiatives as requested. 5. Provides timely information to ESF 6 regarding disaster related activities. 6. Provides personnel to staff the SEOC when requested.
American Red Cross (ARC)	<ol style="list-style-type: none"> 1. Provides a range of services including sheltering, feeding, distribution of emergency supplies, and disaster health/mental health, reunification, and casework services, where applicable. 2. Supports shelter operations and disaster case management by staffing MAST (Multi-Agency Shelter Transition) teams when appropriate. 3. Provides support and technical assistance to ESF 6 and SERT as subject matter experts, when possible. 4. Provides critical disaster relief and preparedness information to the public. 5. Provide timely information to ESF 6 regarding disaster related activities. 6. Provides personnel to staff the SEOC when requested.
Capacity Path	<ol style="list-style-type: none"> 1. Supports disaster crisis counseling by providing crisis counseling services to first responders and disaster survivors, meeting critical community stabilization needs. 2. Provides timely information to ESF 6 regarding disaster related activities.

	<ol style="list-style-type: none"> 3. Provides personnel to staff the SEOC when requested.
Catholic Charities of Florida (CC)	<ol style="list-style-type: none"> 1. Provides a range of services including feeding and distribution of emergency supplies. 2. Provide timely information to ESF 6 regarding disaster related activities. 3. Provides personnel to staff the SEOC when requested.
Centers for Independent Living	<ol style="list-style-type: none"> 1. Supports individuals with disabilities, access, or functional needs by coordinating with ESF 6 to aid individuals and organizations served by CIL. 2. Develop and maintain plans that help to support the availability of durable medical equipment (DME), consumable medical supplies (CMS) and other resources to meet functional and access needs in general population shelters for those impacted by disasters. 3. Supports shelter operations and disaster case management by staffing MAST (Multi-Agency Shelter Transition) teams when appropriate. 4. Provides timely information to ESF 6 regarding disaster related activities. 5. Provides personnel to staff the SEOC when requested.
Department of Commerce	<ol style="list-style-type: none"> 1. Supports disaster unemployment, and benefits and grants to survivors, by providing the National Dislocated Worker Grants Program, disaster unemployment assistance, and other programs intended to assist local communities. 2. Provides information on Department of Commerce programs and contact information which may be relevant to disaster casework.
Department of Education (DOE)	<ol style="list-style-type: none"> 1. Coordinates the use of DOE related educational facilities, campuses, and equipment in disasters, when possible. 2. Facilitates the coordination and implementation of an emergency communication network with the State Emergency Response Team and the public education school districts and Colleges. 3. Provides timely information to ESF 6 regarding disaster related activities. 4. Provides personnel to staff the SEOC when requested.
Department of Elder Affairs (DOEA)	<ol style="list-style-type: none"> 1. Coordinates disaster response and recovery efforts for elders. 2. Coordinates with ESF 6 and other agencies to aid elderly populations, particularly in assisted living, long term care facilities and aging in place in residential communities. 3. Serves as the primary liaison with the Area Agencies on Aging, Comprehensive Assessment and Review for Long Term Care Services (CARES) State and Regional Offices, State and District Ombudsman offices, the Serving the Health Insurance Needs of Elders (SHINE) program and Department of Elder Affairs program offices to ensure that elders currently receiving services are contacted pre and post disaster to ensure the feasible delivery of services and continuity of care. 4. Deploys CARES teams as requested. 5. Provides support to ESF 6 units in the field who are serving individuals served by DOEA. 6. Provides information on DOEA programs and contact information which may be relevant to disaster casework. 7. Assists with ESF 6 disaster planning initiatives as requested. 8. Provides timely information to ESF 6 regarding disaster related activities. 9. Provides personnel to staff the SEOC when requested.

<p>Florida Department of Health (DOH)</p>	<ol style="list-style-type: none"> 1. Designates the Florida Access Coordinator position within ESF 6 and deploys staff to SEOC when requested. 2. Florida Access Coordinator coordinates with ESF 6 to aid individuals with disabilities, access, and functional needs. 3. Florida Access Coordinator serves as a subject matter expert, provides information and guidance regarding the needs of individuals access and functional needs in a disaster. 4. Florida Access Coordinator provides support to ESF 6 units in the field who are serving individuals with access and functional needs. 5. Florida Access Coordinator provides information on DOH programs and contact information which may be relevant to disaster casework. 6. Develops and maintains plans that support the availability of durable medical equipment (DME), consumable medical supplies (CMS) and other resources to meet functional and access needs in general population shelters. 7. Florida Access Coordinator assists with ESF 6 disaster planning initiatives as requested. 8. Florida Access Coordinator provides timely information to ESF 6 regarding disaster related activities.
<p>Department of Veterans' Affairs (FDVA)</p>	<ol style="list-style-type: none"> 1. Coordinates disaster response and recovery efforts for veterans. 2. Coordinates with ESF 6 and other agencies to aid veterans and veteran groups. 3. Provides support to ESF 6 units in the field who are serving individuals served by FDVA. 4. Provides information on FDVA programs and contact information which may be relevant to disaster casework. 5. Assists with ESF 6 disaster planning initiatives as requested. 6. Provide timely information to ESF 6 regarding disaster related activities. 7. Provides personnel to staff the SEOC when requested.
<p>Farm Share (FS)</p>	<ol style="list-style-type: none"> 1. Collects, transports, warehouses, and delivers life-sustaining food, grocery products, and relief supplies into the disaster area as requested by ESF 6. 2. Conducts feeding operations and distribution of relief supplies through its network of food banks, as possible. 3. Provides timely information to ESF 6 about disaster related field activities via established ESF 6 Situation Report templates. 4. Provides personnel to staff the SEOC when requested.
<p>Feeding Florida (FF)</p>	<ol style="list-style-type: none"> 1. Collects, transports, warehouses, and delivers life-sustaining food, grocery products, and relief supplies into the disaster area as requested by ESF 6. 2. Conducts feeding operations and distribution of relief supplies through its national network of food banks, as possible. 3. Provides timely information to ESF 6 about disaster related field activities via established ESF 6 Situation Report templates. 4. Provides personnel to staff the SEOC when requested.
<p>Feed the Need</p>	<ol style="list-style-type: none"> 1. Conducts feeding operations by distributing life-sustaining meals and beverages in the disaster area as requested by ESF 6. 2. Assists partner organizations in meal distribution when possible. 3. Provides timely information to ESF 6 about disaster related field activities via established ESF 6 Situation Report templates. 4. Provides personnel to staff the SEOC when requested.

<p>Florida Baptist Convention (FBC)</p>	<ol style="list-style-type: none"> 1. Conducts feeding operations by distributing life-sustaining meals and beverages in the disaster area as requested by ESF 6. 2. Assists partner organizations in meal distribution when possible. 3. Supports ESF6 and the public with emergency assistance and supplies. 4. Provides timely information to ESF 6 about disaster related field activities via established ESF 6 Situation Report templates. 5. Provides personnel to staff the SEOC when requested.
<p>Florida Board of Governors (BOG)</p>	<ol style="list-style-type: none"> 1. Coordinates the use of BOG related educational facilities, campuses, and equipment in disasters, when possible. 2. Facilitates communication between the SERT and universities, particularly in the event the SERT is seeking university expertise or resources. 3. Provides timely information to ESF 6 regarding disaster related activities. 4. Provides personnel to staff the SEOC when requested.
<p>Florida Collages</p>	<ol style="list-style-type: none"> 1. Coordinates the use of Florida Colleges related educational facilities, campuses, and equipment in disasters, when possible. 2. Facilitates communication between the SERT and Florida Colleges, particularly in the event the SERT is seeking Florida Colleges expertise or resources. 3. Provides timely information to ESF 6 regarding disaster related activities. 4. Provides personnel to staff the SEOC when requested.
<p>Legal Services of North Florida</p>	<ol style="list-style-type: none"> 1. Provides a full range of disaster legal services from legal advice to full representation for eligible survivors. 2. Provides general legal guidance and situational awareness of disaster legal issues. 3. Provides personnel to staff Disaster Recovery Centers and Family Resource Support Centers. 4. Provides personnel to staff the SEOC when requested.
<p>Mercy Chefs</p>	<ol style="list-style-type: none"> 1. Conducts feeding operations by distributing life-sustaining meals and beverages in the disaster area as requested by ESF 6. 2. Assists partner organizations in meal distribution when possible. 3. Provides timely information to ESF 6 about disaster related field activities via established ESF 6 Situation Report templates. 4. Provides personnel to staff the SEOC when requested.
<p>Midwest Food Bank</p>	<ol style="list-style-type: none"> 1. Collects, transports, warehouses, and delivers life-sustaining food, grocery products, and relief supplies into the disaster area as requested by ESF 6. 2. Conducts feeding operations and distribution of relief supplies through its network of food banks, as possible. 3. Provides timely information to ESF 6 about disaster related field activities via established ESF 6 Situation Report templates. 4. Provides personnel to staff the SEOC when requested.
<p>Operation BBQ Relief</p>	<ol style="list-style-type: none"> 1. Conducts feeding operations by distributing life-sustaining meals and beverages in the disaster area as requested by ESF 6. 2. Assists partner organizations in meal distribution when possible. 3. Provides timely information to ESF 6 about disaster related field activities via established ESF 6 Situation Report templates. 4. Provides personnel to staff the SEOC when requested.
<p>The Salvation Army (TSA)</p>	<ol style="list-style-type: none"> 1. Provides a range of services including but not limited to: conducting feeding operations by distributing life-sustaining meals and beverages in the disaster area; distribution of emergency supplies; and casework services for emergency

	<p>assistance where applicable. Provides support and technical assistance to ESF 6 and SERT as subject matter experts, when possible.</p> <ol style="list-style-type: none"> 2. Provides critical disaster relief and preparedness information to the public. 3. Provide timely information to ESF 6 regarding disaster related activities. 4. Provides personnel to staff the SEOC when requested.
<p>World Central Kitchen (WCK)</p>	<ol style="list-style-type: none"> 1. Conducts feeding operations by distributing life-sustaining meals and beverages in the disaster area. 2. Assists partner organizations in meal distribution when possible. 3. Provides timely information to ESF 6 about disaster related field activities when possible.

Section 3: Concept of Operations

3.1 Preparedness Activities

The SEOC, or its alternate, will be activated at a level necessary to effectively monitor or respond to threats or emergency situations. The SEOC operates 24 hours a day, seven days a week, but the level of staffing varies with the activation level.

There are three (3) levels of activation for the SEOC:

- Level 3: Monitoring, Steady-State. Issues are handled through the State Watch Office—with section, branch, and/or ESF assistance as needed.
- Level 2: Certain sections, branches, and ESFs are activated.
- Level 1: All sections, branches, and ESFs are activated to conduct response and recovery operations.

It is the general responsibility of all primary and support agencies to be ready to respond to requests in ESF 6 function areas of core competency, and to develop and maintain internal plans and procedures to affect this response. This includes ensuring trained staff, equipment, support systems and supplies are available for operations.

It is the general responsibility of the Florida Mass Care Coordinator to assist primary and support agencies and help them be ready to respond to disasters, and to ensure the smooth functioning of ESF 6. This includes preparation tasks such as:

1. Updating the ESF 6 Annex to the Florida Comprehensive Emergency Management Plan (CEMP).
2. Updating the ESF 6 SOG and any other ESF 6 specific plans.
3. Maintain standardize reporting metrics which ESF 6 partners are expected to provide during a disaster.
4. Develop solutions to distribute ESF 6 information to the public during a disaster.
5. Create and maintain pre-response information documents for partners going into a disaster to provide battle rhythm and necessary information, including deployment reimbursement, mission management, and invoice management.
6. Create and maintain information on state programs to distribute to disaster caseworkers.
7. Identify and disseminate mass care best practices from other states.
8. Identify and communicate training options for ESF 6 personnel.
9. Foster communication flow between ESF 6 partners.

10. Activate certain non-governmental private partners during a disaster.
11. On-board additional support agency partners as needed.
12. Assist local government and relevant NGOs in developing mass care services.
13. Identify, support, and ensure the readiness of ESF 6 deployable assets.
14. Ensure the ESF 6 breakout room is furnished and assign seating in ESF 6 areas.

3.2 Activation and Notification

Upon activation for a disaster, the State Watch Office will send out activation notices to all ECOs/Alt ECOs and the Florida Mass Care Coordinator via the Everbridge system. It is the responsibility of all ECOs and the FMCC Coordinator to ensure they are in the Everbridge system.

Upon receiving notice for activation, the Florida Mass Care Coordinator will alert all private ESF 6 partners and begin communication flow with ESF 6. The FMCC will request certain private partners report to the SEOC as needed.

3.2.1 SEOC Access

All ECOs/Alt ECOs, the Florida Mass Care Coordinator, the Florida Behavioral Health Coordinator, and the Florida Access Coordinator may receive badge access to the SEOC. If an individual who qualifies needs building access, contact the FMCC. A form must be completed and the FMCC will escort the individual to be badged. The individual will receive a SERT Partner badge, which allows general SEOC building access.

For all other private partners and state support staff, the individual will need to receive a temporary badge at the SEOC front desk, or during an activation through the Florida Division of Emergency Management's badge management contractor.

3.3 Response Operations

When activated by the SERT, ESF 6 shall begin operations. ESF 6's initial activation activities will depend on whether the disaster is about to occur or has already occurred. In either case, ESF 6's initial activities will focus on meeting or preparing to meet the immediate needs of the survivors and responders. Depending upon the disaster, activities will fall into several categories which meet ESF 6's primary functions:

1. Plan and Coordinate ESF 6 Activities
 - a. Determine the disaster.
 - b. Determine the size of ESF 6 depending on the scale of disaster and activate partners.
 - c. Begin Common Operating Picture activities.
 - d. Evaluate ESF 6's capability to meet primary function needs, and request inventories of food, water, mobile kitchen availability. Estimate shelter population and work with partners to determine if there may be unmet needs.
 - e. Based on evaluations, request partners begin staging assets for deployment, or deploy assets into the state. Begin pre-staging of supplies and deliveries of food and water to first responder staging areas, pre-landfall shelters, if possible.
 - f. Maintain a steady-state evaluation of mass care related capabilities, and available support and resources.
 - g. Coordinate daily with appropriate agencies.
2. Feeding Operations
 - a. Assess disaster feeding requirements and shortfalls.

- b. Deploy feeding assets, initially focusing on delivery of food into the disaster area, then shifting towards the establishment of serving hot meals.
 - c. Provide resources, as needed, to support ESF 6 mass feeding Support Agencies.
 - d. Seek additional resources should available resources be insufficient to meet the existing needs.
 - e. Coordinate the establishment and support of a targeted mass feeding infrastructure in the affected area.
 - f. Support the transition to long-term and pre-disaster feeding efforts.
3. Congregate Sheltering
 - a. In coordination with involved sheltering agencies (American Red Cross, County Emergency Management, etc.), assess disaster shelter support requirements and shortfalls.
 - b. Support county and partner shelter operations.
 - c. Support special needs shelters and animal shelters in coordination with partners.
 - d. Support the shelter needs of survivors with disabilities, access, and functional needs.
 - e. Support the transition from evacuation shelters to recovery shelters.
 - f. Mobilize and deploy Multi-Agency Shelter Transition (MAST) teams to assist in transitioning residents out of congregate shelters.
 - g. Assist counties in demobilization of congregate shelters, and their transition back to pre-disaster status.
 4. Distribution of Emergency Supplies
 - a. Assess the need for emergency supplies. Seek additional resources from partners and vendors should available resources be insufficient to meet existing or planned needs.
 - b. Respond to requests for emergency supplies and send resources to relevant partners.
 - c. Coordinate the distribution of emergency supplies in the affected area. Establish Points of Distribution (POD) sites as needed.
 5. Mass Evacuation Support
 - a. Support the provision of feeding, hydration and other mass care related services along evacuation routes.
 - b. Seek additional resources from partners and vendors should available resources be insufficient to meet existing or planned needs.
 6. Essential Community Relief Services
 - a. Support organizations providing essential community relief services whenever possible.
 - b. Support partners providing services (muck-and-gut, etc.).
 - c. Establish Family Resource Support Centers and support organizations involved in disaster casework.
 - d. Support and staff Disaster Recovery Centers or Multi-Agency Recovery Centers
 7. Non-Congregate Sheltering
 - a. Support the transition from congregate to non-congregate shelters, where applicable.
 - b. In coordination with agencies and organizations involved non-congregate sheltering agencies, support non-congregate sheltering operations.
 - c. Support the Transitional Shelter Assistance program.
 8. Supporting Individuals with Disabilities, Access, or Functional Needs
 - a. Coordinate with organizations and living facilities serving target populations to ensure critical (food, water, shelter, emergency supplies, fuel, health, etc.) needs are met. Seek additional resources if unmet needs exist.

- b. Where possible, coordinate with individual survivors of the target population to ensure critical (food, water, shelter, emergency supplies, fuel, health, etc.) needs are met. Seek additional resources if unmet needs exist.
9. Family Reunification
- a. Assess the need for family reunification services and, if necessary, facilitate the activation of applicable reunification services.
 - b. Support the distribution of information regarding available reunification services.
 - c. Coordinate with reunification resource providers.
10. Disaster Case Management
- a. Support disaster case management efforts in partner and county run shelters.
 - b. Deploy MAST teams to assist residents in transitioning out of congregate shelters.
 - c. Deploy Hope Navigators to Family Resource Support Centers and Disaster Recovery Centers.
 - d. Promote information flow regarding individual's cases to appropriate partners.
11. Disaster Crisis Counseling
- a. Deploy Type I, Type II, or Type III Community Stabilization Task Forces to specific disaster areas to begin crisis counseling and promote community resiliency, with a focus on first responders and disaster survivors.
 - b. Staff Family Resource Support Centers and Disaster Recovery Centers with crisis counselors to support survivors.
 - c. Follow-up with first responders and disaster survivors in months succeeding a disaster.
 - d. Support behavioral infrastructure in the disaster area for survivors.
12. DSNAP (Disaster Supplemental Nutrition Assistance Program)
- a. Coordinate the implementation of the Disaster Supplemental Assistance Program (DSNAP).
13. Disaster Unemployment
- a. Work with ESF 17 in providing Disaster Unemployment Assistance and ensure disaster caseworkers have appropriate information for Department of Commerce assistance programs.
14. Disaster Legal Services
- a. Direct individual or community legal service questions and requests to legal service partners.
 - b. Ensure disaster caseworkers have appropriate information for Disaster Legal Services to provide to survivors.
15. Transitional Shelter Assistance and Disaster Homeless Support
- a. Coordinate the Transitional Shelter Assistance program in conjunction with Federal and Recovery partners.
 - b. Where applicable, support homeless shelters, feeding operations, emergency supplies, and other support to disaster homeless populations.
16. State and Federal Human Services Program, Grants, and Benefits to Survivors
- a. Promote and support programs, grants, and benefits to aid disaster survivors.

3.3.1 Maintaining a Common Operating Picture (COP)

A COP allows on-scene and off-scene personnel to have the same information about an incident. This is accomplished in ESF 6 through a variety of measures including coordinated development of situation reports, informal ESF 6 group communication flows, the Mass Care Briefing, incident action plans, flash

reports, WebEOC, public-facing products, informal ESF 6 group communication flows, and the Mass Care Briefing.

1. Situation reports are generally due to the FMCC/ESF 6 support staff by 9 am each morning during an activation using standard situation report templates, which vary depending on the type of the partner. This situation report will be disseminated to all ESF 6 partners, as well as relevant county and local partners, ESF 5, and ESF 14, prior to the Mass Care Briefing call.
2. Informal group communication flow consists of face-to-face communication within the group, but also can consist of a mass group chat to enhance communication flow and visibility of off-site partners and staff. This can take place over Microsoft Teams, Webex, email, etc.
3. The Mass Care Briefing is a daily ESF 6 meeting, generally around 10 am, where critical information and unmet needs are shared between ESF 6 partners, as well as local government if present.
4. ESF 6 will provide incident action plan updates to ESF 5 and Human Services Branch daily.

3.3.2 Deployable Assets

Standard Assets:

1. Assessment Teams: individuals or small groups who deploy to get first-hand visibility on the needs of the community, survivors, first responders, and local government in a disaster area. The assessment could be general or specific to an ESF 6 activity.
2. Shelter Operations: Operation and support of local and county shelters by the American Red Cross, where agreements exist between local government and the ARC.
3. Kitchens: Fixed feeding sites which produce meals in the disaster area for distribution. Distribution may or may not be directly to the public on-site.
4. Mobile Feeding Vehicles: Distributes cooked meals directly to public within communities, as needed.
5. Family Resource Support Centers (FRSCs): Staffed by Hope Navigators, FRSCs deploy to a disaster area to provide disaster casework to survivors. FRSCs also distribute limited emergency supplies and assistance when available (diapers, formula, hot meals, blankets, etc.) and connect survivors to essential community relief services by providing survivors the opportunity to apply in person for assistance and/or obtain information relating to that assistance.
6. (Multi-Agency Shelter Transition) MAST Teams: Deploys to shelters to assist in transitioning individuals from congregate sheltering to other sheltering solutions. Teams are led by DCF staff, and staff from other organizations and governmental bodies will be requested as needed.
7. Disaster Supplemental Nutrition Assistance Program (DSNAP): Deploys to various sites in a disaster area to provide DSNAP food assistance to disaster survivors.
8. Disaster Recovery Center Support Staff: DRCs are primarily staffed by Hope Navigators, but also crisis counselors and other governmental staff where appropriate. DRCs connect disaster survivors to essential community relief services.
9. Disaster Crisis Counseling: Community Stabilization Task Forces to specific disaster areas to begin crisis counseling and promote community resiliency, with a focus on first responders and disaster survivors. These consist of:
 - a. Task Force Type I: large task force of 20-30 crisis counselors capable of deploying to communities and providing community stabilization via a wide range of services. Includes both fixed and mobile sites.
 - b. Task Force Type II: medium sized task force of 10-20 crisis counselors capable of deploying to communities and providing community stabilization. Primarily mobile based.

- c. Task Force Type III: smaller sized task force of 5-10 crisis counselors capable of deploying to communities and providing community stabilization, primarily at a fixed site.

Additionally, crisis counselors can deploy to DRCs/FRSCs to support survivors and conduct localized follow-ups in subsequent weeks and months.

10. DOE Technical Assistance Teams: subject matter experts to support school operations in impacted counties.
11. Comprehensive Assessment and Review for Long Term Care Services (CARES) Teams: Cares teams deploy to provide support to elderly populations in a disaster area. Generally deployed to assist with elderly shelter populations as well as MAST teams to aid in shelter transition.
12. Transitional Shelter Assistance (TSA) Support Staff: Staff can deploy to assist in the establishment of the TSA program.

Additional support for ESF 6 function areas can be acquired just-in-time during a disaster at the direction of the SERT Chief as needs arise.

3.3.3 Fixed Sites

1. Shelters: County and partner run congregate shelters which can be stood-up and supported as needs arise.
2. Points of Distribution (PODs): this includes points of distribution for ESF 6 resources, i.e., emergency supplies, food, etc.
3. Fixed Feeding Sites: sites where meals and beverages are distributed to the public.
4. Family Resource Support Centers (FRSCs): FRSCs provide disaster casework to survivors. FRSCs also distribute limited emergency supplies and assistance when available (diapers, formula, hot meals, blankets, etc.) and connect survivors to essential community relief services.
5. Disaster Supplemental Nutrition Assistance Program (DSNAP): sites where DSNAP is provided to the public.
6. Disaster Recovery Centers (DRCs) and Multi-Agency Resource Centers (MARC): provides survivors the opportunity to apply in person for assistance and/or obtain information relating to that assistance.
7. Joint Field Office (JFO): provides staff to support JFO as ESF 6 functions transfer over to Recovery Support Functions, as needed.

3.4 Recovery Operations

ESF 6 is linked closely with Recovery Support Functions (RSFs). Following an incident, these RSFs may be activated concurrently with ESF 6, although RSF initial focus will be on planning and information sharing. When active at the same time, the ESFs and RSFs collaborate and share information while focusing on their respective functions. As response requirements diminish, ESF 6 will support the transition to recovery as RSFs activate. The timing of this transition depends on the scope of the incident and the needs of survivors. As a component of this transition, ESF 6 will staff the JFO as necessary and assist with coordination and control of existing ESF 6 assets. Additionally, ESF 6 will step-in to provide support to Recovery and provide services in ESF 6 primary function areas as needed.

Section 4: Finance and Administration

4.1 Financial Management

Government agencies should work within their organization's accounting principles and authorities; however, government agencies must work closely with the Florida Division of Emergency Management's budget and accounting staff to ensure that their agencies properly document all reimbursable expenses related to their disaster activities. The Florida Mass Care Coordinator and ESF 6 support staff will facilitate this communication to assist partners with mission expenses. Such expenses should be directly related to official mission requests submitted through the Florida Division of Emergency Management's WebEOC portal.

It is the responsibility of the FMCC to validate all ESF 6 invoices for services provided by ESF 6 private partners through WebEOC mission purchase orders, as well as existing MOUs. It is the responsibility of all private partners to provide proper invoice documentation, meet deliverable requirements, and assist the FMCC in ensuring invoices are paid to partners.

4.2 Administration

The Florida Mass Care Coordinator and ESF 6 support staff will provide administrative support to all partners wherever possible, to assist them in performing the ESF 6 primary functions before, during, and after a disaster.

4.3 Authorities and References

1. National Response Framework, Emergency Support Function 6 Mass Care, Emergency Assistance, Housing, and Human Services
2. Chapter 252, Florida Statute
3. Florida's Comprehensive Emergency Management Plan
4. State of Florida, ESF 6 Standard Operating Guide
5. State of Florida, Multiagency Feeding Plan
6. State of Florida, Multiagency Shelter Plan