

EMERGENCY SUPPORT FUNCTION  
6: MASS CARE, HOUSING AND HUMAN SERVICES

**Coordinating:**

Yakima Valley Emergency Management

**Primary(s):**

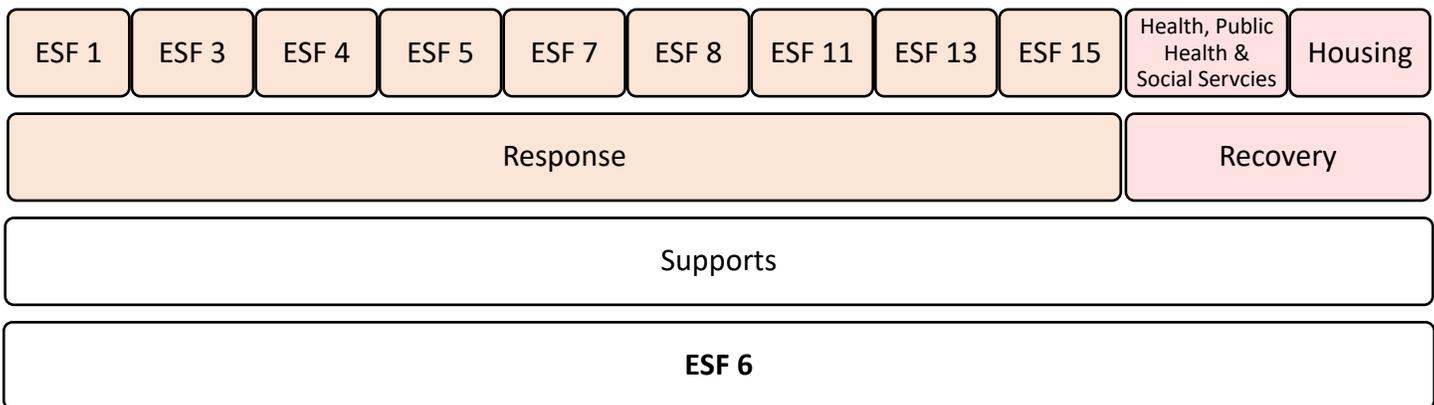
American Red Cross – Central and Southeastern Washington  
Yakima Humane Society/Yakima Sheriff’s Office Animal Control

**Support(s):**

Central Washington Comprehensive Healthcare  
Central Washington State Fair/Yakima Valley Sundome  
Ground Transportation – Public and Private  
Heartlinks Hospice & Palliative Care  
School Districts – Public and Private  
Yakima County Coroner’s Office  
Yakima Health District  
Yakima Valley Conference of Governments (YVCOG)/Homeless Network of Yakima County  
Yakima Valley Emergency Management

**Other Emergency Support Functions (ESFs) or Recovery Functions exist that coordinate with or support this ESF:**

- On the ESF Core Capabilities Matrix, find Primary core capabilities (P) within this ESF and then move vertically and add all Supporting (S) core capabilities and equate them to ESFs.
- Next find all Supporting (S) ESFs in the column and then move horizontally along each row of a Supporting (S) core capability to find all Primary (P) ESFs.



**1. Purpose**

- 1.1. Emergency Support Function #6 – Mass Care, Emergency Assistance, Housing & Human Services coordinates the delivery of services to meet the basic needs of displaced populations including mass care, emergency assistance, housing, and human services, as well as to collect, assemble, and report information about victims and assist with reunification of families during the response and recovery phases of an emergency when local capabilities are exceeded.
- 1.2. ESF #6 is organized into four primary functions: Mass Care, Emergency Assistance, Housing, and Human Services.

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- 1.2.1. Mass Care: Includes sheltering, feeding operations, basic first aid, bulk distribution of emergency items, and collecting and providing information on victims to family members. This is to include the sheltering of household and service animals.
- 1.2.2. Emergency Assistance: Assistance required by individuals, families, and their communities to ensure that immediate needs beyond the scope of the traditional “mass care” services provided at the local level are addressed. These services include: support to evacuations (including registration and tracking of evacuees); reunification of families; provision of aid and services to access and functional needs populations; evacuation, sheltering, and other emergency services for household pets and service animals; support to specialized shelters; support to medical shelters; dormitory management in nonconventional shelters; coordination of donated goods and services; and coordination of voluntary agency assistance.
- 1.2.3. Housing: Includes housing options such as rental assistance, repair, loan assistance, replacement, factory-built housing, semi-permanent and permanent construction, referrals, identification and provision of accessible housing, and access to other sources of housing assistance. This assistance is guided by the National Disaster Housing Strategy.
- 1.2.4. Human Services: Includes the implementation of disaster assistance programs to help disaster victims recover their non-housing losses, including programs to replace destroyed personal property, and help to obtain disaster loans, food stamps, crisis counseling, disaster unemployment, disaster legal services, support and services for access and functional needs populations, and other Federal and State benefits.

<b>Primary Core Capabilities</b>	
<b>Response Mission Area</b>	
Mass Care Services	Provide life-sustaining and human services to the affected population, to include hydration, feeding, sheltering, temporary housing, evacuee support, reunification, and distribution of emergency supplies.

<b>Support Core Capabilities</b>	
<b>Response Mission Area</b>	
Public Information & Warning	Deliver coordinated, prompt, reliable, and actionable information to the whole community through the use of clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard and, as appropriate, the actions being taken, and the assistance being made available.
Operational Coordination	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities.

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Critical Transportation	Provide transportation (including infrastructure access and accessible transportation services) for response priority objectives, including the evacuation of people and animals and the delivery of vital response personnel, equipment, and services into the affected areas.
Fatality Management Services	Provide fatality management services, including decedent remains recovery and victim identification, and work with local, state, and Federal authorities to provide mortuary processes, temporary storage or permanent internment solutions, sharing information with mass care services for the purpose of reunifying family members and caregivers with missing persons/remains, and providing counseling to the bereaved.
Logistics & Supply Chain Management	Deliver essential commodities, equipment, and services in support of impacted communities and survivors, to include emergency power and fuel support, as well as the coordination of access to community staples. Synchronize logistics capabilities and enable the restoration of impacted supply chains.
Public Health, Healthcare, & EMS	Provide lifesaving medical treatment via Emergency Medical Services and related operations and avoid additional disease and injury by providing targeted public health, medical, and behavioral health support and products to all affected populations.
<b>Recovery Mission Area</b>	
Health & Social Services	Restore and improve health and social services capabilities and networks to promote the resilience, independence, health (including behavioral health), and well-being of the whole community.
Housing	Implement housing solutions that effectively support the needs of the whole community and contribute to its sustainability and resilience.

**2. Policies**

- 2.1. The American Red Cross (ARC) coordinates and leads county and non-governmental organization (NGO) resources, as outlined in charter provisions enacted by the United States Congress, Act of January 5, 1905, and the Disaster Relief Act of 1974 (P.L. 93-288, as amended by the Stafford Act of 2000), to support local governments and agencies in the performance of mass care, emergency assistance, housing, and human services missions.
  - 2.1.1. The ARC assumes primary agency responsibility under the Federal Response Plan (FRP) to coordinate federal response assistance to the mass care response of state and local jurisdictions, and the efforts of other voluntary agencies, including ARC relief operations.
- 2.2. It is the policy of Yakima government jurisdictions to coordinate mass care efforts with the American Red Cross, local volunteer agencies, other appropriate local agencies and private industry to provide prompt disaster relief to victims of major disasters within their jurisdiction.

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- 2.3. Services will be provided without regard to economic status or racial, religious, political, ethnic, or other affiliation.
- 2.4. Shelter, food, and other assistance will be available until the need for emergency relief in the affected area has dissipated sufficiently so that individuals and families can return to their homes or are able to receive assistance from traditional personal, private, and governmental sources.
- 2.5. All transportation needs will be coordinated with ESF #1 Transportation.
- 2.6. Following hazardous materials or radiological incidents, no individual will be allowed entry to a shelter facility unless fully decontaminated.

### 3. Situation Overview

- 3.1. A significant disaster event may deny a population access to food, spoil food, ruin clothing, displace a population from their homes and create a widespread need for shelter, food, and other basic human needs.
- 3.2. The extent of damage to infrastructure and communities in the affected area will influence the demand for shelters. The extent of damage to shelters in the affected area and the availability of shelter space in the area will influence the strategy for assistance offered by service providers. Shelter sites may consist of existing, pre-identified facilities, temporary, built-to-demand structures, or tent cities. It is most desirable to have communications capabilities between each shelter facility and the emergency operations center, when possible.
- 3.3. Some individuals with Access and Functional Needs may require transportation assistance to enable them to reach a shelter facility.
- 3.4. Emergency medical assistance is intended to address only basic ailments and maladies and is supplemental to the health and medical strategy and services for which the ESF #8 (Public Health and Emergency Medical Services) is responsible.
- 3.5. The number of domestic animals in the United States rivals the human population and need to be cared for in the event of a disaster. People evacuating from disasters may need assistance in finding shelter for their household pets and/or farm animals. Animals will be lost, injured, or may escape during disasters. A disaster could quickly overwhelm not only the caretakers but also local government's ability to provide backup support.

### 4. Concept of Operations

- 4.1. **Mass Care** - The American Red Cross leads the provision of mass care services to the affected population. They provide or coordinate to ensure the provision of shelter, feeding, bulk distribution, emergency first aid, and disaster welfare information (DWI).
  - 4.1.1. **Shelter:** Emergency shelter includes the use of designated shelter sites in existing structures within the affected area(s), as well as additional sites designated as shelters. Shelter sites will be selected to maximize accessibility for individuals with disabilities, whenever possible.

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- 4.1.2. **Feeding:** Feeding includes a combination of fixed sites, mobile feeding units, and bulk distribution sites.
- 4.1.3. **Bulk Distribution:** Bulk distribution includes distribution of emergency relief items to meet urgent needs through sites established within the affected area(s). These sites are used to distribute food, water, or other commodities in coordination with local governments and voluntary agencies and other private-sector organizations.
- 4.1.4. **Emergency First Aid:** Emergency first aid includes provision of basic first aid at mass care facilities and designated sites and referral to appropriate medical personnel and facilities.
- 4.1.5. **Disaster Welfare Information:** DWI includes services related to the provision of information about individuals residing within the affected area to immediate family members outside the affected area. It may also include services related to the reunification of family members within the affected area.
- 4.1.6. **Emergency Feeding and Distribution:** ESF #6 will work in concert with voluntary agencies and the private sector to distribute food and food supplies to the affected population. Whenever possible, the private sector should take the lead on this task and ESF #6 should identify to other ESFs the need for priority restoration of those private sector entities that will provide these services.
- 4.1.7. **Distribution of Emergency Relief Items:** ESF #6 will support local points of distribution (PODs) for distribution of emergency relief items. Support may include transportation, technical support, and other mission-critical items working through the Logistics Section. Whenever possible, the private sector should take the lead on this task and ESF #6 should identify to other ESFs the need for priority restoration of those private sector entities that will provide these services.
- 4.2. **Emergency Assistance** - Yakima Valley Emergency Management leads the coordination of resources and emergency assistance in support of local governments, voluntary agencies, and the private sector to augment their mass care response activities as requested.
  - 4.2.1. **Mass Evacuation:** The ESF #6 Group may provide staff support to local authorities with mass evacuation. ESF #6 mass evacuation activities may be identified and addressed in coordination with ESF #13 – Public Safety, Law Enforcement, and Security.
  - 4.2.2. **Facilitated Reunification:** When a mass evacuation process is implemented, tracking information on individuals and families in an effort to assist with the reunification of separated family members will occur. Tracking, locating, registering, and reuniting evacuees and survivors.
  - 4.2.3. **Household Pets and Service Animals:** ESF #6 ensures coordination of mass care services to provide for the safety and well-being of household pets and service animals during evacuations

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and sheltering. ESF #8 – Public Health and ESF #11 – Agriculture & Natural Resources will ensure support to ESF #6 through an integrated response. ESF #11, under ESF #6, coordinates support services for household pets and service animals during disasters. The varying and special requirements of individuals that require and utilize service animals is recognized and committed to ensuring that the physical and mental health needs of these individuals are appropriately addressed, and that individuals and service animals remain together to the maximum extent possible during evacuation, transport, sheltering, or the delivery of other services and in accordance with the requirements of the ADA.

- 4.2.4. **General, Specialized, Medical, and Nonconventional Shelters:** ESF #6 will provide assistance, resources, and technical assistance in support of local governments and voluntary agencies when conventional and nonconventional congregate care systems and shelter-in-place activities are in need of additional resources. Congregate care facilities are accessible to individuals with disabilities, whenever possible. Nonconventional sheltering may include:
- 4.2.4.1. Hotels, motels, and other single-room facilities
  - 4.2.4.2. Private and public school facilities
  - 4.2.4.3. Temporary facilities such as tents, prefab module facilities and trains
  - 4.2.4.4. Specialized shelters and functional and medical support shelters (through coordination with ESF #8)
  - 4.2.4.5. Support for other specialized congregate care areas that may include respite centers, rescue areas, and decontamination processing centers
- 4.2.5. **Community (Voluntary) Agency Coordination:** ESF #6 works in concert with local governments, voluntary agencies, faith-based organizations, and the private sector to facilitate an inclusive, multiagency, communitywide, and coordinated response and recovery effort.
- 4.2.5.1. ESF #6 works with local officials, private nonprofit organizations, and others to establish a long-term recovery strategy to address the unmet needs of individuals and families, including those with access and functional needs. ESF #6 may also coordinate with the Washington State Voluntary Organizations Active in Disaster (WAVOAD) to support the efforts of local community (voluntary) agencies and faith-based organizations.
  - 4.2.5.2. ESF #6 coordinates among nontraditional and newly formed voluntary agencies, existing social service agencies, and other government agencies with formal coalitions such as VOAD and Long-Term Recovery Committees. Nontraditional voluntary agencies include disaster response or recovery service providers that have not been involved with the planning and coordination efforts prior to an event. New voluntary agencies include groups that form in response to an event.

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- 4.3. **Housing** - ESF #6 at this level will not necessarily be responsible for housing programs. ESF #6 will identify the need for such programs and work with State and Federal agencies to bring these programs to the affected population. The current [National Disaster Housing Strategy](#), dated January 2009, defines the full scope of options for disaster housing assistance. Certain programs can be coordinated directly by ESF #6 through contracting with the private sector or community/voluntary agencies.
  
- 4.4. **Human Services** - Certain programs are available only under a major federal Disaster Declaration or Individual Assistance Declaration to help survivors address unmet disaster-caused needs and non-housing losses through loans or grants; disaster supplemental nutrition assistance; crisis counseling; disaster unemployment; and disaster legal services. Other state and federal human services programs may benefit survivors, such as child care, Temporary Assistance to Needy Families, housing vouchers, etc.
  
- 4.5. **Whole Community Involvement**
  - 4.5.1. ESF #6 is supported by multiple county organizations and non-governmental organizations, many of which have specific missions to serve or advocate on behalf of children, the elderly, people who live in poverty, people who are institutionalized, who are disabled, have Limited English Proficiency, and others with access and functional needs. Many of the county organizations that support ESF #6 engage a wide range of stakeholders in program development and service delivery operations, in accordance with and within the limitations of their respective enabling legal authorities, missions and funding sources. ESF #6 partner agencies routinely engage many other organizations in their day to day missions, including: community councils; Voluntary Organizations Active in Disasters; faith-based organizations; community leaders; disability services; private business; home care services; medical suppliers; advocacy groups; the media; transportation providers; and many others.
  
  - 4.5.2. This ESF communicates with the Whole Community as needed during emergency response and disaster recovery operations. The Whole Community includes populations with individuals with disabilities and Access and Functional Needs (AFN). Any agency or organization that receives federal funding is required to have a plan or policy for addressing the needs of individuals with Limited English Proficiency (LEP), pursuant to Title VI, the Civil Rights Act. Yakima Valley Emergency Management and this ESF expects all agencies and organizations to comply with federal law. For more information on how each agency or organization complies with federal law, please contact the individual agency or organization.
  
  - 4.5.3. Access and Functional Needs populations are defined as populations whose members may have additional needs before, during, and after an incident in one or more of the following (*CMIST*) functional areas:

<b>Communication</b>	Some portions of the population may need information provided in methods they can understand and use. Some may not be able to hear verbal announcements, see directional signs, or understand how to get assistance due to hearing, vision, speech, cognitive, or intellectual limitations, and/or have limited English proficiency.
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<b>Medical Care</b>	Some individuals may need assistance with: managing unstable, terminal or contagious conditions that require observation and ongoing treatment; managing intravenous therapy, tube feeding, and vital signs; receiving dialysis, oxygen, and suction administration; managing wounds; and operating power-dependent equipment to sustain life. These individuals require support of trained medical professionals.
<b>Maintaining Independence</b>	Individuals requiring support to be independent in daily activities may lose this support during an emergency or disaster. Such support may include consumable medical supplies (diapers, formula, bandages, ostomy supplies, etc.), durable medical equipment (wheelchairs, walkers, scooters, etc.), service animals, and/or attendants or caregivers.
<b>Supervision</b>	Before, during, and after an emergency, individuals may lose the support of caregivers, family, or friends or may be unable to cope in a new environment (particularly if they have dementia, Alzheimer’s or psychiatric conditions such as schizophrenia or intense anxiety). If separated from their caregivers, young children may be unable to identify themselves; and when in danger, they may lack the cognitive ability to assess the situation and react appropriately.
<b>Transportation</b>	Individuals who cannot drive or who do not have a vehicle may require transportation support for successful evacuation. This support may include accessible vehicles (e.g., lift-equipped or vehicles suitable for transporting individuals who use oxygen) or information about how and where to access mass transportation during an evacuation.

**4.6. Critical Tasks**

Mission Area	Critical Task I.D.	Critical Tasks
<b>Mass Care Services</b>		
Response	<b>1</b>	Move and deliver resources and capabilities to meet the needs of disaster survivors, including individuals with access and functional needs.
	<b>2</b>	Establish, staff, and equip emergency shelters and other temporary housing options (including accessible housing) for the affected population.
	<b>3</b>	Move from congregate care to non-congregate care alternatives and provide relocation assistance or interim housing solutions for families unable to return to their pre-disaster homes.

Mission Area	Critical Task I.D.	Critical Tasks
<b>Public Information &amp; Warning</b>		
Response	<b>1</b>	Inform all affected segments of society of critical lifesaving and life-sustaining information by all means necessary, including accessible tools, to expedite the delivery of emergency services and aid the public to take protective actions.

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Mission Area	Critical Task I.D.	Critical Tasks
<b>Public Information &amp; Warning</b>		
	<b>2</b>	Deliver credible and actionable messages to inform ongoing emergency services and the public about protective measures and other life-sustaining actions, and facilitate the transition to recovery.

Mission Area	Critical Task I.D.	Critical Tasks
<b>Operational Coordination</b>		
Response	<b>1</b>	Mobilize all critical resources and establish command, control, and coordination structures within the affected community, in other coordinating bodies in surrounding communities, and neighboring counties, and maintain as needed throughout the duration of an incident.

Mission Area	Critical Task I.D.	Critical Tasks
<b>Critical Transportation</b>		
Response	<b>1</b>	Establish physical access through appropriate transportation corridors and deliver required resources to save lives and to meet the needs of disaster survivors.
	<b>2</b>	Ensure basic human needs are met, stabilize the incident, transition into recovery for an affected area, and restore basic services and community functionality.

Mission Area	Critical Task I.D.	Critical Tasks
<b>Fatality Management Services</b>		
Response	<b>1</b>	Establish and maintain operations to recover a significant number of fatalities over a geographically dispersed area.

Mission Area	Critical Task I.D.	Critical Tasks
<b>Logistics &amp; Supply Chain Management</b>		
Response	<b>1</b>	Mobilize and deliver governmental, nongovernmental, and private sector resources to save lives, sustain lives, meet basic human needs, stabilize the incident, and transition to recovery, to include moving and delivering resources and services to meet the needs of disaster survivors.

Mission Area	Critical Task I.D.	Critical Tasks
<b>Public Health, Healthcare, &amp; EMS</b>		
Response	<b>1</b>	Deliver medical countermeasures to exposed populations.

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Mission Area	Critical Task I.D.	Critical Tasks
<b>Health &amp; Social Services</b>		
Recovery	<b>1</b>	Identify affected populations, groups, and key partners in short-term, intermediate, and long-term recovery.
	<b>2</b>	Complete an assessment of community health and social service needs; prioritize these needs, including accessibility requirements, based on the whole community's input and participation in the recovery planning process; and develop a comprehensive recovery timeline.

Mission Area	Critical Task I.D.	Critical Tasks
<b>Housing</b>		
Recovery	<b>1</b>	Assess preliminary housing impacts and needs, identify currently available options for temporary housing, and plan for permanent housing.
	<b>2</b>	Ensure community housing recovery plans continue to address interim housing needs, assess options for permanent housing, and define a timeline for achieving a resilient, accessible, and sustainable housing market.
	<b>3</b>	Establish a resilient and sustainable housing market that meets the needs of the community, including the need for accessible housing within the specified timeframe in the recovery plan.

**5. Organization**

- 5.1. The ESF #6 position is staffed by the American Red Cross. Personnel assigned to this position are recommended by the American Red Cross and approved by the Director of Emergency Services or designee. The ESF #6 position, when activated, operates in the Yakima County EOC and is a member of the Human Services Branch within the Operations Section reporting to the Human Services Branch Director or Operations Section Chief. This position is the link to the human service operations in the field.
  
- 5.2. The ESF #6 position provides subject-matter expertise to other EOC positions. Based on potential need, this ESF may operate on a 24-hour basis. Supporting agencies have representatives available at the county EOC or by telephone or pager on a 24-hour basis while ESF #6 is operational.

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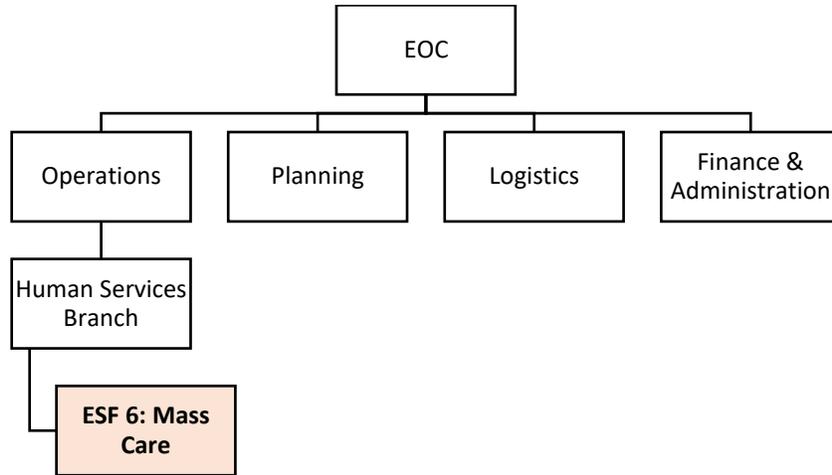


Figure 1: YCEOC, ESF #6, Organizational Chart Example

5.3. Precautionary evacuations may be authorized by the Chief Elected Official, or designee while emergency evacuations may be authorized by the following:

- 5.3.1. Incident Commander
- 5.3.2. Sheriff or Police Chief
- 5.3.3. Fire Chief
- 5.3.4. Health Officer, or designee

5.4. Anticipate that people may be hesitant to evacuate and may seek confirmation of the evacuation request from neighbors, friends and relatives. Research has shown incentives exist which can be provided to people to encourage them to leave. These include the following:

<b>Incentives to Encourage People to Leave During an Evacuation Situation</b>
• Evacuation request should be made by elected officials or other recognized authority
• Contact should be made by uniformed personnel
• Information should be provided as to the exact nature of the threat
• The evacuation request should be disseminated from multiple sources if possible
• Assurances should be provided of security and property protection
• Provisions for alternative emergency transportation should be provided, if needed
• Provisions for reducing family separation anxiety, such as information about schools (if involved) should be considered
• Provisions for pets should be considered
• Provide information as to what exactly is expected of the citizens in the threatened area
• Ensure that messages from the field and official sources are consistent
• Provide an avenue for evacuees to obtain updates

**6. Direction, Control, & Coordination**

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- 6.1. Horizontal Integration – ARC Shelter Management Plans/Procedures, ARC Volunteer/Donations Management Plans/Procedures, etc.
- 6.2. Vertical Integration – Washington State CEMP – ESF 6, City-level Department Plans or Procedures that address any of these core capabilities, etc.

**7. Information Collection, Analysis, & Dissemination**

- 7.1. Information collection regarding mass care, housing and human services status will be coordinated through ESF #6 and the YCEOC or other designated point as appropriate to the incident.
- 7.2. The local Incident Commander (IC) or designee is responsible for providing situation reports and periodic updates to keep the YCEOC informed. YCEOC or designee shall provide situation reports to local support agencies/jurisdiction ECCs and the Washington State Emergency Management Division (WAEMD) – State Emergency Operations Center (SEOC) as appropriate.
- 7.3. Jurisdiction, agency, private-sector, non-governmental, and volunteer organization representatives within the YCEOC will assist with meeting the information collection, analysis, and dissemination needs/methods of the JIC and YCEOC. This will include maintaining contact with their local PIOs for reports and updates.
- 7.4. Some incoming mass care, housing and human services information/requests (e.g. expenditures and entering into contracts) into the YCEOC may require a vetting process through the Policy Group and/or the YCEOC Manager due to legal, policy, ethical, or other concerns.
- 7.5. The YCEOC will be responsible for collection, analysis, and dissemination of the latest incident information and resources as depicted in Figure 2: YCEOC Information Collection, Analysis, and Dissemination process.

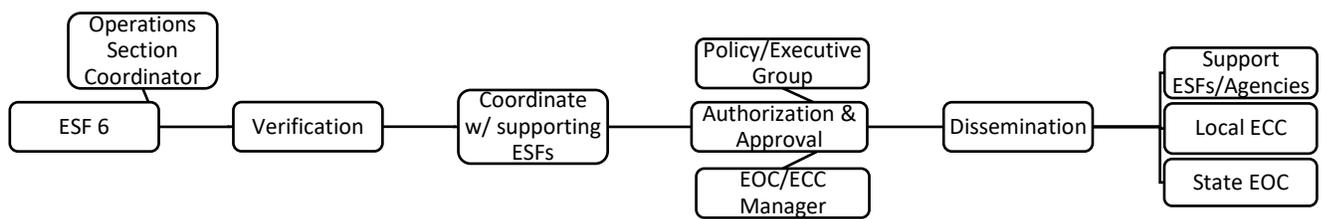


Figure 2: YCEOC Information Collection, Analysis, and Dissemination Process

**8. Responsibilities**

Response Mission Area			
Core Capability	Critical Task I.D.	Activity/Action	Organization(s) Name
Operational Coordination	1	Obtain an initial mass care needs assessment (including domestic animals/pets) through	American Red Cross – Central and

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<b>Response Mission Area</b>			
<b>Core Capability</b>	<b>Critical Task I.D.</b>	<b>Activity/Action</b>	<b>Organization(s) Name</b>
		established intelligence procedures; determine the appropriate management response to meet the request.	Southeastern Washington Yakima Humane Society/Yakima Sheriff's Office Animal Control YVEM
<b>Operational Coordination</b>	1	Establish communication links with support agencies and mass care resources.	American Red Cross – Central and Southeastern Washington Yakima Humane Society/Yakima Sheriff's Office Animal Control YVEM
<b>Operational Coordination</b>	1	Maintain close coordination with local ECCs, WAEMD/SEOC, support agencies, and any mutual aid from surrounding counties.	YVEM
<b>Critical Transportation</b>	1, 2	Coordinate or provide transportation assets for people and/or animal relocation.	School Districts – Public and Private Ground Transportation – Public and Private YVEM
<b>Fatality Management Services</b>	1	Establish and maintain operations to recover fatalities over a geographically dispersed area and coordinate designates sites/locations for temporary morgues in coordination with YHD.	Yakima County Coroner's Office
<b>Fatality Management Services</b>	1, 2	Provides for victim identification and mortuary services in coordination with YHD, Hospitals, EMS, and YVEM	Yakima County Coroner's Office
<b>Mass Care Services</b>	1, 2	Manage the coordination of both established and unaffiliated volunteers.	YVEM American Red Cross Yakima Humane Society
<b>Mass Care Services</b>	1, 2, 3	Access and/or activate an initial and continued housing strategy.	
<b>Mass Care Services</b>	1, 2, 3	Assist in reaching the area's homeless population located both in shelter programs and on the street.	Homeless Network of Yakima County

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<b>Response Mission Area</b>			
<b>Core Capability</b>	<b>Critical Task I.D.</b>	<b>Activity/Action</b>	<b>Organization(s) Name</b>
<b>Mass Care Services</b>	1, 2, 3	Staff (Registered Nurses, Physicians, Social Workers, Chaplains, Aides) available to assist, as requested.	Heartlinks Hospice & Palliative Care
<b>Mass Care Services</b>	1, 2	Coordinate family reunification efforts.	YVEM American Red Cross
<b>Mass Care Services</b>	1, 2	Coordinate the receiving of any unsolicited donations.	YVEM American Red Cross Yakima Humane Society
<b>Mass Care Services</b>	1	Provides access to disaster outreach support/services.	Central Washington Comprehensive Healthcare
<b>Mass Care Services</b>	1	Provides subject-matter expertise on working with access and functional needs populations.	Central Washington Comprehensive Healthcare
<b>Mass Care Services</b>	1	Provides drug/alcohol counseling for displaced residents.	Central Washington Comprehensive Healthcare
<b>Mass Care Services</b>	1, 2	Coordinate the domestic animal care services for sheltered populations.	Yakima Humane Society/Yakima Sheriff's Office Animal Control YVEM
<b>Mass Care Services</b>	1, 2	Determine the status of animal response teams, animal shelters and veterinary care.	Yakima Humane Society/Yakima Sheriff's Office Animal Control YVEM
<b>Mass Care Services</b>	1, 2	Coordinate the pet-family reunification effort.	Yakima Humane Society
<b>Mass Care Services</b>	1, 2	Coordinate the assignment of veterinary personnel to assist in delivering animal care.	Yakima Humane Society/Yakima Sheriff's Office Animal Control
<b>Mass Care Services</b>	2	Coordinate the depopulation of shelters as required and, when possible, plan for the return of evacuees with access and functional needs, to their pre-disaster locations.	YVEM Yakima Humane Society/Yakima Sheriff's Office Animal Control

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Response Mission Area			
Core Capability	Critical Task I.D.	Activity/Action	Organization(s) Name
<b>Mass Care Services</b>	2	Provide facilities to serve as mass care centers, when available.	School Districts – Public and Private
<b>Mass Care Services</b>	2	Provide facilities to serve as people and animal care centers (pets and/or farm animals).	Central Washington State Fair/Yakima Valley Sundome
<b>Public Information &amp; Warning</b>	1, 2	Gathers, assesses, prioritizes, and communicates relevant public health and medical needs information to survivors (including limited English proficiency individuals) in facilities where mass care services are provided.	YVEM
			Yakima Health District
			Central Washington Comprehensive Healthcare
<b>Public Information &amp; Warning</b>	1, 2	Coordinate public information through ESF #15 (Public Affairs).	YVEM
<b>Logistics &amp; Supply Chain Management</b>	1	Coordinate resource needs, and determines and resolves, as necessary, issues regarding resource shortages and resource ordering issues.	YVEM
			American Red Cross
			Yakima Humane Society
<b>Logistics &amp; Supply Chain Management</b>	1, 2	Establish and operate Points of Distribution for bulk commodity distribution.	Yakima Health District
<b>Public Health, Healthcare, &amp; EMS</b>	1	Provide vaccinations and immunizations to displaced residents and voluntary organizations working in hazardous environments.	Yakima Health District

Recovery Mission Area			
Core Capability	Critical Task I.D.	Activity/Action	Organization(s) Name
<b>Housing</b>	1	Manage any ongoing shelter operations.	YVEM
			YVCOG/Homeless Network of Yakima County
			Yakima Humane Society/ Yakima Sheriff's Office Animal Control
<b>Housing</b>	1		YVEM

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Recovery Mission Area			
Core Capability	Critical Task I.D.	Activity/Action	Organization(s) Name
		Coordinate the depopulation of shelters as required and, when possible, plan for the return of evacuees with access and functional needs, to their pre-disaster locations.	Yakima Humane Society/ Yakima Sheriff's Office Animal Control
<b>Housing</b>	1, 2, 3	Plan for the long-term sheltering of affected individuals.	YVEM
			YVCOG/Homeless Network
<b>Health &amp; Social Services</b>	1, 2	Continue and, if needed, improve upon family and/or pet reunification efforts, in coordination with ESF #11.	YVEM
			American Red Cross
			Yakima Humane Society

**9. Resource Requirements**

Resources	Providers
Desktop or Laptop	Yakima County EOC (may bring home agency laptop)
WebEOC login	Primary Agency/Organization
Contact list (phone & email) of organizations (master list)	Yakima County EOC or Home Agency/Organization
Internet and folder drive access	Yakima County EOC
Appropriate Home Agency/Org SOPs (hard & soft copies)	Primary Agency/Organization
Desk Phone	Yakima County EOC
Tiered communication structure with Incident Management Teams (IMT)	Yakima County EOC
Two-way Radio	Yakima County EOC or Home Organization
Training	Providers
E/G0191 (Emergency Operations Center/Incident Command System Interface)	Various locations (in-residence)
IS 100, 200, 700, 800	FEMA Emergency Management Institute (online)
ICS 300, 400	Various locations (in-residence)
Position training	Yakima Valley Emergency Management (YVEM)

**10. References and Supporting Plans**

- 10.1. ESF 1 – Transportation, Yakima County CEMP
- 10.2. ESF 3 – Public Works and Engineering, Yakima County CEMP
- 10.3. ESF 4 – Firefighting, Yakima County CEMP
- 10.4. ESF 5 – Emergency Management, Yakima County CEMP
- 10.5. ESF 7 – Logistics Management & Resource Support, Yakima County CEMP

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- 10.6. ESF 8 – Public Health and Medical Services, Yakima County CEMP
- 10.7. ESF 11 – Agriculture and Natural Resources, Yakima County CEMP
- 10.8. ESF 13 – Public Safety, Law Enforcement, and Security, Yakima County CEMP
- 10.9. ESF 15 – Public Affairs, Yakima County CEMP
- 10.10. [Washington State Comprehensive Emergency Management Plan](#)
- 10.11. [National Incident Management System \(NIMS\), 3rd Edition, October 2017](#)
- 10.12. [National Disaster Housing Strategy](#) – First, it describes how we as a Nation currently provide housing to those affected by disasters. It summarizes the many sheltering and housing efforts we have in the United States and the broad array of organizations that are involved in managing these programs. Second, and more importantly, the Strategy charts the new direction that our disaster housing efforts must take if we are to better meet the emergent needs of disaster victims and communities.

**11. Terms and Definitions**

- 11.1. [Access and Functional Needs \(AFN\)](#) – Executive Order 13407 requires the Federal Emergency Management Agency (FEMA) to “include in the public alert and warning system the capability to alert and warn all Americans, including those with disabilities” thereby reaching our whole community.