

## Annex E

### Human Services

#### I. OVERVIEW

Delaware County is all too often faced with both disaster and non-disaster situations which require prompt action by a variety of departments and people to respond to the needs of Delaware County residents.

The Human Services Annex has been developed to provide a conceptual and tactical guideline of how Delaware County will work towards supporting the needs of its residents.

The Delaware County Human Services Committee consists of Delaware County agencies and non-governmental organizations. These agencies during a time of crisis are focused on providing and administering programs which focus on responding quickly and compassionately to the needs of its victims.

The Human Services Committee will respond to the needs of the public utilizing NIMS and the ICS system as its All-hazard incident management system.

#### II. MEMBERSHIP

The Delaware County Office of the Aging serves as the chair of the Delaware County Human Services Committee. The Human Services Committee consists of a number of governmental and non-governmental agencies. The agencies involved include the following:

- a. Social Services
- b. Youth Bureau
- c. Probation
- d. Mental Health
- e. Public Health
- f. Sheriff
- g. Office of the Aging
- h. Alcoholism Council
- i. Stop DWI
- j. Personnel Director
- k. Planning
- l. Cornell Cooperative Extension of Delaware County
- m. Hospice
- n. Delaware Opportunities
- o. Red Cross

### III. RESPONSE

#### **A. Activation**

The Delaware Human Services Branch will be activated during times of crisis under the direction of the Director of Emergency Services. When this Branch is activated it will be operated under the Operations section chief within the EOC. The Chair of the committee will serve as the Branch Director and the following groups will be assigned; Sheltering Group, Functional and Medical Needs Sheltering Group, Food Group, Mental Health Group, Long Term Housing Group, Unmet Needs Group, Donations Management Group, Volunteer management Group.

When activation is requested from the Director of Emergency Services a core group of people will be directed to work in the EOC. The following staff will respond directly to the EOC to begin operations: Director of Office for the Aging, Director of Public Health and designated staff by the Director, Designated staff from Department of Social Services, and additional staff may be requested.

During the response phase of the incident or disaster, the overall focus and mission is to execute life sustaining and life saving needs. This is always the top priority during response. The responsibilities of the Human needs group are as follows:

- a. General Population Sheltering
- b. Functional and Medical Sheltering
- c. Food
- d. Disaster assistance centers
- e. Mental health
- f. Long term and short term housing
- g. Unmet needs
- h. Donations management
- i. Volunteer management
- j. Others to be determined

#### **B. General Population Sheltering**

Delaware County as designated is responsible for sheltering during times of crisis. It is imperative that we communicate efficient amongst an array of governmental and non-governmental agencies as we all must work together as a team to meet this need. When the Human Needs Group is activated this task will be led by the Delaware County Health Department. They will serve as the lead agency and coordinate all sub-agencies in a common mission to provide sheltering during times of need as directed by Delaware County Emergency Services. The Health department will be closely assisted by the American Red Cross and the Delaware County Department of Social Services in providing adequate shelters for displaced residence in Delaware County secondary to a natural or man-made disaster. SEE SHELTERING ANNEX

#### **C. Functional and Medical Needs Sheltering**

Functional and medical needs sheltering is a sub category under general population sheltering. It has been determined that it is the responsibility of Delaware County to provide Functional and Medical Needs Sheltering and the lead agency will be the Delaware County Public Health Department. The Health department will solicit additional resources from other governmental and private sector agencies as needed to meet the needs of residents per plans.

**D. Food**

Food and Water dissemination during a time of crisis is imperative to the citizens of Delaware County. Delaware County will work in conjunction with the American Red Cross to provide this support to affected areas within the jurisdiction.

**E. Disaster Assistance Centers (DAC)**

The disaster assistance center group provides a one stop source for impacted communities and residents to obtain information on programs at the local, state, and federal level. The Disaster Assistance Group is typically activated following a Preliminary Damage Assessment. If the DAC opening coincides with a federal disaster declaration then it will be collocated and one in the same with The Disaster Recovery Center (DRC). Delaware County Will provide or direct the following staff to these locations: Department of Social Services, American Red Cross, Mental Health and additional agencies as needed to meet the needs of the public.

**F. Mental Health**

The Mental health group will generally be activated right after an emergency and be placed in the disaster assistance centers as need. It may be requested that they go out and review cases in the affected areas and develop a list of affected residents. Short term mental health assistance will be provided while recovering from the disaster and long term mental health need will be coordinated and placed on a case by case basis.

**G. Long Term Housing**

Long term housing needs will generally be addressed in the later stages of the disaster after an overall needs assessment has been completed. The long term housing issues will be led by the DSS and assisted by SEMO and FEMA if a declaration has been granted.

**H. Unmet Needs**

A comprehensive list of unmet needs will be kept to assure that no resident is left behind. The Human Needs Committee Will MAKE EVERY EFFORT to assist with all identified and appropriate needs of the residents of Delaware County. As unmet needs are encountered they will be represented at the Human Needs planning meetings for discussion and potential agencies that may be able to offer resolutions.

**I. Donations Management**

The residents of New York State are very generous in their desire to help fellow citizens. It has been decided that Delaware County needs to be proactive in managing both monetary and goods donations during a time of crisis. This management will put in place a policy of how goods may be donated, how to disseminate a list of needs, storage and disposal of post the event. (Possible addition to the plan). Delaware Opportunities will be responsible for Donations management coordination. Other agencies will be assigned as need to facilitate this process.

## IV. ACCESS AND FUNCTIONAL NEEDS

### A. Access and Functional Needs Warning Considerations

When there is a need for alert and warning information to be disseminated to the public, immediate considerations for the people with access and functional needs include:

- Evaluate the disaster affected or potentially affected area to determine the population demographics.
- Coordinate with the County Public Information Officer (PIO) to disseminate appropriate information.
- Coordinate PIO information with the Social Services and Public Health representatives in the County EOC to ensure all populations are considered.
- Utilize all available public information dissemination methods for deaf, blind, foreign language and all other special needs populations.

### B. Access and Functional Needs Sheltering Considerations

When there is a need to activate shelters, the following tasks should be completed to ensure special needs population needs are met:

- Confirm compliant shelter locations and include information in the public information messages.
- Coordinate with ARC through the County EOC for access and functional needs considerations at specified shelter locations.
- Locate/request specialized volunteers to assist with access and functional needs population.
- Coordinate provision of mental health support at shelter and throughout the emergency operation.
- Coordinate access and functional needs support for evacuees needing transportation to shelter.
- Ensure that appropriate information regarding shelter capabilities is communicated to emergency responders and local officials through the EOC.

### C. Additional Access and Functional Needs Considerations

**Children** - May be reluctant to follow instructions from strangers. Should never be separated from an adult caretaker. If alone, should be provided with a caretaker immediately and have their situation communicated to Child Welfare Services.

**Visually Impaired** - May be extremely reluctant to leave familiar surroundings when the request for evacuation comes from a stranger. A guide dog could become confused or disoriented in a disaster. People who are blind or partially sighted may have to depend on others to lead them, as well as their dog, to safety during a disaster.

**Hearing Impaired** - May need to make special arrangements to receive warnings.

**Mobility Impaired** - May need special assistance to get to a shelter.

**Single Working Parent** - May need help to plan for disasters and emergencies.

**Non-English Speaking Persons** - May need assistance planning for and responding to emergencies. Community and cultural groups may be able to help keep people informed.

**People without Vehicles** - May need to make arrangements for transportation.

**People with Special Dietary Needs** - Should take special precautions to have an adequate emergency food supply.

**People with Medical Conditions** - Should know the location and availability of more than one facility if dependent on a dialysis machine or other life sustaining equipment or treatment.

**People with Intellectual Disabilities** - May need help responding to emergencies and getting to a shelter.

## V. ADMINISTRATIVE

### A. Meeting Schedule

The Human Services Group will meet no less than quarterly to discuss current issues within Delaware County and continue work on planning efforts. During or just prior to a disaster a meeting may be called at any time by the Director of Emergency Services or Chair of the committee to discuss issues at hand. They may meet as often as needed.

### B. Plan Update

This plan shall be reviewed annually by the Human Services Group and updates will be reviewed by the Director of Emergency Services and implemented in to the Delaware County Comprehensive Emergency Management Plan.

**C. Training**

All members of the Human Needs Group should complete the following courses in addition to the specialties that they are already trained in from their primary responsibilities with their respective positions

- I-100
- I-200
- IS-700
- IS-800

All management staff operating within the EOC should complete the following Coursework

- I-300
- I-400