



## KENTON COUNTY EMERGENCY SUPPORT FUNCTION

# KENTON COUNTY, KENTUCKY EMERGENCY OPERATIONS PLAN ***MASS CARE, HOUSING AND HUMAN SERVICES ESF-6***

*Coordinates and organizes mass care, housing and human services resources in preparing for, responding to and recovering from emergency/disaster incidents which impact the citizens of Kenton County.*

### **MASS CARE, HOUSING AND HUMAN SERVICES ESF-6**

#### **ESF Coordinator:**

Primary:

Director or Deputy American Red Cross,

Alternates:

Area Manager Salvation Army

#### **Primary Agencies:**

American Red Cross- Cincinnati Area Chapter  
Northern Kentucky Independent District Health Department  
Salvation Army

#### **Support Agencies:**

Kenton County Fiscal Court  
Kenton County Judge Executive and Commissioners  
Kenton County Sheriff's Office  
Kenton County Police Department  
Kenton County Public Works  
Kenton County EMS  
Kenton County Coroner's Office  
Region 6 Kenton County Task Force WMD/HAZMAT Regional Response Team  
Kenton County Emergency Management Agency  
Kenton County Animal Control  
Kenton County Parks and Recreation Department  
Bromley Fire Department  
Covington Fire Department



## KENTON COUNTY EMERGENCY SUPPORT FUNCTION

Crescent Springs/Villa Hills Fire Department  
Edgewood Fire Department  
Elsmere Fire Department  
Erlanger Fire Department  
Fort Mitchell Fire Department  
Fort Wright Fire Department  
Independence Fire Department  
Kenton Fire Department  
Ludlow Fire Department  
Northern Kentucky Independent Health District  
Park Hills Fire Department,  
Ryland Heights Fire Department  
Salvation Army  
Taylor Mill Fire Department  
Kenton County Fire Chiefs Association.

### **City of Covington:**

Mayor of Covington and Covington City Council members  
Covington Police Department  
Covington Code Enforcement  
Kenton County School Board  
City of Covington School Board

### **Other Local Agencies**

Mayor of Bromley  
Mayor of the Cities of Crescent Springs/Villa Hills  
Mayor of Edgewood  
Mayor of Elsmere  
Mayor of Erlanger  
Mayor of Fort Mitchell  
Mayor of Fort Wright  
Mayor of Independence  
Mayor of Lakeside Park  
Mayor of Ludlow  
Mayor of Park Hills  
Mayor of Ryland Heights  
Mayor of Taylor Mill  
Edgewood Police Department  
Elsmere Police Department  
Erlanger Police Department  
Fort Wright Police Department



## KENTON COUNTY EMERGENCY SUPPORT FUNCTION

Independence Police Department  
Kenton County Police Department  
Kenton County Sheriff's Department  
Lakeside Park Police Department  
Ludlow Police Department  
Park Hills Police Department  
Taylor Mill Police Department  
Villa Hills Police Department,  
Erlanger Dispatch Center  
Kenton County Dispatch Center  
Kenton County School Board  
Kenton County School Resource Officer  
Kenton County Jailer  
American Red Cross  
Cincinnati Bell

### **Other Local Agencies**

Kenton County Public Schools  
Multi-Purpose Community Action Agency

### **Regional Support/Resources:**

Boone County Dispatch  
Campbell County Dispatch

**State Agencies** Kentucky Division of Emergency Management  
Kentucky Department for Community Based Services

### **Federal Agencies:**

FBI

*(Not all agencies are listed under these sections, as it would vary and be difficult to include all agencies that could be affected by the impact of a disaster. This ESF will expand/collapse as needed during an incident.)*

## **Introduction**

The Mass Care, Housing and Human Services Emergency Support Function (ESF-6):

- identifies and organizes the resources (human, technical, equipment, facility, materials and/or supplies) available to Kenton County, the City of Bromley, the City of Crescent Springs/Villa Hills, the City of Edgewood, the City of Elsmere, the City of Erlanger, the City of Fort Mitchell, the City of Fort Wright, the City of



## KENTON COUNTY EMERGENCY SUPPORT FUNCTION

Independence, the City of Lakeside Park, the City of Ludlow, the City of Park Hills,

### **Introduction con't:**

the City of Ryland Heights and the City of Taylor Mill to address and support mass care, housing and human services needs in the event of either a natural or man-made disaster or emergency situation;

- identifies the responsibilities of organizations charged with providing mass care, housing and human services in the case of a disaster or emergency situation;
- is established to assure the provision of mass care, housing and human services support to Kenton County, the City of Bromley
- the City of Crescent Springs/Villa Hills, the City of Edgewood, the City of Elsmere, the City of Erlanger, the City of Fort Mitchell, the City of Fort Wright, the City of Independence, the City of Lakeside Park, the City of Ludlow, the City of Park Hills, the City of Ryland Heights and the City of Taylor Mill and private-sector response before, during and after an incident/event;
- provides personnel and resources to support prevention, preparedness, protection, response, recovery and mitigation in support of the primary emergency management objectives of mass care, housing and human services in emergency and disaster situations.

### **Mission**

The mission of the Mass Care, Housing and Human Services Emergency Support Function is to coordinate and organize mass care, housing and human services resources in preparing for, responding to and recovering from emergency/disaster incidents which impact the citizens of Kenton County.

### **Scope**

The scope of this ESF includes:

- assessing mass care, housing and human services system damage and determining the required resources to restore such mass care, housing and human services systems;
- coordinating with ESF-6/Mass Care, Housing and Human Services support agencies for assistance in helping mass care, housing and human services suppliers obtain information, equipment, specialized labor, fuel and transportation to repair or restore energy systems;
- coordinating information with local, state, and federal officials and suppliers about available mass care, housing and human services supply recovery assistance;
- providing technical assistance concerning mass care, housing and human services systems.



## KENTON COUNTY EMERGENCY SUPPORT FUNCTION

ESF-6/Mass Care, Housing and Human Services will coordinate the emergency provision of temporary shelters, emergency mass feeding, and the bulk distribution of coordinated relief supplies for victims of a disaster and disaster workers.

ESF-6 can provide personnel and resources to support preparation, mitigation, response and recovery in support of the primary emergency management objectives. Other responsibilities include-

- documentation and reporting shelter status, populations and any issues with residents, e.g. injuries and casualties;
- determination of needs and the processing of all requests to meet those needs; and
- securing donations of life-supporting supplies.

ESF-6 resources are used when individual agencies are overwhelmed and additional mass care, mass feeding assistance, and bulk distribution of coordinated relief supplies are needed. ESF-6 will coordinate the lodging and feeding of evacuees of any actual or potential disaster.

ESF-6/Mass Care, Housing and Human Services is a functional annex to the Kenton County Kentucky Emergency Operations Plan and to the extent possible, information contained in other sections of the EOP will not be repeated in this ESF annex. Many of the agencies involved in ESF-6/Mass Care, Housing and Human Services activities have existing emergency plans and procedures which this ESF Annex is designed to complement and support.

This Emergency Support Function applies to all agencies with assigned mass care, housing and human services emergency responsibilities as described in the Kenton County Kentucky Emergency Operations Plan.

### **Situations and Assumptions**

Some of the situations and assumptions involved in planning ESF-6 planning include but are not limited to the following:

- disaster incidents often result in evacuations either before or during the incident.
  - Such evacuations will cause a demand for congregate/mass care facilities;
- mass care facilities, at a minimum, must have capability of providing space for sleeping and
  - Feeding:
  - mass care facilities will provide protection only from normal weather conditions. These
    - facilities do not necessarily provide protection from severe weather, toxic gases,



## KENTON COUNTY EMERGENCY SUPPORT FUNCTION

- radioactive fallout, or other life-threatening forms;

### Situations and Assumptions

- during an incident there will be populations requiring special attention including the-
  - elderly;
  - handicapped; and
  - homeless individuals.
- mass care facilities will receive priority consideration for structural inspections to ensure safety of occupants;
- it is anticipated that many individuals will be prepared and self-sufficient for a minimum of 72 hours after an incident; however, it is likely that a significant portion of dislocated citizens and guests will not be self-sufficient during the initial 72 hours.
- Kenton County and support agencies, in conjunction with local voluntary organizations, will need to be able to coordinate-
  - the evacuation and registration of victims;
  - administer emergency first aid treatment and mental health counseling, and;
  - provide other initial mass care needs for at least the first 72 hours after the public emergency;
  - the restoration of basic infrastructure (e.g., communications, roads, transportation services, and electricity) may take days, weeks, even months;
  - ongoing assistance under ESF-6 may be required as the response stage transitions to the recovery stage;
  - some percentage of the sheltered population will require shelter for an extended period of time;
  - individuals will be anxious to identify the location and health/condition of friends, family, and loved ones;
  - the makeup of the dislocated will likely be friends, family, and loved ones, and will likely be diverse and require attention to cultural, ethnic, language, and other related needs.

### Concept of Operations

The Kenton County Emergency Operations Center (EOC) serves as the central location for interagency coordination and executive decision-making, including all activities associated with ESF-6/Mass Care, Housing and Human Services during a disaster/emergency event. The ESF-6/Mass Care, Housing and Human Services Primary Agencies work with the EOC management team to ensure necessary mass care, housing and human services tasks are accomplished.





## KENTON COUNTY EMERGENCY SUPPORT FUNCTION

The Support and Partnering Agencies provide resources and personnel to assist in accomplishing ESF-6 activities as required by the size and demands of the event. As calls are received requesting services and resources during an emergency/disaster situation, they are routed to the ESF-6/Mass Care, Housing and Human Services desk to determine appropriate action.

### **General**

ESF-6/Mass Care, Housing and Human Services is organized consistent with the requirements of the National Response Plan, the National Incident Management System and uses the Incident Command System (composed of Planning, Operations, Logistics and Finance/Administration Sections with their standardized Units, Teams, positions, forms and terminology) to manage its emergency/disaster responsibilities. This structure and system supports incident assessment, planning, procurement, deployment and coordination of mass care, housing and human services support operations for Kenton County, the City of Bromley, the City of Crescent Springs/Villa Hills, the City of Edgewood, the City of Elsmere, and the City of Erlanger, the City of Fort Mitchell, the City of Fort Wright, the City of Independence, the City of Kenton Vale, the City of Lakeside Park, the City of Ludlow, the City of Park Hills, the City of Ryland Heights and the City of Taylor Mill. Pursuant to the Incident Command System structure, the Planning, Logistics, Finance/Administration and Operations Section Coordinators and staff at the Emergency Operations Center (EOC) assist the EOC Manager in achieving the overall mission. Sections, Units, Teams, staffing levels, etc. are modular and scalable, depending on the type, size, scope and complexity of the emergency or disaster event.

Procedures, protocols and plans for mass care, housing and human services disaster response activities provide guidelines for operations at the Kenton County Emergency Operations Center and in the field.

- the Emergency Operations Plan and corresponding Appendices, Incident Annexes, Support Annexes and Standard Operating Guidelines that describe ESF-6/Mass Care, Housing and Human Services capabilities are based on National Planning Scenarios, Universal Task List and Target Capabilities and are the basis of these guidelines;
- periodic training and exercises are conducted to enhance effectiveness;
- mass care, housing and human services planning is continuous, beginning well before impact of approaching natural disasters and immediately upon those not forecasted.



## KENTON COUNTY EMERGENCY SUPPORT FUNCTION

A large event requiring regional, state and/or interstate mutual aid assistance will require ESF-6/Mass Care, Housing and Human Services implementation. ESF-6/Mass Care, Housing and Human Services will coordinate with support agency counterparts to seek and procure, plan, coordinate and direct the use of any required mass care, housing and human services assets.

When an event requires a specific type or response mode, mass care, housing and human services technical and subject matter expertise may be provided by an appropriate person(s) from a supporting agency with skills relevant to the type of event. The individual will advise and/or direct operations within the context of the Incident Command System structure.

As illustrated in Figure 6-1: *ESF-6/Mass Care, Housing and Human Services Concept of Operation*, ESF-6 will give priority to five fundamental, interrelated functions:

- use technology and human intelligence to collect, analyze and disseminate information on direct and indirect disaster impacts,
- assess the capabilities of local government, the business community and volunteer agencies to effectively respond to the disaster;
- assess and prioritize the immediate needs of impacted communities, neighborhoods and areas of the county;
- incorporate the analyses into Incident Action Plans that establish operational objectives and identify resource requirements to accomplish these objectives;
- utilize an Incident Action Matrix to establish priorities, assign tasks to agencies and track progress in meeting objectives.

Each mass care, housing and human services organization which enters into a mutual aid agreement will furnish a copy of the agreement to the Kenton County Emergency Management Agency.

The Kenton County Emergency Management Agency will maintain up-to-date information of mass care, housing and human services in Kenton County including:

- names of responsible officials (reviewed/updated quarterly),
- ESF-6/Mass Care, Housing and Human Services staffing directory (reviewed/updated quarterly),
- ESF-6/Mass Care, Housing and Human Services notification lists (reviewed/updated quarterly),
- major mass care, housing and human services equipment identified in Resource Typing and readiness status (reviewed/updated annually).

### **ESF-6/MASS CARE, HOUSING AND HUMAN SERVICES CONCEPT OF OPERATIONS**





## KENTON COUNTY EMERGENCY SUPPORT FUNCTION

1. ASSESS IMPACTS
2. ASSESS LOCAL RESPONSE CAPABILITIES
3. PRIORITIZE NEEDS OF IMPACTED AREAS
5. PREPARE AND IMPLEMENT INCIDENT ACTION MATRIX
4. PREPARE AND IMPLEMENT INCIDENT ACTION PLANS (IAP)

### **Figure 6-1: *ESF-6/Mass Care, Housing and Human Services Concept of Operations***

The ESF-6/Mass Care, Housing and Human Services Emergency Operations Plan plus accompanying Appendices, Annexes and Standard Operating guidelines are maintained by the Kenton County Emergency Management Agency and are reviewed and updated by the mass care, housing and human services planning committee with the Kenton County Emergency Management Agency at least annually. Support agencies may develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall Emergency Operations Plan. All such documents must be compliant with the National Response Plan, National Incident Management System, Incident Command System and the Emergency Operations Plan (EOP).

Mass care, housing and human services organizations are responsible for training and continuing education of their personnel.

The Kenton County Emergency Operations Center uses WebEOC (crisis management software) to supplement disaster management planning and actions. Specifically, all of the applicable Emergency Support Functions, agency based emergency operations centers, and other facilities or functions as appropriate are able to communicate their needs and status through WebEOC. This allows all of the information to be integrated for the specific event and to assess what actions, resources and needs exist.

### **Notifications**

Kenton County E911 Dispatch is the county's 24 hour Warning Point.

When the county or an area of the county has been threatened or impacted by an emergency or disaster event, Kenton County E911 Dispatch will notify the Kenton County Emergency Management Agency Director who in turn will notify the State Emergency Operations Center Duty Officer.

The state Emergency Operations Center notifies applicable state agencies including the Regional Response Manager of KyEM Region 6.



## KENTON COUNTY EMERGENCY SUPPORT FUNCTION

ESF-6/Mass Care, Housing and Human Services will be activated or placed on standby upon notification by the Kenton County Emergency Management Agency. Upon instructions to activate this Emergency Support Function, the ESF-6 Coordinator and Support Agencies will implement their procedures to notify and mobilize all personnel, facilities and physical resources potentially needed, based on the emergency circumstance.

### **Direction and Control**

The American Red Cross Cincinnati Branch, Salvation Army, and the Northern Kentucky Independent Health District are the lead agencies for ESF-6 and will manage the emergency activities of ESF-6/Mass Care, Housing and Human Services. ESF-6/Mass Care, Housing and Human Services operate from the Kenton County Emergency Operations Center (EOC) on a 24 hour/7 days a week schedule to help maintain the flow of mass care, housing and human services.

The Kenton County Emergency Management Agency functions as the official disaster organization for preparedness, mitigation, response and recovery within Kenton County and serves as the focal point for ESF-6 activities. It is responsible for ensuring that all appropriate program departments, support agencies, other Emergency Support Functions and private voluntary agencies have knowledge about the system and ESF-6 expectations.

The ESF-6/Mass Care, Housing and Human Services system operates at two levels – the Emergency Operations Center and field operations.

All management decisions regarding county and/or regional mass care, housing and human needs resource allocations are made at the Emergency Operations Center by the ESF-6 Coordinator during emergency activations. In accordance with a mission assignment from ESF-6 and further mission tasking by a local primary agency, each support organization assisting in an ESF-6 assignment will retain administrative control over its own resources and personnel but will be under the operational control of ESF-6-Mass Care, Housing, and Human Services.

### **General**

Response to an emergency/disaster event in Kenton County is progressive as demonstrated in Figure 6-2: *Progressive Requests for Emergency/Disaster Resources*. The initial response to an emergency/disaster situation is met by the use of the mass care, housing and human services resources available at the local level. Kenton County Fiscal Court, Kenton County, the City of Bromley, the City of Crescent Springs/Villa Hills, the City of Edgewood, the City of Elsmere, the City of Erlanger, the City of Fort



## KENTON COUNTY EMERGENCY SUPPORT FUNCTION

Mitchell, the City of Fort Wright, the City of Independence, the City of Lakeside Park, the City of Ludlow, the City of Park Hills, the City of Ryland Heights and the City of Taylor Mill activate available resources. When the mass care, housing and human services needs for resources and/or services exceed the capability of what is available in the jurisdictions within Kenton County, established mutual aid agreements with surrounding

counties to provide mass care, housing and human services, such resources are utilized. When needed mass care, housing and human services resources cannot be located through mutual aid agreements, the Kenton County Emergency Operations Center requests resources through the state Emergency Operations Center. The state Emergency Operations Center locates resources through intra- and inter-state mutual aid agreements and federal assets.

STATE EMERGENCY OPERATIONS CENTER  
KENTON COUNTY EMERGENCY OPERATIONS CENTER

### ***ESF-6 COORDINATOR***

COVINGTON CITY RESOURCE  
BROMLEY CITY RESOURCE  
CRESCENT SPRINGS CITY RESOURCE  
EDGEWOOD CITY RESOURCE  
ELSMERE CITY RESOURCE  
ERLANGER CITY RESOURCE  
FORT MITCHELL CITY RESOURCE  
FORT WRIGHT CITY RESOURCE  
INDEPENDENCE CITY RESOURCE  
LAKESIDE PARK CITY RESOURCE  
LUDLOW CITY RESOURCE  
PARK HILLS CITY RESOURCE  
RYLAND HEIGHTS CITY RESOURCE  
TAYLOR MILL CITY RESOURCE  
VILLA HILLS CITY RESOURCE  
KENTON COUNTY RESOURCE

### **Requests for Emergency Assistance Flow Upwards from the Lowest Level**

MUTUAL AID AGREEMENTS  
INTRA-STATE MUTUAL AID AGREEMENTS  
INTER-STATE MUTUAL AID AGREEMENTS  
FEDERAL ASSETS

**Figure 6-2: Progressive Requests for Emergency/Disaster Resources**



## KENTON COUNTY EMERGENCY SUPPORT FUNCTION

### County

Kenton County Emergency Management will initiate ESF-6/Mass Care, Housing and Human Services notification and will request assistance from the primary and support agencies to help staff the ESF-6 position in the Kenton County Emergency Operations Center.

In the Incident Command Structure, ESF-6/Mass Care, Housing and Human Services is located in the Human Needs Branch of Logistics as shown in Figure 6-3: *Incident Command System Structure/ESF-6/Mass Care, Housing and Human Services*.

During an activation of the EOC, support agency staff is integrated with the mass care, housing and human services staff to provide support that will allow for an appropriate, coordinated and timely response.

### Figure 6-2: *Progressive Requests for Emergency/Disaster Resources*

Throughout the response and recovery periods, ESF-6:

- collects, analyzes, and disseminates tactical information on the nature, scope and potential impacts of an incident or major disaster related to mass care, housing and human services;
- evaluates and analyzes information regarding mass care, housing and human services requests;
- develops and updates assessments of current and anticipated future mass care, housing and human services needs and resource requirements,
- implements contingency planning to meet anticipated mass care, housing and human services demands or needs;
- incorporates this analysis into Incident Action Plans; and
- uses this intelligence to support the Logistics, Operations and other ESFs in their impact assessment and response missions.

### Figure 6-2: *Progressive Requests for Emergency/Disaster Resources con't:*

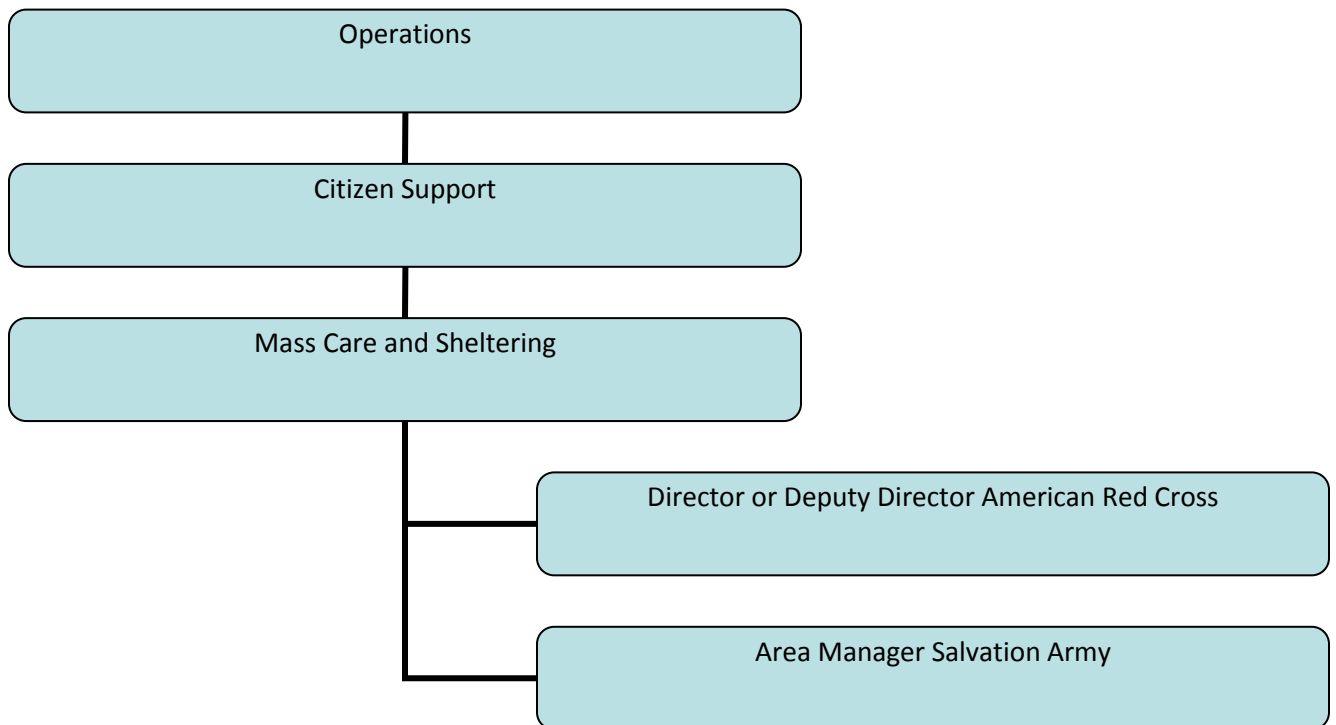
KENTON COUNTY EOC MANAGER  
PUBLIC INFORMATION  
ESF 15  
LIAISON  
SAFETY  
OPERATIONS  
PLANNING  
LOGISTICS  
FINANCE  
HUMAN NEEDS BRANCH



## KENTON COUNTY EMERGENCY SUPPORT FUNCTION

### **MASS CARE, HOUSING AND HUMAN SERVICES ESF-6**

**Figure 6-3: Incident Command System Structure/ESF-6–Mass Care, Housing and Human Services**



### **Region**

When local resources are overwhelmed or depleted, additional mass care, housing and human services resources are obtained through established mutual aid agreements Kenton County has with counties in the region. The Human Needs Branch Director, in consultation with the requesting jurisdiction, contacts the agencies with whom mutual agreements are in effect to determine if the requested resources are available.

Additionally, either the KyEM Region 6 Response Manager or the state Emergency Operations Center can be contacted to determine the appropriate state agency serving as the lead agency for mass care, housing and human services coordination/support at



## KENTON COUNTY EMERGENCY SUPPORT FUNCTION

the state level. That agency can designate a liaison to the Kenton County EOC to assist Emergency Support Function 6 and to the extent capable provide coordinators, assessors and operational personnel in support of the EOC or field activities.

On activation of an emergency operations center in more than one county, the lead agency for mass care, housing and human services coordination/support at the state level may support the coordination of the event response with regional resources or request additional resources through the State Emergency Operations Center.

### **State**

During an emergency or disaster event, ESF-6/comparable primary and support agencies at the State Emergency Operations Center report and function under the overall direction of the Kentucky Division of Emergency Management Director.

During the response phase, ESF-6/comparable evaluates and analyzes information regarding mass care, housing and human services requests. ESF-6/comparable also develops and updates assessments of the mass care, housing and human services situation/status in the impact area and initiate contingency planning to meet anticipated demands and needs.

The Kentucky Division of Emergency Management develops and maintains the overall State Emergency Operations Plan and accompanying Appendices and Standard Operating Guidelines that govern response actions related to emergencies. Support agencies may develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall Emergency Operations Plan. All such documents will comply with the National Response Plan, the National Incident Management System and the Incident Command System.

### **Actions**

Actions initiated by ESF-6 are grouped into the phases of emergency management: preparation, mitigation, response and recovery. Each phase requires specific skills and knowledge to accomplish. Each phase requires significant cooperation and collaboration between all supporting agencies and the intended recipients of service. ESF-6 encompasses a full range of activities from training to the provision of field services.

During an activation of the Emergency Operations Center, support agency staff is integrated with the ESF-6 staff to provide support that will allow for an appropriate, coordinated and timely response. The American Red Cross will be responsible for overall shelter operations as well as collaboration with other ESF-6 agencies to provide food and water to persons being sheltered and responders if possible. North Central





## KENTON COUNTY EMERGENCY SUPPORT FUNCTION

District Health Department, through ESF 8-Public Health and Medical Services, will conduct the planning and operation of Special Needs Shelters. Shelter personnel dispatched by the American Red Cross are responsible for registration of shelter residents, recruiting evacuees to assist shelter volunteer personnel in shelter operations, assisting in reuniting separated family members, and/or providing family information or health and welfare priority messages through amateur radio operators and shelter volunteers. Shelter managers are also trained and briefed on safe areas and off-limits areas in the shelters. The American Red Cross will request the assistance of additional support agencies as needs develop to provide mass care services. The American Red Cross provides for training and education, not only of shelter personnel, but also of the general public on disaster preparedness and response.

During an emergency or disaster event, the Emergency Operations Center Logistics Section Chief will coordinate the support resources from the support agencies with the Human Needs Branch Director. During the response phase, ESF-6/Mass Care, Housing and Human Services will evaluate and analyze information regarding mass care, mass feeding and bulk distribution of relief supplies. ESF-6 will also develop and update assessments of the mass care services status in the impact area and undertake contingency planning to meet anticipated demands and needs.

Primary and support agencies will provide sufficient personnel to staff ESF-6 on a 24 hour schedule. The staff will be qualified persons able to facilitate decisions for the department they represent.

The American Red Cross will continuously provide support information to ESF-6 with the EOC by providing comprehensive reports on all sheltering and mass feeding operations. These comprehensive reports will address openings, closings, shelter locations, shelter censuses and mass feeding locations.

Support agencies, other than those represented at the EOC, will coordinate all their responsibilities under ESF-6/Mass Care, Housing and Human Services with the American Red Cross and the Salvation Army. This information will be condensed and forwarded to the ESF-6 Coordinator at the EOC.

Support agencies will report activities related to ESF-6/Mass Care, Housing and Human Services to the ESF-6 Coordinator for consolidated reporting, and coordination with the American Red Cross DOC and the Salvation Army.

The EOC leadership will determine the need to establish a Kenton County Staging Area to receive disaster related commodities from the State Logistics Staging Area, or if directed from Federal Mobilization Sites or Federal Staging Areas. Kenton County Staging Areas will receive, account, store as required, and ship to Points of Distribution



## KENTON COUNTY EMERGENCY SUPPORT FUNCTION

any commodities received. The staging areas will also redirect and recover unused supplies.

### **Preparedness Actions**

Actions and activities that develop mass care response capabilities may include planning, training, orientation sessions, and exercises for ESF-6/Mass Care, Housing and Human Services personnel and other emergency support functions that respond with ESF-6.

Activities include:

- planning with ESF-6/Mass Care, Housing and Human Services support agencies, regional task forces, and other emergency support functions to refine mass care operations;
- training ESF-6/Mass Care, Housing and Human Services staff in the utilization of disaster intelligence to identify and scale the potential ESF-6 mission, including mass care and mass feeding;
- training and exercises for EOC and mass care team members;
- preparation and maintenance of emergency operating procedures, resource inventories, personnel rosters and resource mobilization information necessary for implementation of the responsibilities of the lead agency; training lead agency personnel in their responsibilities and duties;
- maintaining liaison with support agencies;
- conducting vulnerability analysis at critical facilities and making recommendations to improve the physical security;
- maintaining and updating roster of primary contact ESF-6/Mass Care, Housing and Human Services personnel representing each agency under ESF-6;
- coordinating with Kenton County Emergency Management to ensure an annually updated shelter list is available and maintained at the EOC, as well as within WebEOC;
- coordinating with the EOC in the assessment of public need to determine the opening or closing of public shelters before and after an emergency or disaster event;
- coordinating with ESF 5-Emergency Management to develop and refine procedures for establishing and operating mass feeding sites;
- coordinating with logistics in establishing, managing and supplying mass feeding sites;
- maintaining a current list of all public and private agencies that can provide mass feeding in times of disaster. The list will provide specific information, to include:
- number of persons each agency can feed two meals a day and sustainment period;



## KENTON COUNTY EMERGENCY SUPPORT FUNCTION

- number of staff or volunteers available for cooking and/or serving;
- major equipment lists, e.g., field ranges, mobile feeding units, refrigeration, vehicles, etc.

### **Response Actions**

Response actions/initiatives include:

- coordinating operations at the ESF-6/Mass Care, Housing and Human Services position in the Kenton County EOC and/or at other locations as required;
- establishing and maintenance of a system to support on-scene direction and control and coordination with county and State EOC;
- pre-positioning response resources when it is apparent that Mass Care resources will be necessary; relocating Mass Care resources when it is apparent that they are endangered by the likely impacts of the emergency situation;
- monitoring and directing resources and response activities;
- providing staffing in the EOC under coordination of the lead agency if required; agencies may be called upon to supply clerical/administrative personnel;
- participating in EOC briefings, Incident Action Plans, Situation Reports and meetings;
- coordinating with support agencies, as needed, to support emergency activities;
- obtaining State resources through the Statewide Emergency Management Mutual Aid and Assistance Agreement;
- coordinating with other jurisdictions' ESFs or like function to obtain resources and facilitation of an effective emergency response among all participating agencies.

### **Shelters**

- shelters will be opened and closed in accordance with public need as assessed by the American Red Cross and Kenton County Emergency Management.
- ESF-6 will monitor evacuation activity and coordinate with the EOC if the need for additional sheltering outside the county is anticipated and document the request and information in WebEOC;
- ESF-6 will continuously monitor occupancy levels and ongoing victims' needs;
- ESF-6 will maintain a daily listing of "open" and "closed" shelters, ensuring that this information is captured on the Shelter Board in WebEOC;
- ESF-6 will work with ESF 2-Communications to ensure that each shelter has a working communications system and has contact with Kenton County EOC and the American Red Cross.
- this may include radio, telephone, and/or cellular telephone communication;
- the ESF-6 Coordinator at the EOC will keep the EOC manager and ESF 2 informed about any communication needs.



## KENTON COUNTY EMERGENCY SUPPORT FUNCTION

- the Special Needs Program in Kenton County is administered by the North Central District Health Department, and managed during EOC activations under ESF-8 Public Health and Medical.
- any sheltered person who is not medically appropriate for a general public shelter will be referred to either the Special Needs Shelter or a medical facility depending upon current medical condition and prognosis.
- coordinating with ESF 12-Energy for power service restoration to shelter sites and for the acquisition of supplemental power sources as well as generators and fuel as required;
- coordinating with ESF 13-Law Enforcement to provide security resources needed at shelters;
- coordinating with ESF 8-Public Health and Medical Services and primary/support agencies for the provision of medical services, advanced first aid and mental health services in shelters;
- providing trained and qualified personnel in shelters in sufficient numbers to care for people needing assistance.

### **Mass Feeding**

- providing information to and coordinating with ESF 5-Emergency Management regarding mass feeding sites established by the American Red Cross, Salvation Army, and other volunteer agencies;
- the first priorities of mass feeding activities will be disaster victims;
- coordination of mass feeding locations to ensure optimal logistics for public service based on emergency needs;
- coordinating sanitation provisions and inspections, and garbage removal from mass feeding sites in coordination with ESF 3 (Public Works) and ESF 8;
- coordinate the provision of food and water for mass feeding sites, including procuring food from the USDA, donations and private vendors, and the storage of food in identified warehouse sites;
- coordinating the transportation of food from identified warehouses to mass care feeding sites in liaison with ESF-1 Transportation.

### **Volunteers/Donations and Shelters**

coordinating the activities of volunteers actively engaged in providing mass care assistance to include:

preventing duplication of goods and services as they relate to mass care;

- assisting volunteers with logistics;
- coordinating the delivery of goods and services as they relate to mass care.
- maintaining of list of all volunteer organizations active in mass care in the disaster area with the following information:



## KENTON COUNTY EMERGENCY SUPPORT FUNCTION

- type of service(s) being provided by each volunteer agency;
- number of volunteers in the area;
- resources each agency has available;
- names and contact means of key persons in each organization;
- logistical abilities of each organization, i.e. self-contained, need transportation, self-equipped, etc.

### **Recovery Actions**

Recovery actions/initiatives include:

- continuous monitoring of occupancy levels and ongoing victims' needs and providing the EOC with a daily listing of open shelters, ensuring the information is logged into WebEOC on the Shelter Board;
- providing its support agencies, ESF 5-Emergency Management and ESF 15-Public Information with regular updates on which shelters are opened or closed, as well as the census data for open shelters;
- coordination with ESF 15 to provide information to shelter residents about how to assess disaster assistance programs and services through the American Red Cross Service Centers and Individual Assistance Programs through Disaster Application Centers/Tele-registration;
- coordination of the consolidation of shelters, staff, resources (i.e., communications and law enforcement) and supplies as sheltering needs diminish;
- continued coordination with ESF 5-Emergency Management and ESF 15-Public Information to establish and maintain mass and mobile feeding sites.
- the need and location of these sites will be reviewed and evaluated daily;
- sites may be closed when no longer needed and feeding routes for mobile units should be established or changed according to need.
- collaboration with Kenton County Emergency Management, the local governmental entities and applicable state agencies to assist in determining extended sheltering needs.

### **Mitigation Actions**

Mitigation actions/initiatives include:

- participation in shelter deficit reduction strategies/activities and shelter demand studies;
- coordination with Kenton County Emergency Management Agency on public education programs to reduce shelter demand;
- education of citizens on disaster preparedness activities;



## KENTON COUNTY EMERGENCY SUPPORT FUNCTION

- coordination as feasible to incorporate shelter features within public building construction.

### Responsibilities

#### All tasked agencies will:

develop applicable standard operating procedures, guidelines and/or checklists which clearly define the role of this emergency support function in the overall functioning of the Kenton County EOC and detail the accomplishment of their assigned functions;

- train staff in the standard operating procedures, guidelines and/or checklists that outline the courses of action to be taken during a pending or actual disaster or emergency situation;
- participate in drills to exercise these procedures and actions on a regular basis;
- participate in honest appraisals of the performance of the mass care, housing and human services role and actions after each drill, exercise and actual activation of the Kenton County EOC;
- participate in a continuous quality improvement process that uses the findings of the performance appraisals and the lessons learned to continuously refine the role and actions of this emergency support function in the overall functioning of the Kenton County EOC and incorporate these into clearly written procedures which are shared with all staff and involved agencies;
- deploy a representative to the EOC to assist with emergency management activities;
- provide on-going status reports as requested by the Emergency Management Coordinator;
- document all costs and expenses associated with response and recovery activities taking care to clearly separate disaster-related work from daily work in the event that State and Federal reimbursement becomes available;
- maintain up-to-date rosters for notifying personnel and 24-hour EOC staffing capabilities, and provide this information to the Kenton County Emergency Management Agency;
- perform other emergency responsibilities as assigned.

#### Primary Agencies:

American Red Cross- Cincinnati Area Chapter, Northern Kentucky Independent District Health Department, Salvation Army

Duties include but are not limited to the following:

- coordinate ESF-6- Mass Care, Housing and Human Services and the support agencies during activation of the EOC due to an emergency or disaster;





## KENTON COUNTY EMERGENCY SUPPORT FUNCTION

- provide leadership in directing, coordinating and integrating overall Kenton County efforts to provide mass care assistance to affected areas and populations;
- staff and operate a National Incident Management System compliant, command and control structure (i.e., Incident Command System), to assure that services and staff are provided to areas of need;
- ESF-6 representatives/designees jointly evaluate the emergency, make strategic decisions, identify resource needs and secure resources required for field operations;
- task support agencies, as necessary, to accomplish ESF-6 support responsibilities;
- make specific requests for mass care assistance to the State ESF-6/comparable as needed (the State will activate resources through the State Emergency Operations Plan); are assess priorities and strategies throughout the emergency according to the most critical mass care needs;
- demobilize resources and deactivate the ESF-6/Mass Care, Housing and Human Services function upon direction of Kenton County Emergency Management;

### **Support Agencies:**

Support agencies will provide assistance to the Emergency Support Function with:

- performing the above-outlined tasks as requested by the ESF Coordinator; services, staff, equipment, and supplies that complement the entire emergency response effort; reporting current resources capabilities on a regular basis.

### **Administration and Support Support**

Requests for emergency assistance will be resolved at the lowest level direction and control facility with appropriate response resources capabilities. Unresolved assistance requests will normally flow upward from cities to the county and/or field deployed command posts to responsible representatives in the State Emergency Operations Center, and as required to other states or the federal government for assistance support.

### **Agreements and Understandings**

All agreements and understandings entered into for the purchase, lease, or otherwise use of equipment and services, will be in accordance with the provision of laws and procedures.



## KENTON COUNTY EMERGENCY SUPPORT FUNCTION

### **Status Reports**

The primary agency will maintain status of all outstanding assistance requests and unresolved ESF-6/Mass Care, Housing and Human Services related issues. This information will be summarized into periodic status reports and submitted in accordance with applicable operating procedures.

### **Expenditures and Recordkeeping**

Each ESF-6/Mass Care, Housing and Human Services agency is responsible for establishing administrative controls necessary to manage the expenditure of funds and to provide reasonable accountability and justification for federal reimbursement in accordance with the established guidelines. The first source of funds for expenditures by agencies in response to emergency, imminent disaster, or recovery from a catastrophic incident, is to be from funds associated with each local agency.

ESF-6/Mass Care, Housing and Human Services is responsible for managing financial matters specific to ESF-6 activity and related to resources procured/used during an event and forwarding that information to the Finance/Administration Section. However, each local government/agency/department must also track and record its own expenditures to ensure accuracy with any submissions for potential reimbursement. Information will be provided post-event as to application procedures for reimbursement. The Finance/Administration Section will coordinate with the Logistics Section to ensure that procurements and staff hours are properly documented and processed for potential reimbursement. It will also be responsible for follow-up on all financial issues through coordination with Kenton County Government and other local governments' fiscal and personnel management officials, Kentucky Division of Emergency Management fiscal agents, Federal Emergency Management Agency fiscal agents and directly with vendors as necessary.

Expenditures by other departments for activity not directly related to ESF-6/Mass Care, Housing and Human Services will be documented by those entities and submitted directly to the Finance/Administration Section as soon as possible.

### **Critiques**

Following the conclusion of any significant emergency, incident or exercise, the primary agency representative will facilitate a critique of the group activities during the emergency/incident/exercise with the ESF-6/Mass Care, Housing and Human Services agencies, identifying the successes and identifying areas that can be strengthened and



## KENTON COUNTY EMERGENCY SUPPORT FUNCTION

enhanced for efficiency in a continuous quality improvement process for the overall performance of the Kenton County Emergency Operations Center.

### Statement of Concurrence **MASS CARE, HOUSING AND HUMAN SERVICES ESF-6**

The signature appearing below indicates the individual has the authority to commit resources of the agency represented and agrees to the functions and tasks prescribed for this ESF.

#### **PRIMARY AGENCIES:**

American Red Cross- Cincinnati Area Chapter, Northern Kentucky Independent District Health Department, Salvation Army

\_\_\_\_\_  
American Red Cross (Signature) (Printed Name) (Date)

\_\_\_\_\_  
Northern Kentucky Independent District Health Department (Signature) (Printed Name) (Date)

\_\_\_\_\_  
Salvation Army (Signature) (Printed Name) (Date)

#### **Support Agencies:**

Kenton County Fiscal Court, Kenton County Judge Executive and Commissioners, Kenton County Sheriff's Office, Kenton County Police Department, Kenton County Public Works, Kenton County EMS, Kenton County Coroner's Office, Region 6 Kenton County Task Force WMD/HAZMAT Regional Response Team, Kenton County Emergency Management Agency, Kenton County Animal Control, Kenton County Parks and Recreation Department, Bromley Fire Department, Covington Fire Department, Crescent Springs/Villa Hills Fire Department, Edgewood Fire Department, Elsmere Fire Department, Erlanger Fire Department, Fort Mitchell Fire Department, Fort Wright Fire Department, Independence Fire Department, Kenton Fire Department, Ludlow Fire Department, Park Hills Fire Department, Ryland Heights Fire Department, Taylor Mill Fire Department and the Kenton County Fire Chiefs Association.

**City of Covington:** Mayor of Covington and Covington City Council members, Covington Police Department, Covington Dispatch, Covington Code Enforcement, Kenton County School Board, City of Covington School Board



## KENTON COUNTY EMERGENCY SUPPORT FUNCTION

### **Other Local Agencies**

Mayor of Bromley, Mayor of the Cities of Crescent Springs/Villa Hills, Mayor of Edgewood, Mayor of Elsmere, Mayor of Erlanger, Mayor of Fort Mitchell, Mayor of Fort Wright, Mayor of Independence, , Mayor of Lakeside Park, Mayor of Ludlow, Mayor of Park Hills, Mayor of Ryland Heights and the Mayor of Taylor Mill, Edgewood Police Department, Elsmere Police Department, Erlanger Police Department, Fort Wright Police Department, Independence Police Department, Kenton County Police Department, Kenton County Sheriff's Department, Lakeside Park Police Department, Ludlow Police Department, Park Hills Police Department, Taylor Mill Police Department, Villa Hills Police Department,

American Red Cross, Boone County Dispatch, Campbell County Dispatch, Cincinnati Bell, Erlanger Dispatch Center, FBI, Kenton County Dispatch Center, Kenton County School Board, Kenton County School Resource Officer, Kenton County Jailer, Kentucky Division of Emergency Management, Northern Kentucky Independent Board of Health, Salvation Army, State Agencies,

### **Other Local Agencies**

Kenton County Public Schools, Multi-Purpose Community Action Agency

### **State Agencies**

Kentucky Division of Emergency Management, Kentucky Department for Community Based Services.