

**ESF #6 Mass Care, Emergency Assistance,
Housing, and Human Services**

Rev. Final

Date: March 2021

ESF Coordinating Agency:

Division of Homeland Security and Emergency
Services (DHSES)

DPC Support Members:

American Red Cross (ARC)
Department of Agriculture and Markets (DAM)
Department of Corrections and Community
Supervision (DOCCS)
Department of Financial Services (DFS)
Department of Health (DOH)
Department of Labor (DOL)
Department of State (DOS)
Homes and Community Renewal (HCR)
Office for the Aging (SOFA)
Office of Children and Family Services (OCFS)
Office of General Services (OGS)

Office of Mental Health (OMH)

Office for Persons with Developmental Disability
(OPWDD)

Office for Victim Services (OVS)

State Education Department (SED)

Non-DPC Members:

Department of Motor Vehicles (DMV)
Office of Temporary and Disability Assistance
(OTDA)
Salvation Army (SA)
State Justice Center (SJC)
State University of New York (SUNY)
Voluntary Organizations Active in Disaster (VOAD)
Veterans Affairs (VA)
Private Sector

EXECUTIVE SUMMARY

Emergency Support Functions (ESFs) provide the structure for coordinating response activities for disasters or emergencies that exceed the capability of the local resources. The ESFs are a mechanism used to group functions most often needed to respond to incidents. At the State level, coordinating the delivery of mass care, emergency assistance, housing, and human services are vital roles in the State's response. The objective of ESF #6 is to minimize the impact of disasters on populations by quickly and efficiently providing comprehensive services through the integration of the Whole Community approach. Therefore, maintaining the focus on individual preparedness and community engagement to enhance resiliency.

SECTION I: General Considerations and Planning Guidelines

Introduction

The State of New York experiences a wide variety of disasters and emergencies that may result in the loss of life, damage or destruction of property, and negatively affect community members.

A disaster of significant magnitude, with substantial damage and destruction to communities, can cause immense human suffering. Disasters have the potential to exhaust resources at the local level, which warrants support from the State to effectively respond to the event. The State will activate the ESFs that are essential in efficiently responding to the incident. In many incidents, ESF #6 Mass Care,

**Critical
Capability**

ESF #6 supports the following critical capabilities in New York State: Planning, Mass Care, Emergency Assistance, Housing, and Human Services.

Emergency Assistance, Housing, and Human Services, will be one of the initial ESFs to be activated due to the critical capabilities involved in providing essential emergency assistance and sheltering.

ESF #6 consists of 15 New York State Disaster Preparedness Commission (DPC) agencies, as well as non-DPC agencies and Non-Governmental Organizations (NGO's), which function under a hierarchical management structure. In times of disaster, State agencies will be used to augment local resources by providing and administering programs with the focus of responding quickly and compassionately to the needs of disaster survivors. These services may include but are not limited to providing food and housing, counseling and information services, links to financial assistance, and support for unmet needs.

The New York State Division of Homeland Security and Emergency Services (DHSES) is the coordinating agency for ESF #6 response activities. This ESF annex will be used as a guide to support local jurisdictions with State, NGO, and Federal mass care resources during times of disasters or emergencies. This annex offers information and guidance, as well as a process for coordinating resources in support of local sheltering and feeding operations.

Purpose

The purpose of this annex is to identify the State's policies, authorities, and response structure that will be implemented to support mass care, emergency assistance, housing, and human services operations for populations severely impacted by an emergency or disaster. This document builds upon the structure of the State Comprehensive Emergency Management Plan (CEMP).

The State CEMP was developed in three distinct, but interconnected volumes. These are:

- Volume 1: All-Hazard Mitigation Plan
- Volume 2: Response and Short-Term Recovery
- Volume 3: Long-Term Recovery Plan

This document outlines the State's coordination and delivery of response activities related to non-medical mass care, emergency assistance, housing, and human services when local needs exceed local capabilities. In addition, this document identifies the concept of operations, lines of succession, and the centralized coordination of resources that will be utilized in directing the State's resources and capabilities in responding to a disaster. This annex defines the responsibilities and procedures of ESF #6 activities for supporting local jurisdictions that are affected by an emergency or disaster or are seeking protection from an imminent or actual hazardous event.

This document outlines the structure for collecting, receiving, and reporting information about the status of disaster survivors in the event of an emergency and assists with family reunification.

Scope

This annex applies to all natural, technological, and human-caused disasters or emergencies necessitating mass care, emergency assistance, housing, and human services resources. This annex describes the framework for providing State support and coordination of mass care, emergency assistance, housing, and human services to assist individuals, households, and families impacted by an incident.

Linkage to other State Plans

ESF #6 will be used to support the New York State Comprehensive Emergency Management Plan (CEMP), Volume 2, Response and Short-Term Recovery, as well as the Mass Care Appendix, and other relevant ESFs.

This annex does not apply to medical needs shelters, as those activities are addressed in ESF# 8, Public Health and Medical Services. However, coordination and communication are required between ESF #6 and ESF# 8 to ensure appropriate coordination of services. Additional support for companion or service animal sheltering will require assistance from ESF# 11, Agriculture and Natural Resources.

During the initial response activities, ESF #6 will focus on life-sustaining actions and meeting the urgent needs of individuals, households, families, and whole communities which have been severely impacted. ESF #6 will have four core mission areas during a response prior to Long-Term Recovery. The Coordinating Agency may identify specific member agencies to assist in various roles based on the nature of the event. These agencies will assist the four Core Mission Groups and provide support based on their agency's capacities and the specific needs of the event.

The four core mission areas are outlined below:

Mass Care: Support congregate sheltering, feeding, distribution of emergency supplies, and family reunification.

Emergency Assistance: Coordination of voluntary organizations, essential relief services, non-congregate and transitional sheltering, support for individuals with disabilities and others with Access and Functional Needs (AFN) in congregate facilities, mass evacuation assistance, and support for rescue, transportation, care, shelter, and essential needs of household pets. Provide essential needs of service animals. These activities will require additional support through ESF #11.

Housing: Temporary housing options including rental, repair, identification and provision of safe, secure, functional, and physically accessible housing and access to other sources of temporary housing assistance.

Human Services: Disaster assistance that helps survivors address unmet disaster caused needs and/or non-housing assistance; also includes supplemental nutrition assistance, crisis counseling, disaster case management, unemployment, and other programs available to disaster survivors.

Situation

It is important to note that New York State is the fourth most populous State in the Nation, and New York City is the most populous city in the United States. Also, New York is the 27th largest state by size, covering over 54,000 square miles, and is the only State that touches both the Great Lakes and the Atlantic Ocean.

Depending on the size and scope of the event, State response actions may occur consecutively or concurrently with the local response activities. State ESF #6 response activities will focus on providing basic human essentials. In some incidents, ESF #6 may be one of the earliest ESFs to be activated due to the role of pre-event sheltering and feeding needs.

Entire communities of residents may become displaced from their homes. Residents that do not stay in shelters (sheltering in place or staying with family or friends) may still require other human services resources. Families may become separated due to road closures, evacuations, or multiple shelter locations. Extended utility outages may occur during winter storms or extreme weather events, requiring those without damage to their primary domicile to seek alternate shelter options. Individuals with AFN may require additional support in evacuation or sheltering. Provisions for durable medical equipment (DME), access to assistive technology (AT), or personal support services (PAS) may assist these individuals in maintaining supported independence throughout the emergency rather than diversion to an institutional setting.

Although the State has a cache of resources and response capabilities that can be applied in any incident, some events may overwhelm the capabilities of the State and require Federal assistance. In order to effectively respond to the populations mass care needs, State ESF #6 will serve as the primary liaison with Federal ESF #6. Additional support for AFN may require coordination across state and Federal ESF #8 as well.

Planning Assumptions

1. Local government mass care resources will likely be overwhelmed, and State assistance will be requested.
2. Local government has begun the process for any necessary evacuations, to include opening of temporary shelters and initial mass care activities.
3. The State will support local efforts, including sheltering for all populations, feeding, and distribution of emergency supplies.
4. Identification of alternate shelter sites may be required, should pre-designated sites sustain damage or become uninhabitable.
5. Sheltering and short-term housing may need to be located outside the impacted area.
6. Shelters and other facilities utilized in mass care activities will be required to be compliant with the Americans with Disabilities Act (ADA) and meet the needs of individuals with AFN. Individuals and families may have specific needs which may not be immediately apparent or recognized at the time of the emergency, such as specific dietary needs, conditions that affect communication, limited English proficiency, disabilities, or chronic medical conditions that require a need to coordinate with ESF #8 to support medical or mental health needs. Most individuals with AFN, including individuals with disabilities, can be supported in a general population shelter environment through provision of materials such as DME, AT, or PAS.
7. Federal assistance may be required to augment local and State efforts in providing mass care relief, as the need for short-term, temporary emergency housing may surpass local and State resources.
8. Mass care response activities will continue until all emergency and life safety issues are resolved and will assist with the transition of individuals into recovery when Disaster Assistance Centers and Disaster Recovery Centers are activated and fully functioning.
9. Disaster mental health support may be required at mass care service facilities.
10. If significant damage has occurred, short-term and temporary shelters and housing solutions will transition into long-term housing solutions, to include possible relocation or consolidation.
11. Cook chill, the process of food preparation of rapid chilling of cooked food, may be used for shelters, fixed feeding sites, and mobile distribution.
12. Spontaneous community shelters may open without adequate supplies and may require assistance and supplies to sustain operations.
13. Disruption caused by debris, damage, or relocation of residents may cause disruption in postal activities or commerce, create financial hardship, and limit accessibility of communication systems.

14. Security may be required to support shelters and/or recovery centers.
15. Family reunification activities may be necessary should family members become separated or should unaccompanied minors arrive at shelters or other service sites.
16. Solicited and unsolicited volunteers, as well as non-governmental organizations (NGOs), may offer assistance, causing normal intake processes for volunteers to become overwhelmed.
17. Federal agencies may engage in a unilateral response and/or offer assistance under their statutory authority to affected areas in lieu of a presidential declaration.
18. Populations with limited English proficiency or with specific cultural needs may require additional assistance, such as interpretation services or specific dietary requirements.
19. Individuals with limited literacy skills or individuals with cognitive difficulties may require additional assistance, such as additional instructions for service access described in plain language and provisions for additional time to process information.
20. Coordination with ESF #11 may be required for pet or pet friendly shelters, as requested.

Concept of Operations

1. An event occurs with or without warning that warrants consideration to activate the State EOC.
2. State OEM will determine the level of activation and which ESFs will be activated, including ESF #6.
3. State OEM, in coordination with the ESF Coordinating agency, will determine the level of representation required by ESF #6 to support the incident. The ESF coordinating agency may consult with the agencies within the ESF in order to communicate about a potential activation, discuss the situation, and make an informed determination based on internal conversation regarding which agencies within the ESF to activate.
4. Depending on the nature and scope of the incident or event, participation from ESF #6 member agencies may vary.
5. In the event of a Federal declaration, State ESF #6 will integrate with Federal ESF #6, as required. Upon activation of a Federally established Joint Field Office, the coordinating role of ESF #6 will transition within offices of DHSES (IA and OEM). In doing so, DHSES IA will provide a representative to ESF #6 for supporting the implementation of emergency assistance functions.
6. As Federal recovery support functions begin to activate, State ESF agencies involved will transition from the ESF to the appropriate Recovery Support Functions (RSFs), as appropriate.
7. Specific demobilization actions will be conducted in accordance with the ESF #6 Standard Operating Guide.

Policies or Authorities

- NYS Executive Law – Article 2-B
- NYS Executive Law – Article 18 (NYS Uniform Fire Prevention and Building Code Act)

- NYS Executive Law – Article 22
- NYS Executive Law – Article 23
- 9 NYCRR 525
- 19 NYCRR Part 1201-1204 (Building permit/construction requirements)
- 18 NYCRR 491.4, 900, 485 and 352.3
- 42 USC 3001 et seq
- 42 USC Chapter 68, 5151, 5177, and 5189(a)
- 42 USC 10601, et seq.
- 42 USC 5152, sec 309 (a) and (b) (Federally recognizes the Salvation Army as a Disaster Relief Organization).
- 2006 PETS Act
- Victims of Crime Act (VOCA) guidelines
- New York State Constitution
- NIMS Executive Order 26.1 of 2006 (NYS Adoption of the Incident Command System)
- Robert T. Stafford Disaster Relief and Emergency Assistance Act, P.L. 93-288
- Code of Federal Regulations, 20 CFR, Part 625, and 44 CFR
- Homeland Security Presidential Directive (HSPD) – 5
- NYS Civil Rights Law - Ag&Mkts 353-B, 7USC 2131-2156
- National Disaster Recovery Framework (NDRF)
- National Response Framework (NRF)

Annex Maintenance, Distribution, and Revision Process

The NYS OEM Planning Section has the responsibility for the development, review, and maintenance of all multi-agency response plans under the New York State CEMP. As required under New York State Executive Law Article 2-B, each ESF annex shall undergo an annual review and update on or before February 15th of each year and be posted online (if applicable) no later than March 31st of each year.

During the annual review by the Planning Section for its material, this plan is examined for both content and format. For updates that do not impact operational mechanisms or processes, the appropriate edits are initiated within the Planning Section and do not warrant external involvement. Plan updates will also be conducted based upon experiences and lessons learned from exercises or real-world events, or through administrative changes in government. Planning Section updates and/or edits affecting operational capabilities, responsibilities, or otherwise impacting operations will engage stakeholders in a variety of ways, such as verbally, by document review, meetings, webinars, or any combination thereof. Final drafts will be socialized to all appropriate agencies/personnel upon completion.

SECTION II: Preparedness

Mitigation

Volume 1 of the State Comprehensive Emergency Management Plan is the *State Multi-Hazard Mitigation Plan*. Pursuant to the requirements of 44 CFR 201.4, the State Multi-Hazard Mitigation Plan is required to focus on natural hazards that are likely to substantially impact the State. Mitigation planning efforts for technological and human-caused hazards are also recognized and are being implemented throughout the State. New York State participates in Federal, State, and local mitigation programs and identifies ongoing mitigation opportunities. The State takes maximum advantage of available Federal funding to implement mitigation measures at the State and local levels. Throughout the past several years, a substantial amount of funding has been invested in mitigating the impacts of various disasters in all parts of the State. Volume 1 addresses the

overall State hazard mitigation planning process, risk assessment, strategy development, and plan maintenance. The *State Multi-Hazard Mitigation Plan* was federally approved by the Department of Homeland Security/Federal Emergency Management Agency (DHS/FEMA) in December 2018.

All levels of Government are responsible for implementing a dynamic community outreach (e.g. media and public information coordination release) campaign prior to and during emergency situations. Materials may include information such as (but not limited to): personal/home and pet preparedness, safety kits, safety tips, emergency communications, maps, emergency telephone contacts, and pre-identified potential shelter locations and their ability to handle persons with disabilities and functional or cognitive impairments.

Risk Assessment

A variety of mechanisms are used to understand the various risks and associated threats and hazards facing the State. As required by the Homeland Security Grant Program (HSGP) and the National Preparedness Goal (NPG), the State must complete an annual Threat Hazard Identification Risk Assessment (THIRA). The THIRA process involves the identification of scenarios that will most stress the State's capabilities and an assessment of those capabilities. Those capabilities are mapped to the core capabilities in each of these ESF Annexes created under the State Comprehensive Emergency Management Plan. Further, New York State has developed additional programs and methodologies to better understand risk at the local level. This includes a County Emergency Preparedness Assessment (CEPA), which the State has conducted in each of the 57 counties of New York and New York City. CEPA provides great insight as to the State's risk profile from a local level perspective.

Training, Exercising, and Testing

The State of New York sponsors and conducts a variety of trainings to improve knowledge and response capability. This includes varying levels of training in the Incident Command System and the Professional Development Series (PDS) curriculum. The State also participates in a wide variety of specialized training, including training to meet Federal program and grant requirements, such as the Emergency Management Performance Grant (EMPG). Further, many State agencies identify training requirements within their own organization to meet the needs of the agency for that specific discipline.

The State of New York has incorporated the Homeland Security Exercise and Evaluation Program (HSEEP) into its emergency management program. HSEEP consists of both doctrine and policy for designing, developing, conducting, and evaluating exercises. The State has instituted HSEEP into a host of exercise activities, including those that involve tests and activations of the State EOC. Further, some exercises are often linked to a specific grant requirement, while others are conducted as part of ongoing or existing programs, such as the Radiological Emergency Preparedness Program.

The State also utilizes an exercise component as part of the planning process to test the effectiveness of an emergency management plan. These exercises vary in scope and cross several state-level plans or annexes. As a point of reference, the planning process that resulted in the creation of all of the State's ESF annexes included an exercise component.

It is beneficial, but not required, that ESF #6 agencies be familiar with the FEMA Independent Study IS-405 Overview of Mass Care/Emergency Assistance, IS-11 Animals in Disaster, and IS-288.a The Role of Voluntary Organization in Emergency Management. Several ESF #6 agencies offer internal programs and trainings that support the core mission areas of ESF #6 to include the following.

- The OVS provides monthly trainings in-house for Victim Assistant Program (VAP) Advocates.

- The SA has adopted ICS for all disaster related incident management and provides all officers, staff, and volunteers with ICS training. The organization utilizes Regional and Divisional Incident Management Assistance Teams (IMATs) to provide definitive leadership in times of disaster. Further, training exercises are conducted to ensure readiness and allow for cross training; regular participation in local, regional and state level exercises ensure the seamless integration into disaster relief operations. Additionally, as a National Disaster Relief Organization, the Salvation Army has access to and the ability to deploy resources from across the Country based on the type and complexity of an incident.
- The NYSDOH sponsors and participates in HSEEP compliant exercises and drills as required by Federal funding sources and in conjunction with local, regional, state, and federal partners. A variety of trainings are offered or supported by NYSDOH to improve emergency response capabilities of public health and healthcare providers and systems.
- OMH sponsors and conducts a program of training in Disaster Mental Health to create and maintain resources to provide psychological support following disasters and public health emergencies.
- The DHSES-IA section provides Individual Assistance (IA) Preliminary Damage Assessment (PDA) training, Disaster Case Management (DCM) Orientation (State and disaster perspective), and The Role of Voluntary Organizations in Emergency Management.
- The Red Cross offers classes in Psychological First Aid and Shelter Management.
- Web-based training products for Disaster Relief Centers (DRC) are pending final release and will be available to local jurisdictions and provider agencies.

Capability Assessment

As part of the THIRA process, the State was required to assess its capabilities under Presidential Policy Directive (PPD-8). In doing so, the state assessed its Critical Capabilities using the construct outlined in the CEPA program. The assessment provided the State with information regarding statewide capability trends and potential gaps that can then be planned for and addressed. Those capabilities have been mapped or linked to each one of the ESF annexes under Volume 2 of the State CEMP.

Stockpiles, Supplies, and Specialized Equipment

In order for stockpiles, supplies, or specialized equipment to be assigned to a mission, a mission request needs to be put into New York Responds or by calling the State Watch Center. The mission is dependent on approval from OEM Executive and/or the State Chamber. It should be noted that upon assignment, staff is not deployed with equipment unless expressly stated. ESF #6 agencies have stockpiles, supplies, resources, and/or specialized equipment that directly support this ESF.

Memorandums of Understanding (MOUs) /Letters of Agreement (LOAs)

The ARC/State MOU is currently under review.

The Salvation Army is specifically identified in The Stafford Act (42 U.S.C. 5152) as a Federally Recognized Disaster Relief Organization and has National Level MOUs in place with FEMA, the American Red Cross, National VOAD, Southern Baptist Convention, ARRL, America's Second Harvest, Mennonite Disaster Services, the Civil Air Patrol, Moose International, Kiwanis International, etc.

The OVS contracts with a statewide network of local VAPs; these VAPs provide services for every county in NYS. Some VAPs may focus on a particular victim group (e.g., sexual assault, elderly, children), but all are required to assist in the filing of OVS claim applications.

When the 59 Area Agencies on Aging (AAA) apply for annual funding from SOFA, they sign and agree to a number of Standard Assurances. Standard Assurance #43 affirms that they will participate in local disaster preparedness. Specifically, the assurance states: “The AAA agrees to coordinate activities and develop long-range emergency preparedness plans with local and state emergency response agencies, relief organizations, local and State governments, and other institutions that have responsibility for disaster relief service delivery within the PSA.”

SECTION III: Response

Alert and Notification

The State OEM, through consultation with the Governor’s Office, will direct and implement State response activities as identified in the New York State CEMP. Depending on the nature and scope of the incident or event, participation from state agencies may vary.

The SWC serves as the focal point for receiving or providing notification of incidents in the State. In response to an incident that warrants an increase in State response posture, the SWC will be used to notify agencies that the State EOC is activating.

Activation

State OEM will assess the potential needs and demands of the incident and then determine the level of activation necessary to effectively manage the response to the incident. The capabilities that are needed to support that activation are also identified and agencies are notified to staff the State EOC using the ESF construct.

Flexibility will be key in activating this ESF. Not all incidents are the same and not all activations of this ESF will require the full list of agencies to support the demands of the incident. Therefore, the representation of agencies that will be necessary to support the ESF may vary from incident to incident. The State CEMP identifies four activation levels of the State EOC. This ESF will activate to one of those levels as conditions warrant, with the primary agency serving as the ESF coordinator. These are:

State EOC Activation Levels

Steady State

Level 4 – Enhanced
Monitoring

Level 3 – Partial Activation

Level 2 – Full Activation

Level 1 – Full State/Federal
Response

Level 4 Enhanced Monitoring: A small, isolated, or a potential event that has some indicators that warrant extra attention, enhanced monitoring, or external communication.

- State OEM Staff Only.
- Agencies may be asked individually to support any remote operations or report from their home agency.

Level 3 Partial Activation: An incident or event requiring a partial activation of the State EOC with ESF coordinating agency activation.

- The ESF coordinating agency will be activated on as needed basis.
- Additional agencies will be determined at the time of the event.

Level 2 Full Activation: An incident requiring full activation of the State EOC with ESF activation.

- The ESF coordinating agency will be activated on as needed basis.
- Additional agencies will be determined at the time of the event.

- ESF agencies will work in partnership with the coordinating agency to operate and report under the ESF.

Level 1 Full State/Federal Response: An incident requiring full activation of the State EOC with ESF activation and Federal ESF integration and coordination.

- The ESF coordinating agency will be activated.
- Most, if not all, member agencies will be activated.
- ESF agencies will work in partnership with the coordinating agency to operate and report under the ESF.
- The activities of the ESF will be integrated with those of their Federal ESF counterparts.

Direction and Control

The State endorses the development of one response organizational structure that will include all responding agencies. State agencies and ESFs will be organized under the framework of the National Incident Management System (NIMS) Incident Command System as required by NIMS Executive Order 26.1 of 2006 and HSPD – 5. As such, a variety of direction and control components may be utilized to manage and coordinate the State’s resources in an efficient and effective manner and to provide the interoperability between the local and Federal response organizations.

The organizational structure of the State’s ESFs is inherently different than the Federal construct under the NRF. Except for ESF #5 (Planning), ESF #7 (Logistics), and ESF #15 (External Affairs), the State ESFs will be situated organizationally in the Operations Section and report directly to the Operation Section Chief (OSC) or Branch Chiefs, if established. ESF #5 is assumed by the Planning Section in the State EOC, ESF #7 is assumed by the Logistics Section in the State EOC, and ESF #15 is part of the command element.

ESF #6 will provide incident management support and coordination under the coordinating ESF agency. The coordinating ESF agency will ensure the activities of the ESF are consistent with this Annex, and that agencies are operating in unison to achieve the common goal or mission of the ESF.

ESF #6 core mission group facilitators will coordinate requests/missions and provide status reports related to the specific core mission they are facilitating. Core mission group facilitators are identified in Attachment 1.

This ESF is assigned under Operations. The ESF Coordinator will be the primary interface with the OSC and the member agencies of the ESF. All requests for assistance will be managed through the OSC to the ESF Coordinator for availability of resources/missions. The ESF Coordinator will be given latitude to facilitate the best resource or solution set in response to the request that the State has received. Concurrence of that solution will be confirmed to the OSC to ensure the State maintains a centralized coordination of resources and direction for requests for assistance.

Agency Roles and Responsibilities

The agencies identified in this annex consist of State government personnel and resources, as well as private sector and NGOs. Each member agency is responsible for developing and maintaining their own internal operational plans, which specify how they will carry out their requisite tasks and duties required to meet their obligations under this plan. The responsibilities for each agency identified in this ESF are listed in Attachment 1. It should be noted that in some cases, the identified resource may have applications in other ESFs. Therefore, the capacities for the resources that are identified include what the agency has in totality and should not be interpreted as additional resources, if identified in other ESFs.

NYS Homes and Community Renewal (HCR) does not have an active role during the response of ESF #6. However, HCR will have a vital role in the Housing RSF when activated or in cases where state-level housing coordination is required with Housing and Urban Development (HUD). In cases where the State to Federal housing coordination is necessary, or when activation of the Housing RSF is evident, HCR will be requested to support ESF #6.

Integration of Federal ESFs

The Federal Government organizes its response resources and capabilities under an ESF construct. Similar to New York State's ESF construct, Federal ESFs are multi-agency operational components that serve as the primary means for coordinating Federal resources and capabilities into New York State. The Federal ESFs bring together a wealth of capabilities of Federal departments and agencies and other national-level assets. In doing so, they are organized to provide the operating structure for building, sustaining, and delivering Federal response core capabilities in support of the State's Critical Capabilities. Integration and coordination are key to leveraging the resources of each Federal ESF. As such, New York State ESF #6 will serve as the primary integration point for Federal ESF #6. The table below summarizes Federal ESF #6 and indicates the response core capabilities that the ESF most directly supports. Detailed response capabilities and activities are listed in each Federal ESF Annex.

ESF #6 – Mass Care, Emergency Assistance, Housing and Human Services ESF Coordinator: DHS/FEMA
Key Response Core Capability: Mass Care Services, Logistics and Supply Chain Management, Public Health, Healthcare, and Emergency Medical Services, Critical Transportation, and Fatality Management Services.
Coordinates the delivery of mass care and emergency assistance. Functions include, but are not limited to: <ul style="list-style-type: none"> • Mass care. • Emergency assistance. • Temporary housing. • Human services.

SECTION IV: Recovery

Short-Term Recovery

There is no clear delineation of when disaster response activities transition into short-term recovery activities. As with all disaster and emergency-related activities, any transition to a new phase will be dependent upon the needs of the response and the identified needs of the individuals/communities affected. In general, disaster response addresses the immediate aftermath and life safety issues of a disaster or emergency, while short-term recovery activities begin as the need for immediate life-saving activities diminishes, and when response activities focus more toward the individual and less toward the masses. At times, these phases will often overlap with one another.

Demobilization

Demobilization of agencies and ESFs from the State EOC will occur based upon operational needs and will be jointly determined by State OEM and ESF coordinator. Based upon the needs of the operation, ESFs may begin to demobilize during the response/short-term recovery phase. However, it should be noted that agencies may be subject to a rapid recall for reactivation of the ESF, if needed, based upon operational needs.

In most cases, demobilization of an ESF will include the release of the coordinating agency and all member agencies. However, there may be instances where the ESFs can be partially demobilized, allowing member agencies to be released as the need for their representation and capability in that ESF is no longer necessary.

In the process of demobilizing an ESF, all member agencies must ensure that any open or ongoing activities that require cross-coordination with other ESFs are closed out prior to demobilizing. This must be done in a manner to ensure that any dependencies or interdependencies of that ESF are properly and effectively communicated across the response organization. In addition, each agency must ensure that they coordinate their demobilization with their agency-specific counterparts that are represented on other ESFs.

Transition to Long-Term Recovery

As the urgency of a response lessens and communities begin to focus their efforts on implementing recovery programs, the State's focus will also shift to the long-term recovery needs of the affected areas. In Presidential Disaster Declarations, this will likely include the activation of a federally established Joint Field Office (JFO). JFOs are established, operated, and maintained by the DHS/FEMA, and will include the temporary recovery organization structure put in place to support recovery. To properly ensure effective integration of State and Federal recovery activities, the State will organize in a similar structure to the federal structure contained within the National Disaster Recovery Framework.

Implement Recovery Support Functions (RSFs)

As JFO activation occurs, the Federal government will transition out of the Emergency Support Function (ESF) construct and implement the Recovery Support Functions (RSFs). RSFs bring together the core recovery capabilities of Federal departments and agencies to focus on community recovery needs. The RSF structure includes the following: Community Planning and Capacity Building; Economic, Health and Social Services; Housing; Infrastructure Systems; and Natural and Cultural Resources. RSFs are intended to facilitate the coordination and delivery of Federal assistance to supplement the recovery efforts of local and State governments and are designed to operate within a timeframe of months to years.

As the Federal ESFs transition to RSFs, the State's ESF posture will be required to transition into the RSF construct. As such, State agencies will transition from their assigned ESF role to the appropriate Recovery Support Function, as warranted. It is important to note that not all federally declared disasters will require full RSF activation and not all RSF activations will require full participation from each agency. The transition from an agency to the RSF construct is situation-based and dependent upon the agency's role(s) within the State response framework. For planning purposes, it is assumed that in a credible, worst case event the situation may warrant full participation from all agencies that comprise this ESF. In such cases, the agencies that comprise this ESF will transition to RSFs, as stated in Attachment 2.

Attachments

Attachment 1: ESF #6 Mass Care, Emergency Assistance, Housing, and Human Services Agency Core Capabilities

Attachment 2: RSF Assignments

Standard Operating Guidelines (SOG) for ESF #6: Mass Care, Emergency Assistance, Housing, and Human Services

Office of Victims Services Programs can be located by using the OVS website: <https://ovs.ny.gov/locate-program>.

Attachment 1

ESF #6 Mass Care, Emergency Assistance, Housing, and Human Services

Agency Core Capabilities

Mass Care: Support congregate sheltering, feeding, distribution of emergency supplies, and family reunification.

Emergency Assistance: Coordination of voluntary organizations, essential relief services, non-congregate and transitional sheltering, support for individuals with disabilities and others with access and functional needs in congregate facilities, mass evacuation assistance, and support for rescue, transportation, care, shelter, and essential needs of household pets. Provide essential needs of service animals. These activities may require additional support through ESF #11.

Housing: Temporary housing options including rental, repair, identification and provision of safe, secure, functional, and physically accessible housing and access to other sources of temporary housing assistance.

Human Services: Disaster assistance that helps survivors address unmet disaster caused needs and/or non-housing assistance; also includes supplemental nutrition assistance, crisis counseling, disaster case management, unemployment, and other programs available to disaster survivors.

Agency	Mass Care	Emergency Assistance	Housing	Human Services	Responsibilities and Capabilities Outside the ESF #6 Framework
American Red Cross (ARC)	*Co-lead for Mass Care Core Mission. *Sheltering & staffing. *Shelter statistics & status updates. *Shelter locations & populations. *Feeding (mobile and fixed). *Distribution of Emergency Supplies (Bulk and Mobile Distribution) *Family Reunification.	*Direct Client Assistance. *Mental Health. *Health Services. *Spiritual Care.	* Recovery Services/Collaboration.	*Disaster Assessment. *Client casework – can be deployed to shelters, DRCs, or other locations.	*Red Cross deploys assessment teams that assess the homes that are affected, minor, major, destroyed. *Community Partnership has the ability to leverage partnership at the local, state, and national level to provide unmet needs to clients.
Department of Agriculture and Markets (DAM)	*Lead agency for assisting with animal/pet sheltering. *DOES NOT have the capability to deploy shelter staff.	*NYS Rapid Response Team (RRT) for human food and animal feed contamination events. *Food Safety Division will coordinate with County Animals			* The Department, through its various divisions and programs, promotes New York agriculture and its high-quality and diverse products, fosters agricultural environmental stewardship, and safeguards the State's food supply, land and livestock to ensure the viability and

		Response Teams (CARTS).			growth of New York's agriculture industries.
Department of Corrections and Community Supervision (DOCCS)	*Feeding: Ready-to-serve food through the Cook/Chill Production Center located at Mohawk Correctional Facility. *Cots.	*May be able to provide assistance with staffing.	*May be able to provide housing or base camp areas, as some correctional facilities are currently vacant.		* The New York State Department of Corrections and Community Supervision, guided by the Departmental Mission, is responsible for the confinement and habilitation of approximately 34,400 individuals under custody held at 52 state facilities and 35,000 parolees supervised throughout seven regional offices.
Department of Financial Services (DFS)				<p>*Assist with DRCs.</p> <p>*Provide authority to grant temporary restrictions to move banking and ATMs.</p> <p>*Give agencies authority to bring in more insurance adjusters; offering temporary permits and licensing for out of state adjusters.</p> <p>*May be able to promote small business disaster loan options if they are offered through NYS.</p> <p>*Provide information on flood insurance and insurance needs.</p>	<p>Insurance:</p> <ul style="list-style-type: none"> • answer consumer questions and inquiries regarding insurance policy language and the claims process • handle insurance complaints including fast tracking time sensitive complaints (e.g. delays in adjusters inspecting damaged property) • institute a mediation process to submit disputed claims to an independent arbitrator for resolution • declare a moratorium on the termination of policies in areas affected by the disaster • temporary premium forgiveness • issue emergency regulations requiring that insurers expedite their inspection of damaged property • allow public adjusters (representing consumers) licensed in other states to temporarily handle claims in New York under the direction of a licensed NY public adjuster <p>Banking:</p> <ul style="list-style-type: none"> • loan and mortgage payment temporary forgiveness • ensure cash is available at ATMs • home repair financing • ask banks to work with borrowers harmed by the disaster by giving

					<p>relief such as 90-day postponements of foreclosure actions / evictions and extending additional time to make mortgage or loan payments before giving credit reporting bureaus an adverse report</p> <ul style="list-style-type: none"> ask banks to waive fees such as ATM fees, late payment charges, penalties for NSF checks, overdraft protection fees, and penalties for early withdrawal of savings where consumers demonstrated need for the funds as a result of the disaster closely monitor financial markets
Department of Health (DOH)	<p>*As requested, provide liaison support for inspection of and guidance for feeding operations through coordination with NYSDOH program areas and other ESFs:</p> <p>NYSDOH Division of Nutrition;</p> <p>And, NYSDOH Bureau of Environmental Health & Food Protection.</p>			<p>*As requested, provide liaison support for assistance centers (DRCs, repatriation, family reunification).</p>	<p>*Support for medical shelters.</p> <p>*Support for public health safety.</p> <p>*Support for healthcare facility evacuations.</p> <p>*Coordination of medical countermeasures.</p> <p>*Emergency medical transport.</p> <p>*Durable medical equipment (DME).</p> <p>*Coordination with local/state partners to replace lost medicines.</p> <p>*Health Risk Messaging to public and providers.</p> <p>*Support for water contamination issues and potable water sourcing.</p> <p>*Support for call centers.</p> <p>*Health and safety support for employees deployed on-site for emergency event.</p> <p>*Provide subject matter expertise and support operations (including field) for radiological events.</p> <p>*Response to infectious disease event (including emerging infectious disease).</p>

					<p>*Laboratory testing.</p> <p>*Support for Implementation of Executive Orders.</p>
Department of Labor (DOL)		<p>*Bottled water.</p> <p>*Provides translation services, upon request.</p> <p>*Able to act as a facilitator within ESF.</p>		<p>*Provides information and assistance with disaster unemployment insurance benefits and job placement services to workers displaced from their jobs as a result of an emergency or disaster.</p> <p>*Temporary employment may include debris removal, clean up, or other recovery efforts.</p> <p>*Provides translation services, upon request. Works with DRC's.</p>	<p>*Supports ESF# 8 Public Employee Safety and Health (PESH) Crisis Team.</p> <p>*Has resources available, including communication staff, vehicles, laborers, EOC responders, and EOC support staff.</p>
Department of Motor Vehicles (DMV)				<p>*Language assistance and confirmation of identification.</p>	<p>*The DMV issues secure identity documents, delivers essential motor vehicle and driver related services, and administers motor vehicle laws enacted to promote safety and protect consumers.</p>
Department of State (DOS)		<p>*Support for shelters.</p>	<p>*Conduct rapid damage assessment of buildings to determine levels of damage.</p> <p>*Provide technical assistance to local municipalities during the reconstruction process.</p> <p>*Can provide information for Community Action funding for possible sheltering.</p>	<p>*Support DRCs.</p>	<p>*Designs and manages Governor Cuomo's Regional Economic Development Council.</p> <p>*Local Waterfront Revitalization Program.</p> <p>*Oversees the State's Community Action Agencies and created the New York State Office for New Americans.</p> <p>*Provides financial and expert technical assistance to local government to improve services and become more efficient.</p> <p>*Sets the State's building construction and energy conservation standards and</p>

					<p>oversees the enforcement of the standards by local jurisdictions.</p> <p>*Regulates occupations and promotes business growth.</p> <p>*Houses the New York State Athletic Commission.</p> <p>*Regulates the establishment and maintenance of burial grounds.</p> <p>*Educates the public on marketplace scams and offers voluntary mediation between the public and businesses.</p> <p>*Empire State Fellow Program.</p>
Division of Homeland Security and Emergency Services IA (DHSES IA)		<p>*Support Voluntary Organizations Active in Disasters (VOAD) and Long-Term Recovery Groups (LTRG) throughout the State by providing facilitation and technical expertise, coordination of program information and capacity building techniques.</p> <p>*Provide operational support to State/County EOC activations</p> <p>*Provide support to Preliminary Damage Assessments and disaster declaration requests, as necessary.</p> <p>*Coordinates with state voluntary agencies and the liaison with FEMA Region 2.</p>	<p>*Act as liaison and subject matter expert concerning FEMA Individual and Households Program/Other Needs Assistance (IHP/ONA).</p> <p>*Co-lead for the core mission area for Housing.</p>	<p>*Provide program matter expertise to the disaster survivors on State, Federal, and voluntary program information, making referrals as necessary. Coordinate disaster specific information for resolution with other state or voluntary agencies and FEMA, as well as other federal agencies (HUD, HHS).</p> <p>*Act as program expert, providing program and contract coordination between State OEM / DHSES and managing agent contractor for federal Disaster Case Management Program (DCMP) grant.</p> <p>*DHSES IA also coordinates with voluntary groups and agencies on the local and state level to coordinate the delivery of recovery services to impacted individuals and</p>	<p>*Provide State IA support to Joint Field Office operations.</p> <p>*Coordinate with managing agent and FEMA program lead on grant administration and reporting; Develop planning strategy and implementation SOP for DCMP.</p> <p>*Coordinate and provide information and training on IA program to County EMOs and localities.</p> <p>*Coordinate Small Business Administration (SBA) Disaster Loan Program for the State for disaster events (for both FEMA declared and non-declared events).</p> <p>*Prepare reports/ briefings on IA program activities for Executive Level Leadership.</p>

				communities. IA section acts as liaison between voluntary response groups or agencies, DHSES OEM, Federal, state, and local representatives to ensure that disaster related needs of individuals are being communicated to response and recovery organizations or other programs that can provide assistance with their disaster related needs.	
Homes and Community Renewal (HCR)		*Support appropriate ESF, RSF, and JFO recovery activities.	<p>*Consideration of preferences for State administered housing programs, including Section 8, as may be appropriate.</p> <p>*Utilize NYHousingSearch.gov to identify available rental units in affected areas and neighboring counties.</p> <p>*Coordinate and administer grant programs specifically created to supplement the FEMA IA program, and/or to support State-level IA efforts in the absence of a Federal Declaration (and FEMA IA).</p> <p>*Provide information on available housing programs to disaster victims.</p> <p>*Co-lead for the core mission area for Housing.</p>	*Support Disaster Recovery Center (DRC) operations.	<p>HCR Division of Housing and Community Renewal (DHCR) The largest employer of the five HCR agencies, DHCR is an executive branch agency responsible for the supervision, maintenance, and development of affordable low-and moderate-income housing in New York State.</p> <p>HCR Housing Trust Fund Corporation (HTFC) HTFC is a public benefit corporation managed by DHCR staff. HTFC has experienced significant staff growth since 2013 with the creation of the Governor's Office of Storm Recovery (GOSR).</p> <p>HCR Housing Finance Agency (HFA) HFA's mission is to create and preserve high quality affordable multifamily rental housing that serves communities across the State of New York. HFA is the #1 affordable housing issuer in the nation.</p> <p>HCR State of New York Mortgage Agency (SONYMA) Offers five mortgage programs to assist first-time homebuyers with the purchase</p>

					<p>of a home in New York State.</p> <p>HCR Affordable Housing Corporation (AHC) Creates homeownership opportunities for low- and moderate-income families by providing grants to local governments, not-for-profits, and charitable organizations; thus, helping subsidize the cost of newly constructed houses and the renovation of existing housing.</p> <p><u>HCR Offices</u></p> <p>Economic Opportunity and Partnership Development – Encourages and ensures Minority and Women-Owned Business Enterprises (MWBES) and Service-Disabled Veteran-Owned Business Enterprises (SDVOBs) participation in all agency contracting opportunities. Also increases minority workforce participation through equal employment opportunity.</p> <p>Fair and Equitable Housing Office (FEHO) – Works to ensure New Yorkers have an equal opportunity to live in housing they desire and can afford regardless of race, color, familiar status, religion, sex, national origin, marital status, or sexual orientation. Part of the Legal unit.</p> <p>Governor’s Office of Faith-Based Community Development – Serves as a liaison between the State and faith-based groups interested in engaging in community development activities.</p> <p>Governor’s Office of Storm Recovery (GOSR) – Leads the State’s recovery</p>
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					<p>efforts from Hurricane Sandy, Hurricane Irene, and Tropical Storm Lee.</p> <p>Intergovernmental Affairs (IGA) – Coordinates HCR’s dealings with federal, state, and local governments to foster constructive relationships with elected officials and municipalities.</p> <p>Internal Audit Group – Provides independent assurance that the organization’s risk management, governance and internal control processes are operating effectively.</p> <p>Internal Control and Risk Monitoring – Coordinates across HCR staff to maintain and strengthen internal controls that operate effectively and efficiently to mitigate risk.</p> <p>Mortgage Insurance Fund Office - Provides insurance on mortgage loans that encourage capital investment by commercial and public lenders.</p> <p>Office of Community Renewal (OCR) Office of Community Renewal (OCR) – Manages 18 housing, community and economic development programs including the Affordable Housing Corporation, NYS Community Development Block Grant Program, NY Main Street program, the Neighborhood and Rural Preservation programs, and RESTORE.</p> <p>Office of Finance and Development (F&D) Office of Finance and Development (F&D) – Responsible for investing billions of dollars each year to stimulate the development or preservation of affordable rental housing and to help low and moderate-</p>
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					<p>income homeowners purchase their first home. The department's multifamily programs are driven by the Federal and State Low Income Housing Tax Credits, tax exempt bonds, and augmented by an array of State funded programs targeted to a range of housing and community development needs.</p> <p>Office of Housing Preservation (OHP) Office of Housing Preservation (OHP) – Operates programs that maintain and enhance existing affordable housing, including public and privately owned, and previously subsidized housing. Includes Asset Management Unit, the Statewide Section 8 Program and Weatherization Assistance Programs.</p> <p>Office of Professional Services (OPS) - Includes shared support functions such as Human Resources, Facilities, Procurement, Finance, Information Technology, and corporate compliance functions.</p> <p>Office of Rent Administration (ORA) - Administers New York State's Rent Regulations.</p> <p>Office of Policy and Strategic Planning – Oversees initiatives to measure and improve agency performance, enhance service delivery, and provide project management. The office is also responsible for collecting and analyzing housing data, identifying trends, and formulating housing policy.</p> <p>Communications Office - Works with advocates, stakeholder partners, and media to inform public constituencies about the state's housing goals, its mission, and continued successes in expanding access to affordable housing</p>
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					<p>opportunities, protecting and preserving housing, and revitalizing communities across the state.</p> <p>Legal – Provides legal counsel spanning all parts of the agency including transactions, audits, inspections, litigations, rent regulation, legislation, procurement, governance and policy matters.</p> <p>Tenant Protection Unit (TPU) – The TPU preserves affordable housing by detecting and curtailing patterns and practices of landlord fraud and harassment through audits, investigations, and impactful legal actions. The TPU also encourages compliance by informing tenants and owners of their rights and responsibilities under the rent regulation laws.</p> <p>HCR also oversees the Tobacco Settlement Financing Corp. (TSFC), a public benefit corporation of the State of New York. It was created to purchase all or a portion of New York State's share of the Tobacco Settlement Revenues.</p>
Office for Victim Services (OVS)		<p>*Reimbursement for Crime Related Expenses.</p> <p>*Identify and apply for, if appropriate, federal funding for incident.</p> <p>*Coordinate services with FBI, including:</p> <p>Obtaining centralized criminal justice report;</p>		<p>*Responsible for coordination of Victim Assistance Programs (VAPs), including:</p> <p>Identifying appropriate local VAPs to provide direct services;</p> <p>Recruiting volunteers from other VAPs around the</p>	<p>*Support Chamber in the development of necessary emergency regulations, legislation or Executive Orders</p> <p>*Support Chamber in the development of necessary public information/outreach, including:</p> <p>Developing a generic press release about services available;</p> <p>Posting critical information on website;</p>

		<p>Obtaining approvals for expenses reimbursable by FBI;</p> <p>Setting-up 1-800 number;</p> <p>Responding to needs of those with Limited English Proficiency (LEP);</p> <p>State liaison to other states' victim compensation programs;</p> <p>Coordinate with other NYS agencies;</p> <p>And, coordinate with local, state and federal law enforcement agencies.</p>		<p>state for "boots on the ground" response;</p> <p>Establishing a local "OVS site" in the vicinity of the incident;</p> <p>Scheduling staffing for serving crime victims as necessary;</p> <p>And, provide necessary equipment and procedures to facilitate claims processing.</p>	<p>Summarizing any provisions of benefits that may be different from standard practices;</p> <p>And, work with media to inform crime victims of benefits.</p>
Office of Child and Family Services (OCFS)	*OCFS can work with local CPS to address family reunification, to include unaccompanied minors.	<p>*Co-lead for the Emergency Assistance core mission area.</p> <p>*Responsible for the functions performed by the State Commission for the Blind.</p> <p>*Through the Commission for the Blind, OCFS can work with partners to help support Access and Functional Needs (AFN) missions in ESF #6.</p>	*Can assist with access and functional needs information.	<p>*Provide management and support staff at State Disaster Assistance Centers and FEMA Disaster Recovery Centers.</p> <p>*Responsible for the functions performed by the State Commission for the Blind.</p> <p>*OCFS can provide resources and referral information on child care programs, adoption services, protective services for adults, and services for the blind and visually impaired.</p> <p>*Through the Commission for the Blind, OCFS can work with partners to help</p>	<p>*Will consider establishing the Children's Issues Task Force with the Administration of Children and Families Region II on an as needed basis.</p> <p>*Provides oversight and monitoring of regulated childcare (family day care, group family daycare, school-age child care and daycare centers outside of NYC), legally exempt childcare, child care subsidies, childcare resource and referrals, and the Advantage After School Program, and provides services and programs for infants, toddler, preschoolers, and school-age children and their families.</p> <p>*Responsible for programs and services involving foster care, adoption and adoption assistance, child protective services including operating the Statewide Central Register for Child Abuse and Maltreatment, preventive</p>

				support Access and Functional Needs (AFN), as needed.	<p>services for children and families, services for pregnant adolescents, and protective programs for vulnerable adults.</p> <p>*The agency is responsible for all elements of the state's juvenile justice programs, transformation of the juvenile justice system, administering and managing residential facilities, community-based group homes, day-placement centers, and reception center programs for juvenile delinquents and juvenile offenders placed in the custody of the OCFS Commissioner.</p> <p>*Serves as a liaison between state and local agencies and Native American tribal groups.</p>
Office of General Services (OGS)	<p>*Provide a listing of availability facilities for temporary use during emergencies.</p> <p>*Procurement services can provide emergency contract information.</p> <p>*Communicate emergency feeding requests to USDA and assist with the contractual process through food distribution and warehousing groups.</p>	<p>*Provide a listing of available facilities for temporary use during emergencies.</p> <p>*Procurement services can provide emergency contract information.</p>		*Has DRC inventory and resources in warehouses.	<p>*The mission of the Office of General Services (OGS) is to:</p> <ul style="list-style-type: none"> • manage and lease real property; • design and build facilities; • contract for goods, services and technology; and • deliver a broad scope of critical services for agencies.
Office of Mental Health (OMH)	<p>*Support mass feeding activities via the OMH Cook-Chill operation.</p> <p>*Provide Disaster Mental Health counselors and staff to support surge at county level.</p>	<p>*Provide Disaster Mental Health counseling assistance to disaster survivors in congregate settings.</p> <p>*Provide Disaster Mental Health counselors and staff to</p>		<p>*Support Disaster Recovery Centers.</p> <p>*Organize and administer the FEMA Crisis Counseling Program following Presidentially declared (IA) events.</p>	<p>*ESF# 8 Provide support to ensure the safety and continued operation of psychiatric hospitals and community-based mental health services.</p> <p>*Regulating, certifying, and overseeing the New York State public mental health system.</p>

	<p>*Provide MH support to family reunification centers.</p> <p>*Provide facility and/or material assistance.</p>	<p>support surge at county level.</p> <p>*Support for shelter evacuees.</p> <p>*Support Reception Centers for Radiological Events.</p> <p>*Support for Repatriates and Refugee Programs during an emergency response.</p>		<p>* Co-lead as the core mission area leader for Human Services.</p>	<p>*Conducting mental health research to advance prevention, treatment, and recovery.</p> <p>*Providing State-operated outpatient and inpatient mental health services and supports.</p> <p>*Publicly promoting mental health to reduce fear and stigma.</p>
Office of Persons with Developmental Disabilities (OPWDD)	<p>* Co-lead for Mass Care Core Mission.</p> <p>*The New York State Office for People With Developmental Disabilities (OPWDD) is responsible for coordinating services for more than 160,000 New Yorkers with developmental disabilities, including intellectual disabilities, cerebral palsy, Down syndrome, autism spectrum disorders, and other neurological impairments through a partnership consisting of services to individuals provided directly by the state and by not-for-profit agencies and other providers located in all areas of the state. OPWDD's first priority is for the individuals directly under its care. Once all of those individuals are</p>	<p>*Co-lead of the Emergency Assistance core mission area.</p> <p>*Subject matter experts in the areas of Access and Functional Needs.</p> <p>*May be able to provide Emergency Management staff to assist with Incident Management at an ICP/onsite and response to State Emergency Operations Center (State EOC).</p> <p>*Provides individualized, person centered support to individuals and children with developmental disabilities, including regulatory, administration, and management of residential community-based group homes, day programs, and various support services.</p>		<p>*Coordinate with nonprofit partner agencies supporting individuals with AFN.</p> <p>*Support HS response activities.</p> <p>*OPWDD might be able to provide or locate services needed for people with disabilities.</p> <p>*OPWDD might be able to provide or locate equipment for those with developmental disabilities.</p> <p>*Facilitate situational awareness of state owned and nonprofit partner agencies providing services under the auspice of OPWDD.</p> <p>*OPWDD might be able to provide Code enforcement for disaster assessments</p> <p>*OPWDD may be able to provide assistance with certified Peace Officers (Security Officers), LPNs,</p>	<p>*Serves on the Disaster Preparedness Commission (DPC) to support State-wide Emergency Planning and Preparedness efforts.</p> <p>*Support for OPWDD Facility Evacuations.</p> <p>*Coordinate emergency planning efforts for OPWDD state owned facilities.</p> <p>*Facilitate situational awareness of state owned and nonprofit partner agencies providing services under the auspice of OPWDD.</p> <p>*Support Radiologic planning efforts related to OPWDD/Partner facilities.</p> <p>*Responsible for coordination of services to 160,000 Individuals with developmental disabilities; including regulatory, administration and management of residential community-based group homes, day programs and other services.</p> <p>*Individualized, person centered supports to children and young adults with qualifying diagnosis.</p> <p>*Support individuals and families through Service Coordination.</p>

	<p>accommodated and if resources are still available, OPWDD may then, through its local offices, provide assistance to not-for-profit agencies and other providers who fall under the auspices of OPWDD services with the resources necessary to cope with the needs of individuals under their care. Only after OPWDD has satisfied those requirements, they might be able to provide resources to other state agencies and the general public.</p> <p>*May be able to provide Emergency Management staff to assist with Incident Management.</p>	<p>*OPWDD may be able to provide wheelchair vehicles.</p> <p>*OPWDD might be able to provide and locate services needed for people with disabilities.</p> <p>*OPWDD might be able to provide equipment for those with developmental disabilities.</p>		<p>RNs, doctors, and psychologists.</p> <p>*May be able to provide Emergency Management staff to assist with Incident Management.</p>	
Office of Temporary and Disability Assistance (OTDA)	<p>*OTDA has a very limited number of warehoused resources to support Mass Care activities on behalf of the ESF.</p>	<p>*Support for Language Access (LA) – personnel and Services Language Services Unit can provide the following services to any part of OTDA or the local districts:</p> <p>translate written materials into Arabic, Chinese, Russian, and Spanish;</p> <p>format translated materials for printing or electronic display;</p> <p>review and edit materials translated by</p>	<p>*Supports programs designed to prevent homelessness, provide shelter for the homeless, construct supportive housing for the homeless and offer essential services to stabilize housing situations and increase levels of self-sufficiency.</p>	<p>*State Co-lead for Disaster Assistance Centers.</p> <p>*Provide management and support staff at State Disaster Assistance Service Centers and FEMA Disaster Recovery Centers.</p> <p>*Manages information technology for applications supporting New York State's core human services eligibility and benefit issuance programs, including cash assistance, Medicaid, Child Support, Supplemental Nutrition Assistance Program</p>	<p>*Provides medical determinations on disability claims filed with the Social Security Administration (SSA) under their Disability Insurance (SSDI) and Supplemental Security Income (SSI) programs.</p> <p>*Administers the Child Support Enforcement program that helps to strengthen families and reduce welfare dependency by placing the responsibility for supporting children on those parents with the financial resources to provide such support.</p> <p>*Development, implementation, and monitoring of policies and procedures for OTDA programs that provide temporary assistance to families and individuals while helping them attain self-sufficiency.</p>

		<p>outside vendors to assure quality and accuracy;</p> <p>convert English-language public information materials into translated materials using graphic design programs;</p> <p>develop multi-lingual glossaries to standardize the use of programmatic terminology;</p> <p>provide technical assistance or training for staff on cultural issues or working effectively with clients with limited English proficiency (LEP).</p>		<p>(SNAP), Home Energy Assistance Program (HEAP), and other benefits.</p> <p>*Resources to support disaster assistance centers.</p> <p>*Support Reception Centers for Radiological Events.</p> <p>*Support for Repatriates and Refugee Programs during an emergency response.</p> <p>*Disaster assistance that helps survivors address unmet disaster related needs and/or non-housing assistance.</p>	<p>*Provides prompt and impartial administrative hearings.</p> <p>*Support for Implementation of Executive Orders.</p> <p>*Coordinates with federal, state, and local agencies on policy and programs for immigrants, refugees, asylees, entrants, and human trafficking victims.</p>
Salvation Army (SA)	<p>Feeding Services - Food may be prepared and served at congregate feeding sites (such as a Salvation Army corps building, camp or shelter) or from one of the Army's mobile feeding units/ canteens, which are essentially kitchens on wheels.</p> <p>Hydration Services and First Responder Scene Rehabilitation - Hydration services provide beverages which replenish electrolytes (minerals such as potassium), enhance energy and meet general hydration</p>	<p>Spiritual and Emotional Care - The Salvation Army provides spiritual comfort and emotional support to disaster victims and emergency workers coping with the stress of a disaster. Salvation Army counselors, who are ordained clergy (officers) or lay personnel, will offer a "ministry of presence," as well as examples of spiritual and emotional care activities include comforting the injured and bereaved, conducting or participating in funeral</p>	<p>Emergency Sheltering - When necessary and in cooperation with the American Red Cross, The Salvation Army provides shelter in a facility identified by local emergency management personnel. These facilities include municipal shelters, schools, Salvation Army buildings and other predetermined facilities.</p> <p>Immediate Financial Assistance – The Salvation Army, in coordination with our partner agencies can provide on an unmet needs basis immediate financial assistance for housing.</p>	<p>Disaster Social Services - The Salvation Army provides direct financial assistance to disaster victims through a system of trained caseworkers. The assistance available may include essential living supplies, such as food, clothing, medicine, bedding, or baby products, emergency housing needs and disaster-related medical or funeral expenses.</p> <p>Disaster Case Management – The Salvation Army is able to leverage our capabilities across our Social Service programs to direct and advocate for disaster</p>	<p>Volunteer Intake and Management – The Salvation Army has the ability to register, train and manage spontaneous volunteers during large scale emergencies.</p> <p>SATERN - SATERN (Salvation Army Emergency Radio Network) provides emergency communications support for Salvation Army operations in local, regional, and international disaster and emergency situations. These communications can be via long distance high frequency systems, local public safety systems or via internet and cellular systems including packet data and Radio over Internet Protocol (ROIP) systems.</p> <p>Partner Agency Relationship Management and Cooperative Service Delivery – The Salvation Army, as a member of the disaster relief field,</p>

	<p>requirements for those served. Rehabilitation services include providing a place for first responders to rest and recuperate during emergency operations.</p> <p>Emergency Sheltering - When necessary and in cooperation with the American Red Cross, The Salvation Army provides shelter in a facility identified by local emergency management personnel. These facilities include municipal shelters, schools, Salvation Army buildings, and other predetermined facilities.</p> <p>Distribution of Bulk Resources – As necessary and in coordination with partner agencies, The Salvation Army can provide distribution of bulk resources such as food boxes, water, flood clean up kits, cleaning supplies, infant supplies such as diapers and formula, and adult and child hygiene supplies.</p>	<p>and memorial services and providing chaplaincy services to disaster workers and emergency management personnel.</p> <p>Immediate Financial Assistance – The Salvation Army, in coordination with our partner agencies can provide on an unmet needs basis immediate financial assistance such as gift cards and vouchers to allow disaster survivors to purchase needed items such as shelter, food and clothing.</p>		<p>survivors to ensure that unmet needs are met, either through our programs or in conjunction with partner agencies services.</p>	<p>social services field and as a faith-based organization, has the ability to cooperate with and advocate within these fields to identify untapped partnerships and access resources and staffing that may not be identified as related to disaster relief. Further, we can manage the service delivery of these diverse agencies to ensure unmet needs are met and guidelines and protocols are maintained.</p> <p>Donation Management - The Salvation Army is one of the nation's leaders in collecting, sorting, and distributing donated goods. During a disaster, The Salvation Army may open disaster warehouses to receive and sort donations, establish distribution centers to dispense goods directly to victims and channel donations to support other disaster programs such as mass feeding and cleanup.</p> <p>Cleanup and Restoration Services - Cleanup and restoration services include distribution of cleanup supplies, coordination of volunteer rebuilding teams and set up of warehouses to distribute reconstruction supplies.</p>
State Education Department (SED)	<p>*Sheltering</p> <p>*Feeding</p> <p>*Family Linking</p>	<p>*Public alerts for school closures or school shelter conversions.</p>		<p>*Support Disaster Recovery Centers.</p>	<p>*In a few cases, provide transportation by Department owned buses</p> <p>*Streamline approval for licensed professionals from out-of-state, such as Doctors, Nurses, Pharmacists, Veterinarians, Building Engineers, etc.</p>

State Justice Center (SJC)					*Advocate and protect people with special needs from abuse, neglect, and mistreatment by operating a 24/7 hotline.
State Office for the Aging (SOFA)	*Services provided include home delivered meals, congregate meals, transportation, in-home services, support for caregivers, operation of senior centers and central kitchens, and other services designated to help older residents remain independent in their homes.	*County Office of Aging partners with the county EOCs.		<p>*Provide aging services information, assistance, and staffing to Disaster Recovery Centers including information on the following services/programs for older adults:</p> <p>Home Delivered Meals;</p> <p>Case Management;</p> <p>Medicare insurance programs/Rx under Medicare Part D;</p> <p>Counselors as part of Caregiver Support Programs;</p> <p>NY Connects – Services for those needing Long Term Care;</p> <p>Transportation assistance;</p> <p>Congregate Meals;</p> <p>And, locations and information on Senior Centers and Central Kitchens for meal preparation, meal delivery, and community access.</p>	<p>*Maintain awareness of the efforts of the 59 County Offices for the Aging in times of disaster.</p> <p>*As the agency responsible for the delivery of aging services to the state's most vulnerable residents, NYSOFA consults and makes available information on resources and local programs that can assist in times of emergency.</p> <p>*Access to vulnerable client lists as maintained by the local Aging Office and/or County.</p> <p>*Expertise on aging programs and services for those aged 60+ within the state, including working with home care agencies and consumer directed program that support older adults within the community.</p> <p>*The 59 local aging offices are part of emergency planning efforts of each County and the City of New York and are tied into efforts to assist clients during the disaster and offer support at the DRC during recovery. These activities are integral to NYSOFA's work at the State level.</p> <p>*NYSOFA will work in partnership with other ESF#6 agencies to conduct comprehensive outreach to affected populations regarding shelter and emergency service locations, as well as restoration of local infrastructure and services. Outreach messages/materials may need to be translated into languages other than English or accessible alternate formats (e.g. Braille, large print, and audible messages, etc.)</p>

					<p>to ensure the message is understood by the community's population.</p> <p>*NYSOFA programs and services already support individuals considered at risk, vulnerable, or who have functional or access needs with feeding and other social supports - so response operations will assure that the needs of these groups are appropriately incorporated.</p>
State University of New York (SUNY)	<p>*SUNY will assist the State and the ESF #6 efforts during emergencies. However, resources to meet SUNY's own mass care and sheltering needs would be prioritized and the availability of resources to other efforts may be reduced. SUNY campuses often have large spaces (such as gymnasiums) that may potentially be used for shelters, staging, feeding, distribution of emergency supplies, and family reunification. Use is subject to campus need. SUNY partners with other entities, usually memorialized by memoranda of understanding and revocable permits, to make such space available for short-term use. Community college campuses are primarily under the control of their sponsors.</p>				<p>* The State University of New York is the largest comprehensive university system in the United States. Our impact in New York State and across the globe begins with our 64 institutions, including research universities, academic medical centers, liberal arts colleges, community colleges, colleges of technology and an online learning network. We serve nearly 1.3 million students, including nearly 600,000 in credit bearing courses and programs and more than 700,000 through continuing education and community outreach programs. Our nearly 3 million SUNY alumni are located around the globe, each making their own unique impact.</p>

Veterans Affairs (VA)				<p>*The VA will work closely with other State, Federal, local, and private agencies to utilize the expertise and resources of others in order to help Veterans and their families with specific needs.</p>	<p>*The Department of Veterans Affairs (VA) offers a wide variety of programs and services for the nation's 22 million veterans and continues to emphasize three long-term goals: increasing access to VA benefits and services, reducing the claims backlog, and eliminating veterans' homelessness. To accomplish these, VA is focusing on modernizing the way it operates in order to regain the trust of veterans and the country as a whole. The department has instituted five priorities to help focus and intensify VA's efforts to improve: offer greater choice to veterans; modernize our VA systems; focus resources more efficiently; improve timelines and prevent veterans' suicides.</p>
Voluntary Organization Active in Disasters (VOAD)	<p>*Provide coordination and support to disaster impacted communities.</p>	<p>*Provide coordination and support to disaster impacted communities.</p>		<p>*Provide coordination and support to disaster impacted communities.</p>	<p>*New York VOAD is the state chapter of National VOAD. *The VOAD consists of organizations active in disaster response throughout the state of New York. Many of our members are human services providers who seek to prepare for events that may impact their clients and stakeholders. *The VOAD's role is to bring organizations together and enable them to understand each other and work together during times of disaster preparedness, response, relief and recovery. *New York State VOAD adheres to the principles established by National VOAD. These foundational principles are referred to as the Four C's: Cooperation, Communication, Coordination, and Collaboration. *Ensuring the membership directory is current and accurate. *Developing & enhancing collaborative relationships with local COADs and VOADs within New York State.</p>

					*Connecting our members and partners to training and collaboration opportunities. *Developing a committee structure which builds upon existing capacities and networks of our members.
Private Sector					

**Attachment 2
RSF Assignments**

Agency	RSF Assignment					
	Community Planning and Capacity Building	Economic	Health/Social Services	Housing	Infrastructure Systems	Natural & Cultural Resources
ARC			X	X		
DAM	X	X	X		X	X
SJC	No RSF Assignment					
DFS	X	X		X		
DHSES	X	X	X	X	X	X
DOCCS			X		X	
DOH	X	X	X	X	X	X
DOL		X	X	X		
DOS	X	X		X	X	
HCR	X			X		
OCFS		X	X	X		
OGS		X		X	X	
OMH			X			
OPWDD			X	X		
OVS			X			
SED					X	X
SOFA			X	X		
OTDA		X	X	X		
SA	No RSF Assignment					
SUNY		X	X		X	

Current as of 2/2/2020