

Georgia Emergency Operations Plan Evacuation Support for a Catastrophic Event Support Annex 9



GEMA

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This plan is in working draft form awaiting input from partner agencies expected to play a substantial role in the further development of concepts describe herein.

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Foreword

The State of Georgia Evacuee Support Annex to the Georgia Emergency Operations Plan (Support Annex S-10 of the GEOP) addresses key areas for providing support to evacuees from a catastrophic disaster. This plan is based upon the principle that the effects of a catastrophic disaster will stress the resources of an impacted state so significantly that the state's residents will seek support in neighboring states. This Annex directs Georgia's hosting of large numbers of evacuees from other states affected by a catastrophic disaster.

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Introduction

Purpose

The State of Georgia Evacuee Support Plan is intended to establish guidelines for local, state, nongovernmental, and volunteer organizations and agencies to welcome evacuees to the State of Georgia and preparing them for a prolonged stay as a result of major disasters or emergencies affecting their respective states, territories, or countries.

This Plan establishes the protocols and procedures for providing assistance and services to evacuees who need and request aid during their stay in Georgia. The provided government assistance includes, but is not limited to, the following:

- Medical screening and triage
- Security, food and, clothing
- Short-term and long-term accommodations for extended periods of time
- Health care
- Verification of identity and eligibility for government and other entitlements
- Family reunification
- The return of evacuees to their home of record or the integration as residents of the State of Georgia

Scope and Applicability

The State of Georgia Emergency Operations Plan (GEOP) is the primary document for response when the State is affected by a disaster. This Evacuee Support Plan will provide guidance to all partners involved in a response and recovery effort for Georgia when they are asked to be a host state by an impact-state or the Federal Emergency Management Agency (FEMA). This response and recovery effort will differ in that Georgia has not been affected by the disaster but is hosting evacuees from an impact-state.

The State of Georgia will provide assistance and services in accordance with this Plan for evacuees who arrive in the state as a result of organized transportation by bus, air, or rail, and for self-evacuated evacuees. Organized transportation is the government directed and controlled transport of evacuees from a threatened or impacted area to a host area. The goal is to complete initial individual evacuee processing in fewer than seven days, with follow-on assistance and long-term housing coordinated for the duration of their stay through support from local communities, faith-based organizations (FBOs), and Voluntary Organizations Active in Disaster (VOAD). Overall case management would be coordinated by the Georgia Emergency Management Agency (GEMA).

The Georgia Evacuee Support Plan (GA EVSP) promotes the delivery of services and the implementation of programs to assist evacuees who have evacuated to Georgia due to the impacts of potential or actual catastrophic events. This includes economic assistance and

other services for individuals impacted by the incident. The evacuee support and assistance process has three primary functions: (1) Reception and Processing, (2) Shelter and Housing, and (3) Social and Human Services.

- Reception and Processing could involve initial greeting and reception at designated entrances into the state, medical screening and emergency first aid/medical care, and identification and in-processing at welcome/reception centers and shelters.
- Shelter and Housing involves the provision of assistance for both the short-term and long-term housing needs of evacuees.
- Social and Human Services provides evacuee-related recovery services such as counseling, identifying and supporting persons with special needs, expediting processing of federal benefits claims, collecting and providing evacuee information, arranging educational and employment assistance, locating family members, and coordinating legal services.

Incident Management

GEMA is the lead State agency for Evacuee Support, and is responsible for overall direction and control. The GEMA Director of Operations or Designee is responsible for notifying participating agencies, local county emergency management directors/agencies of any potential evacuee arrivals in Georgia. Participating state, local, tribal, private sector, nongovernmental, and volunteer agencies are responsible for supervising and performing evacuee support duties in accordance with this plan.

In addition, the Department of Administrative Services is the fiscal lead agency and provides program management for evacuee support services and long-term assistance.

Authorities/Policies

- Recovery Strategy RS-2006-1, Mass Sheltering and Housing Assistance
RS-2006-1 establishes a strategy for providing sheltering and housing assistance in support of a Presidentially-declared emergency or major disaster involving a mass evacuation. This high-level Strategy is applicable to all states eligible to receive assistance under sections 403, 408, and 502 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act; all federal agencies that may be directed by FEMA to provide such assistance; and all signatories to the National Response Framework (NRF).
- Interim Disaster Assistance Policy (IDAP) 1001, Pre-Disaster Emergency Declaration Requests
Interim DAP 1001 establishes the circumstances under which a State's request to declare an emergency will be considered for a Presidential emergency declaration in advance of the impact of an incident that threatens such destruction as could result in a major disaster. The policy also provides for possible reimbursement of State eligible costs incurred for evacuation and sheltering support provided to evacuees from a declared state.

- Disaster Assistance Policy 9523.6, Mutual Aid Agreements for Public Assistance and Fire Management Assistance

This policy specifies criteria by which FEMA will recognize the eligibility of costs under the Public Assistance program and the Fire Management Assistance Grant program that were incurred through mutual aid agreements between applicants and other entities.

- Disaster Assistance Policy 9523.15, Eligible Costs Related to Evacuations and Sheltering

This policy identifies the expenses related to state and local emergency evacuation and sheltering activities that are eligible for reimbursement under the Category B, Emergency Protective Measures provisions of FEMA’s Public Assistance program, following an emergency or major disaster declaration.

- Disaster Assistance Policy 9523.18, State Evacuation and Sheltering Reimbursements

DAP 9523.18 establishes the procedures for reimbursing host-states for the cost of evacuation and sheltering support that they provide to the impact-States when requested to provide such support by the impact-state or FEMA.

Situation

Planning Assumptions

- An area or region has been impacted, or has the potential for being impacted, by a catastrophic event, resulting in a large-scale evacuation to Georgia.
- Evacuees could be elderly, disabled, sick, injured, wounded, or stressed. Some may have small children and pets. The potential exists for a criminal element among the evacuees.
- Evacuees may arrive without money and forms of identification, and with few personal items and considerable anxiety, thereby requiring immediate assistance.
- The number of evacuees may overload the State’s ability to provide adequate assistance and other services. Support services for a number of evacuees may exceed 30 days, possibly up to 180 days or more, prior to return or resettlement.
- The processing of evacuees will continue until all evacuees are en route to their final destination or are otherwise processed and provided assistance.
- Participating agencies will develop internal procedures and train personnel to perform the duties and responsibilities described in this Plan. Agencies’ internal procedures and trained personnel are paramount to the success of the evacuee support and assistance process.
- Evacuee support and assistance activities will be of high interest to local and national media. Public information will be the responsibility of GEMA in coordination with the Governor’s Office and local emergency management programs.

- Some evacuees will decline assistance and services from the State of Georgia. The State of Georgia may be unable to assist some evacuees.
- Volunteers are needed for successful evacuee support and assistance operations. Sufficient volunteers will be available via ongoing coordination with members of the State of Georgia’s volunteer organizations.
- Government services, businesses, and homes in the affected area may not be able to support the return of the evacuees for an extended period of time.
- Georgia is considered both a “risk” state and a “host” state; therefore this plan may be activated to support residents of Georgia in a catastrophic disaster.

Concept of Operations

General

An evacuation for a major or catastrophic disaster will result in hundreds to thousands of evacuees seeking information and support from their home state and states outside of the impact zone; identified as Host States. In the case of this Plan, it is recognized that the State of Georgia; due to its location, may be a Host State as well as an impact state.

Generally, there are two methods of evacuating persons from risk/impacted areas. Individuals that self evacuate and those assisted by the state and/or federal government.

Self evacuees will evacuate in personal vehicles or the best means available to them at the time of the disaster. The second group of evacuees needing assistance may be comprised of individuals that do not drive, do not have the finances to pay for transportation, the elderly, some will be infirm, and some will have special needs. These groups in most cases may be transported through an organized evacuation managed by the impacted state. This evacuation process is designed to handle their needs or provide the best available means of transportation at the time of the disaster.

In the event of an evacuation of a risk/impacted state, the State of Georgia may be contacted by the risk/impact-state or FEMA to activate this plan and provide support for evacuees. Depending on the capabilities of the risk/impacted state, they may operate an organized evacuation of large numbers of people without the means to self-evacuate through the operation of an embarkation site. When the risk/impacted state is operating the embarkation site with federal assistance, personnel being provided through FEMA will integrate into the State’s structure and concept of operations.

The risk/impacted state officials or FEMA will notify the State of Georgia of a pending evacuation announcement that may result in large numbers of self-evacuees to Georgia as soon as it is determined Georgia’s support is needed.

If a pre-event memorandum of agreement/memorandum of understanding (MOA/MOU) for evacuee support does not exist with the requesting impact-state, the negotiated

assistance will be documented in a post-event mutual aid agreement (MAA) in accordance with (IAW) DAP 9523.6.

When FEMA arranges for evacuation and/or sheltering support from a state, FEMA may provide direct reimbursement through a grant to the state. Refer to DAP 9523.6 for details. The impact-state or FEMA will contact the State of Georgia to negotiate support of transported evacuees, including an agreement on the number of transported evacuees and debarkation sites.

When the state or federal governments coordinate the evacuation, the State of Georgia will consider sending liaisons to the risk/impacted-state to monitor operations and provide information to Georgia evacuee support operations.

This plan may be initiated by the State of Georgia under the following conditions:

- Department of Homeland Security (DHS)/FEMA or the affected state's officials request that the State of Georgia receive evacuees relocating from a disaster area. Initial notification is expected to be electronic by telephone, radio, fax, or e-mail, with official written follow-on notification sent to GEMA.
- GEMA's Director will lead the evacuee support implementation because numerous state agencies may be overwhelmed by the significant numbers of self-evacuees requesting assistance.

Whether the requirement is to accommodate self-evacuees, transported evacuees, or both, GEMA will contact the organizations/agencies participating in the reception, assistance, and evacuee support processes and advise them of the activation of this Plan.

Debarkation sites will be identified for the arrival of transported evacuees. Debarkation sites should be operational prior to the estimated arrival time of evacuees, if possible. Welcome centers may be established at the most likely points of entry into the State for self-evacuees. Self-evacuees will be offered information on available assistance and directed appropriately.

Entry into the State of Georgia may be via roads or air. Military installations may be used for air points of entry. No rail entry points are under consideration for organized transport of evacuees at this time. The formal in-processing of evacuees in Georgia may take place at designated shelter facilities.

Congregate shelters designated for hosting evacuees are noted in the State of Georgia's sheltering database.

Evacuee support service will be staffed 24/7, as needed, and will be managed within the principles of the National Incident Management System (NIMS) and the Incident Command System (ICS). Supervisors will ensure a thorough briefing is given to all oncoming staff following the Operational Period Briefing.

Agencies incurring expenses during activation of this Plan will maintain complete and comprehensive records and receipts. Agencies must follow the accounting and fiscal practices of the State of Georgia. Additionally, they must follow the fiscal procurement and contracting policies established by the Georgia Department of Community Affairs (DCA) and/or the Georgia Governor's Office of Planning and Budget.

The Georgia Evacuee Support Plan will be reviewed on an annual basis and updated as appropriate.

Training and exercises will be conducted periodically. Agencies with responsibilities in the Plan will ensure that trained staff members are available to perform the duties described herein. Federal, state, and local government, nongovernmental, and volunteer agencies will participate in scheduled exercises to test the Plan.

GEMA will schedule and facilitate evacuee support and assistance exercises. Exercise funding will be identified prior to scheduling.

Operational Phases

The Evacuee Support and Assistance process will be a three-phase operation:

1. Phase I: Notification and Mobilization
2. This phase begins when the State receives an initial request to receive transported evacuees or that significant numbers of self-evacuees may arrive and have need of services. The plan may also be activated if GEMA's Director recognizes that the number of arriving self-evacuees warrants activation of this plan regardless of prior notification. The primary activities in this phase include alerting responsible agencies of the forthcoming operation, staffing, establishing the major interstate and highway routes of ingress/points of entry, and identifying suitable facilities for the state welcome/reception centers and congregate care facilities. Once this is accomplished, GEMA, in collaboration with local emergency management agencies, begins site setup, staffing, and preparation of debarkation sites, welcome/reception centers, and congregate care facilities. The selection of local emergency management agencies for evacuee support will be consistent with the agency's capabilities and based upon community planning survey data (see Appendix 1, Tab 2).
3. Phase II: Evacuee Arrival, Reception, and Initial Sheltering
4. This phase begins when the state receives official notification that evacuees will be transported to the State of Georgia or when self-evacuees begin arriving. The primary activities in this phase include alerting responsible agencies and opening the welcome/reception centers for self-evacuees, debarkation centers for transported evacuees, and congregate care facilities. As evacuees disembark from the vehicles, they will be greeted by State or local officials and directed to the welcome/reception centers where they will be registered or screened for medical conditions, possible weapons, illegal drugs, or potential security issues. Phase II ends when evacuees arrive at their designated congregate shelter.
5. Phase III: Evacuee Assistance

6. Phase III is primarily administered through the combined efforts of State and local governments and their partners. This phase is ongoing and provides evacuees with the full suite of needed support services. This phase ends when evacuees return to their home states or secure long-term housing and integrate into the community.

Organizational Structure

The Georgia State Operations Center (SOC) will be organized according to the GEOP.

Roles and Responsibilities

Federal Organizations

In a federally-supported evacuation, the Mass Evacuation Incident Annex of the National Response Framework may be implemented. FEMA responsibilities in a mass evacuation incident include the following:

- Establishing protocols for communicating with the impact-state(s), the State of Georgia, and other host states.
- Activating and implementing the Mass Evacuation Plan in coordination with all other Emergency Support Functions (ESFs), NRCC, RRCCs, impacted and host states, and other federal agencies and nongovernmental organizations (NGOs).
- Implementing, in coordination with impacted and host states, NRCC, RRCCs, Emergency Response Teams (ERTs) and ESFs, and any Pre-Scripted Mission Assignments (PSMAs) as necessary.
- Federal support augments state lead operations
- PSMAs and other Requests for Federal Assistance (RFAs) are developed to address the application of supplementary federal resources.
- Activating federal and NGO resources and programs necessary for the support of individuals and families in a precautionary and/or post-impact environment.

Supporting federal agency responsibilities include:

Department	Responsibilities
Department of Health and Human Services	Provides information on special needs shelter locations. Ensures that medical treatment is provided at evacuation pick-up and disposition/debarkation sites, as well as on-board evacuation vehicles when required. Ensures medical support is provided to special needs populations and medical victims. Provides information on the transportation assets required to return medical patients and their caregivers/family members back to the affected area once it has been deemed safe.
General Services Administration	Contracts telecommunications support, arranges for the facilities needed by the federal evacuation teams, and requisitions or contracts for supplies and equipment as part of its ESF 7 responsibilities.
American Red Cross	Works with State of Georgia agencies for evacuee support mass care (e.g., GEMA, DHR, etc.) and FEMA in order to facilitate resource requests and provide information on congregate care. Responsible for coordinating with FEMA and GEMA to ensure that adequate information is available about shelters and for coordinating the receipt of evacuees at various shelter locations.
National Voluntary Organizations Active in Disaster	Provides coordination support to ensure that available resources to support evacuation and evacuees—including vehicles, personnel, and supplies such as fuel, food, and water—are used effectively.
Department of Justice	Provides support to the State of Georgia and local law enforcement entities for securing and protecting evacuees while in transit, at debarkation points, and at congregate care sites as needed. This assistance may include screening evacuees for weapons, illegal drugs, and outstanding felony warrants or other potentially dangerous situations.

If a Federally Assisted Evacuation is not implemented, all or any part of the capabilities available in the Mass Evacuation Incident Annex is available for state evacuee support operations. Federal agency support will be coordinated with the state ICS organization.

State, Local Government, Nongovernmental, and Volunteer Agency Responsibilities

The Governor’s Office

The Governor, as the chief executive in Georgia, is responsible for the proper care and support of evacuees being hosted in the state. As such, the Governor’s Office may take the following actions:

- Authorize state resources to support evacuees.
- Request federal assistance to support hosting of evacuees from the impacted state(s) after consulting with GEMA and ESF 6. The advice GEMA and DHR provide the Governor’s Office will determine the State’s evacuee support capability.

- Coordinate and execute mutual aid agreements for evacuee support.

Georgia Emergency Management Agency

- Serve as the principle point of contact for FEMA Region IV or the Joint Field Office (JFO) ESF 5 leader for state coordination of host state evacuee support.

Georgia Department of Agriculture (Through ESF 11)

- Identify veterinary services and contract with organizations that can provide appropriate facilities for service and companion animal quarantine and care.
- Provide service and companion animals' coordination at debarkation sites and/or reception/welcome centers.
- Ensure that appropriate food, water, and related equipment (e.g., soft-sided animal confinement bags or other carriers, leashes, muzzles, etc.) are provided for service and companion animals.
- Coordinate service and companion animals' transportation, sheltering, and housing.
- Assist pet owners in arranging veterinary services.

Georgia Veterinary Medical Association (GVMA) (Through ESF 11)

- Coordinate veterinary services.
- Provide or assist with microchip/animal ID tags, vaccines, animal crates, and flea/tick control.

Georgia Residential Finance Authority in Conjunction with the Georgia Emergency Management Agency (Through ESFs 5 and 6)

- Coordinate long-term evacuee housing.

Division of Public Health (Division within the Georgia Department of Human Resources) (Through ESF 8)

- Monitor public health screenings for communicable diseases.
- Assist and coordinate services with the local public health officials.
- Provide a liaison to the Georgia SOC.
- Coordinate Medical Reserve Corps members and provide phone bank staffing if required to support the Congregate Care Facility Operations Section – Volunteer Services Branch.
- Provide the Joint Information Center (JIC) with Public Information Office (PIO) support.

Georgia Department of Public Safety and/or the Georgia Bureau of Investigation (Through ESF 13)

- Coordinate law enforcement activities at the debarkation sites, welcome/reception centers, congregate care locations, and all evacuee support facilities.
- Facilitate the issuance of evacuee identification and badges.
- Issue state ID as warranted.
- Issue state driver's license upon verification of identity with home state and/or proof of valid out-of-state driver's license.

Georgia Department of Transportation and Department of Administrative Services (Through ESFs 1 and 7)

- Provide ground transportation support to evacuees and staff on official business.

Georgia Department of Veterans Service (Through ESFs 5 and 6)

- Assist eligible evacuees in applying and reapplying for veterans' benefits.

Georgia Governor's Office of Planning and Budget (Through ESFs 5 and 6)

- Provide assistance to GEMA's Finance and Administration Section in cost tracking and reimbursement submission for evacuee support activities.

Georgia Department of Law and Office of the Attorney General (Through ESFs 5 and 6)

- Provide legal advice and interpretation of State law as needed to support ongoing evacuee support activities.

Georgia Insurance and Fire Safety Commission (Through ESFs 5 and 6)

- Provide the Evacuee Services Branch with Insurance Claims Unit staffing for ICS.
- Provide claims-filing assistance to evacuees.

Georgia Chapter of Voluntary Organizations Active in Disaster (Through ESFs 5 and 6)

- Provide staff for debarkation sites, welcome/reception centers, congregate care facilities/evacuee housing, and other evacuee support locations.
- Provide comfort kits with towels and personal toiletries/hygiene items at debarkation sites, welcome/reception centers, and congregate care facilities/evacuee housing.
- Provide food, snacks, and drinks at the debarkation sites, welcome/reception centers, and congregate care facilities through coordination with the Logistics Section – Services Branch – Food Unit.
- Support evacuee care food service operations and the Food Unit.

- Support basic first aid service.
- Support evacuee and staff counseling in coordination with other counseling teams.
- Provide emergency communications and family reunification assistance through the ARC Disaster Family Welfare Inquiry system.
- Provide direct assistance to evacuees and their families that have verified needs.

Responsible Local Senior Official through the Local Emergency Management Agency Director

- Authorize local resources for evacuee support.
- Request assistance from the State to support hosting of evacuees.
- Coordinate and execute MAAs for evacuee support.

Local Emergency Management Agency/Local Emergency Management Program

- Coordinate with GEMA and DHR (e.g., the State ESF 5 and ESF 6 lead agencies).
- Provide debarkation sites, welcome/reception center locations, shelters, housing options, and other local evacuee support services.
- Provide welcome messages and/or “one-stop shopping centers” (e.g., super centers) for evacuees at appropriate locations.
- Provide security and traffic control in support of evacuee operations.
- Provide coordination with city/county officials as appropriate.

Federal and National Evacuee Support

Host State evacuee support may be required in the event of a federal disaster declaration, emergency declaration or an Emergency Management Assistance Compact (EMAC) assistance request. This would occur when the response to an imminently potential or actual catastrophic event results in evacuees from an affected state moving or being moved to a host community. Such an evacuation would likely require basic support, including shelter, mass care, and health/medical care.

Should FEMA or impacted state request assistance from a host state or jurisdiction, the federal government may provide the following support:

- Coordination and communication among jurisdictions
- Support for air, ground, and rail transportation efforts
- Ensuring fuel availability along evacuation routes, including host state evacuation routes
- Support and/or operation of host state reception sites
- Sheltering, feeding, and reunification support for evacuees (congregate care activities)

- Evacuation of household pets
- Medical evacuation support
- Providing for public safety and security, including traffic management
- Decontamination support
- Return of evacuees to their home areas

Refer to the National Response Framework and current FEMA polices for more information concerning available support from FEMA.

Eligible individuals and families may receive FEMA Individual Assistance for short-term and intermediate evacuee support, but Individual Assistance is not available for long-term evacuee support. If a host state has large numbers of evacuees and/or government transportation-assisted evacuees, the state may request a Disaster Recovery Center (DRC) in the host community through the FEMA Regional Office. A DRC is a readily accessible facility or mobile office where applicants may go for information about FEMA or other disaster assistance programs, or for questions related to individual cases. If there is a disaster declaration, the DRC would be funded through impact-state disaster funds. Deployments of DRC personnel require the approval of the impact state's Federal Coordinating Officer (FCO).

Eligible public entities may apply for FEMA Public Assistance program support for emergency protective measures (e.g., short-term measures to support evacuees). Additionally, Disaster Assistance Policy 9523.6 specifies criteria that applicants and other entities must meet in order to receive reimbursements from FEMA for costs incurred through MAAs. Refer to Disaster Assistance Policy 9523.18 for information on pre-event host state agreement reimbursement policy.

National-level nonprofit, voluntary and private-sector organizations, and NGOs, including the ARC, The Salvation Army (TSA), United Methodist Committee on Relief (UMCOR), Lutheran World Relief (LWR), Church World Service (CWS), and Business Executives for National Security, may provide disaster support to applicants ineligible for federal assistance or who require assistance beyond what FEMA will provide. Most national-level NGOs and voluntary organizations have local chapters involved in disaster support.

The NIMS Basic Guidance for Public Information Officers (PIOs) may assist in developing strong short- through long-term public information methodology.

FEMA Regional Offices can provide guidance and technical assistance to state, local, and tribal governments in the development of host jurisdiction plans.

Embarkation

In the event of an evacuee return/re-entry process or if an impact state is unable to open an embarkation site due to the nature or proximity of an event, the federal government

may assist in the embarkation process. Regardless of who is managing an Embarkation Site, operations will be coordinated between impact and host states and/or, if necessary or requested, through the FEMA RRCC.

NIMS/ICS principles dictate that federal support to mass evacuation operations will be geared to the lowest possible organizational level and scaled to the incident. For example, evacuation from a single state may be supported from the State Emergency Operations Center (SEOC) or a Joint Field Office (JFO). Multi-state incidents may be coordinated from an RRCC. The host state should coordinate with the RRCC or JFO for evacuee support assistance.

Transportation

Under Public Assistance Category B, Emergency Protective Measures, a host state may be eligible to receive reimbursement for emergency public transportation costs incurred while providing short-term evacuee support during an emergency declaration, disaster declaration, request from an impact state, or if requested by FEMA.

The U.S. Department of Transportation (DOT) has posted documents and tools to aid local and state planners in maximizing the use of the highway network in the development and execution of evacuation plans for their communities, states, or regions.

Security

Additional law enforcement assets to support evacuees may be requested through FEMA ESF 13: Public Safety and Security.

Self-Evacuees

FEMA's Individual Assistance program for eligible applicants, self- or assisted-evacuees, includes a proactive public information campaign that regularly broadcasts FEMA's toll free number, computer access locations, mass care locations, and information regarding other available support services throughout the host community.

Decontamination

Most decontamination capabilities reside with state and local entities. Federal agencies can support decontamination efforts through technical assistance, mapping, but are unlikely to be on-site. Federal agencies that support decontamination efforts include the Environmental Protection Agency (EPA), Local Emergency Planning Committees (LEPC) through the EPA, the National Oceanic and Atmospheric Administration (NOAA), the Centers for Disease Control and Prevention (CDC), the Nuclear Regulatory Commission (NRC), the National Guard Bureau (NGB) and the Department of Defense (DoD).

Reception

If requested by the host state during a federally-declared disaster or emergency declaration, FEMA ESF 6 will provide federal resources and/or personnel to support the

operations of reception sites for transportation-assisted evacuees during a federally-assisted mass evacuation. When this occurs, federal personnel will be integrated into the state's organizational structure and concept of operations or, if requested, will operate independently.

FEMA guidance documents such as the Evacuee Support Concept of Operations Template and Draft FEMA guidance documents including the, Draft FEMA Reception Processing Site Guidance, and Draft FEMA Debarkation Process Guidance address reception support. (Draft documents are in review in preparation for imminent release, August 2008.)

Special Needs

FEMA ESF 6 will support local, tribal, state, and federal agencies, voluntary agencies, and NGOs in addressing the functional needs of special needs populations. Functional needs may include maintaining independence, communication, transportation, supervision, and medical care before, during, or after an incident.

Tracking and Reunification

Many states have and are developing mass evacuation tracking systems designed to track the movement of evacuees, household pets, luggage, and medical equipment. Many of these systems are also designed to share data with other states. The relevant FEMA Regional Office should provide coordination support upon request from a host jurisdiction or in the event of a federally-assisted mass evacuation. Advance coordination between host and potential impact states can help to determine the most appropriate tracking system for compatibility.

The FEMA National Emergency Family Registry and Locator System (NEFRLS) and ARC Safe and Well are designed for evacuees to advise their personal networks of their well-being. The National Emergency Child Locator System (NECLS) will assist in the location of children and the reunification of families separated by the disaster or evacuations.

Housing

Short-term federal support of evacuee sheltering and mass care will be coordinated through FEMA ESF 6 in coordination with the State's mass care sheltering plan. Short-term sheltering is usually conducted in congregate care facilities, hospitals or nursing homes. Relevant FEMA guidance documents include the Draft FEMA Congregate Care Coordination Unit (CCCU) Guidance (in review in preparation for imminent release, August 2008), Basic Guidance for Public Information Officers, and the National Disaster Housing Strategy.

Transitional shelters are defined by FEMA as "any private or public shelter that, by design, provides a short-term lodging function and an increased degree of privacy over a congregate shelter. Examples include hotels, motels, and cruise/berthing ships." FEMA

Disaster Assistance Policy 9523.15 states, “Transitional sheltering, if authorized, will be implemented and managed directly by FEMA through a contract agent. FEMA will not reimburse state or local governments for providing transitional housing to displaced disaster victims.” Transitional shelters may be used when other congregate sheltering options are exhausted, due to maximized space or the need to return shelter buildings to their original intended use. This option is only viable if the facilities are available and constraints of use should be fully considered prior to implementation.

FEMA reimbursement guidelines allow eligible applicants to receive financial assistance for interim housing for up to 18 months. Interim (also called temporary) housing may include apartments, detached homes, and manufactured housing. This assistance is guided by the National Disaster Housing Strategy, the current release of which is under review as of August 2008. For eligibility requirements, review current FEMA policies and the Individuals and Households Program (IHP) Handbook.

The Department for Urban Development (HUD) provides housing inventory information and grant support. HUD Disaster Recovery Teams throughout the country can provide critical housing and community development resources to aid disaster recovery. HUD has numerous grant programs for eligible applicants (individuals and communities) for longer term housing options.

The U.S. Department of Agriculture (USDA) provides housing through their Housing and Community Facilities Programs (HCFP). The program “helps rural communities and individuals by providing loans and grants for housing and community facilities...provide funding for single family homes, apartments for low-income persons or the elderly, housing for farm laborers, childcare centers, fire and police stations, hospitals, libraries, nursing homes, schools, and much more.”

Health and Medical Care

The U.S. Department of Health and Human Services (HHS) ESF 8 will assist State, tribal, and local governments in short-term and interim health-related areas. This support includes activation of the Crisis Counseling Program (CCP).

As a result of the widespread dispersal of the evacuee population following Hurricanes Katrina and Rita, a mechanism was put into place to support use of the CCP in host states as well as impact states. When this occurs, an impact state becomes the sponsor of the CCP federal grant and a representative of the state governor’s office takes responsibility for the program’s implementation. Local resources are used to implement the services. This mechanism was first developed following the terrorist attacks of September 11, 2001.

The HHS Medicaid/Medicare Web site provides an overview of the program and its regional offices. The HHS Web site also contains information on Health Insurance Portability and Accountability Act (HIPAA). ESF 8 may also be able to provide support and/or information on HIPAA during the short-term and interim.

To receive FEMA assistance for long-term, health-related support; individuals and families must register and meet eligibility requirements.

Household Pets

Host States are eligible for reimbursement through FEMA Disaster Assistance Policy 9523.18 for short-term and intermediate costs incurred while sheltering household pets under mutual aid agreements or at FEMA’s request. ESF 11 is the lead for federal reimbursement. Household pets are defined by FEMA as any “domesticated animal, such as a dog, cat, bird, rabbit, rodent or turtle that is traditionally kept in the home for pleasure rather than for commercial purposes, can travel in commercial carriers, and be housed in temporary facilities. Household pets do not include reptiles (except turtles), amphibians, fish, insects/arachnids, farm animals (including horses), and animals kept for racing purposes.”

ESF 11 is the lead for providing assistance to the local veterinary community in the care of animals, veterinary oversight, and advice concerning animal-related issues and public health during a disaster or following a request from an appropriate agency.

The American Veterinary Medical Association (AVMA) developed a Disaster Preparedness and Response Guide with disaster resource information designed for veterinarians, veterinary technicians, emergency managers, and others interested in planning for animals in disasters.

The Humane Society of the United States (HSUS) has also developed a manual to aid communities in incorporating care for animals into their disaster plans.

Education

The National Center for Homeless Education (NCHE) provides research, resources and information to enable communities to address their educational needs. Funded by the U.S. Department of Education, the NCHE Web site provides educators and community agencies with resources for addressing the needs of students displaced by disasters.

The McKinney-Vento Homeless Education Assistance Improvements Act of 2001 states that homeless children and youth shall have access to public education in their current area of residence. Under the Act, the homeless are defined as children and youth who are sharing the housing of other persons due to loss of housing, economic hardship, or a similar reason; are living in motels, hotels, trailer parks, or camping grounds due to the lack of alternative adequate accommodations; are living in emergency or transitional shelters; are abandoned in hospitals; or are awaiting foster care placement.

Employment

DUA provides financial assistance to eligible individuals whose employment or self-employment has been lost or interrupted as a direct result of a disaster under a federal disaster declaration. DUA benefits are part of the FEMA Individual Assistance Program. The impact state must request DUA—even if it is administered by the state where the eligible applicant is located.

The U.S. Department of Labor funds job training programs to improve the employment prospects of adults, youth, and dislocated workers.

The U.S. Department of Labor supports those with disabilities with the Disability Program Navigator Initiative (DPN) which promotes federal programs U.S. Department of Labor and the Social Security Administration (DOL & SSA) administered by states and provides “Navigators”, e.g., caseworkers, to assist those with disabilities. This is not specifically a disaster-related program, but is an ongoing social program.

Social and Community Programs

Currently, FEMA is piloting the Federal Disaster Case Management assistance strategy and policy under the authority outlined in Section 689 f426 of the PKEMRA. Resources being tested include:

- Provide a comprehensive disaster recovery plan tailored to an individual evacuee’s specific needs
- Identify necessary ongoing needs for medical assistance
- Make appropriate counseling referrals available
- Monitor, develop, and coordinate human services programs that may assist applicants
- Monitor and evaluate client progress
- Ensure clients’ rights are protected
- Link clients to other available disaster-specific services

Evacuee Return/Re-Entry

FEMA may coordinate return/re-entry transportation assistance for evacuees relocated by the federal government if an area is deemed habitable and out of danger. Evacuees will be

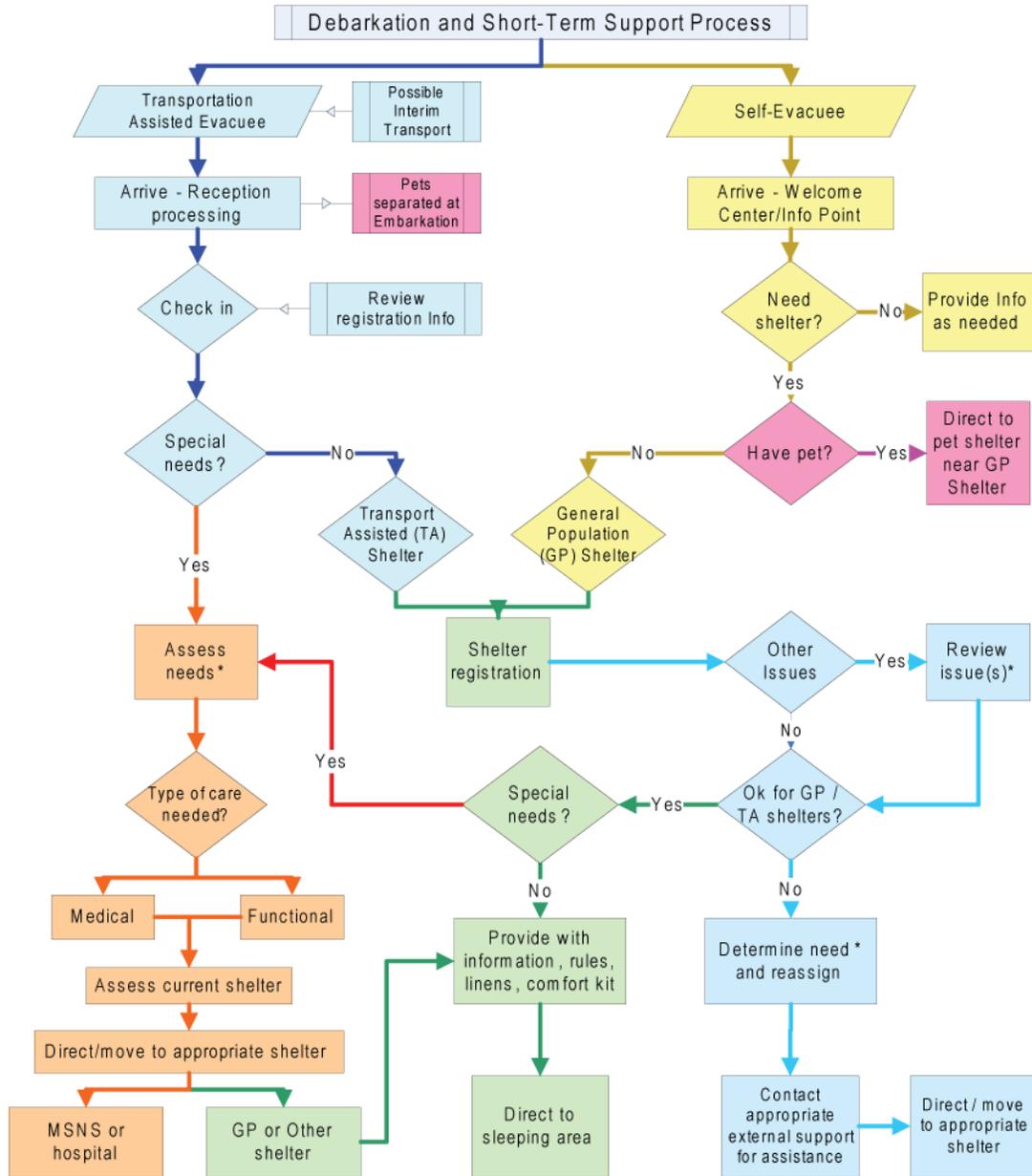
returned to their points of origin through mass transportation similar to that used during the evacuation.

Evacuees eligible to receive FEMA Individual Assistance may self-determine the means and time of their return to an affected area, once the area has been deemed habitable.

Process Diagrams

These diagrams are intended as general guidance and are not inclusive of all possible needs, options, or situations; adapted accordingly to the specifics of each event.

Figure No: Title	Description
Figure 1: Debarkation and Short-Term Support Process	Depicts short-term reception and processing for both assisted and self-evacuees including those evacuating with pets and special needs
Figure 2: Intermediate and Long-Term Support Process	Depicts long-term reception and processing for both assisted and self-evacuees through reverse embarkation
Figure 3: Medical and Special Needs Planning	Shows flow of assessment of special needs in shelters. Broken down into need groups: medical, functional and other (e.g., pets, sex offender, weapons/drugs)
Figure 4: Decontamination of Evacuees	Shows the process of decontamination of evacuees from evacuation from the risk/impact area through site reception and medical assessment
Figure 5: Reception Site Diagram	Depicts reception center flow for both assisted and self-evacuees
Figure 6: Returning Evacuees from Host States (Embarkation Reversed)	Depicts reception center flow for both returning assisted and self-evacuees to their home state



*See following flow diagrams for specific needs breakout

Figure 1: Debarcation and Short-Term Support Process

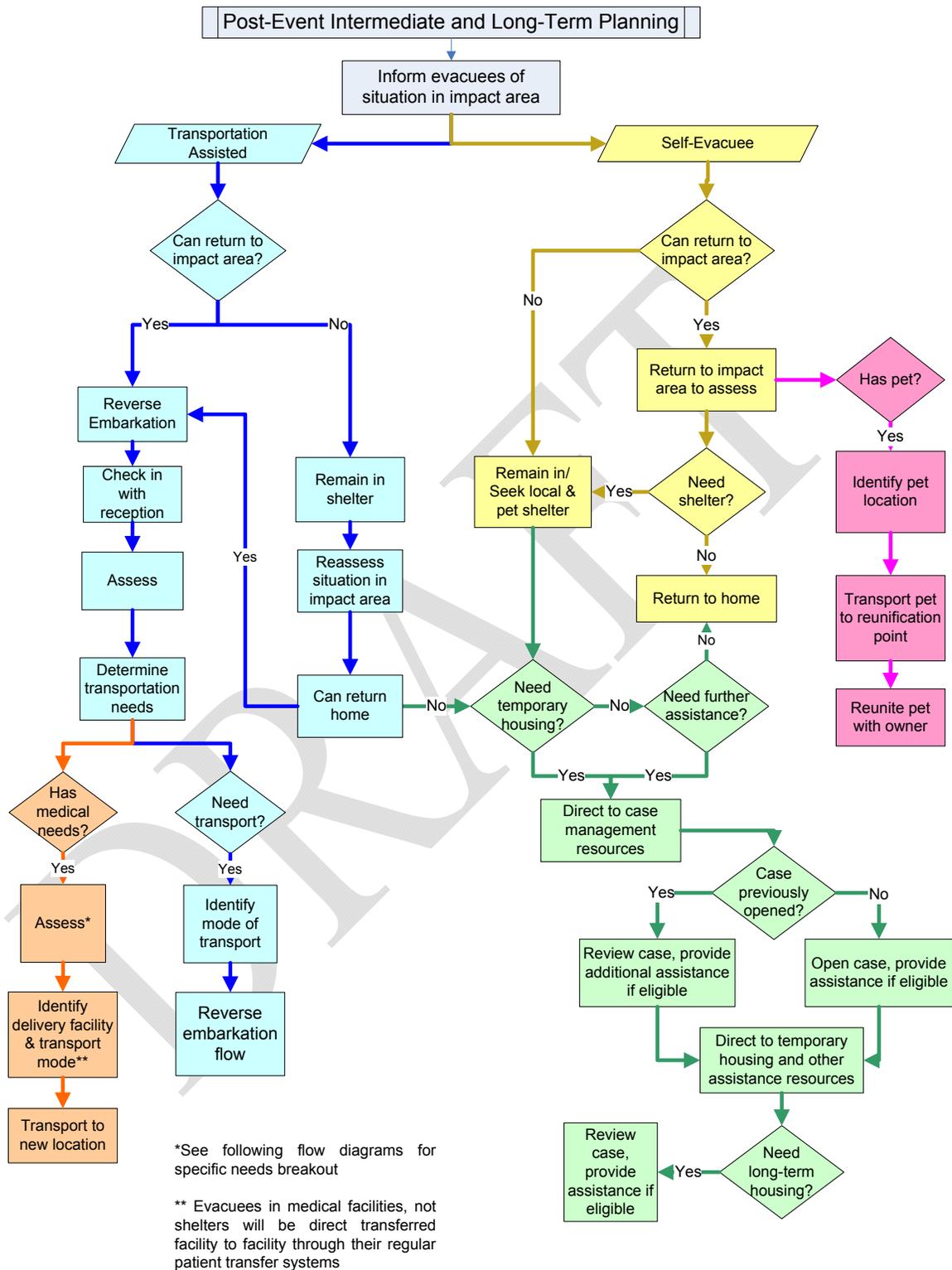
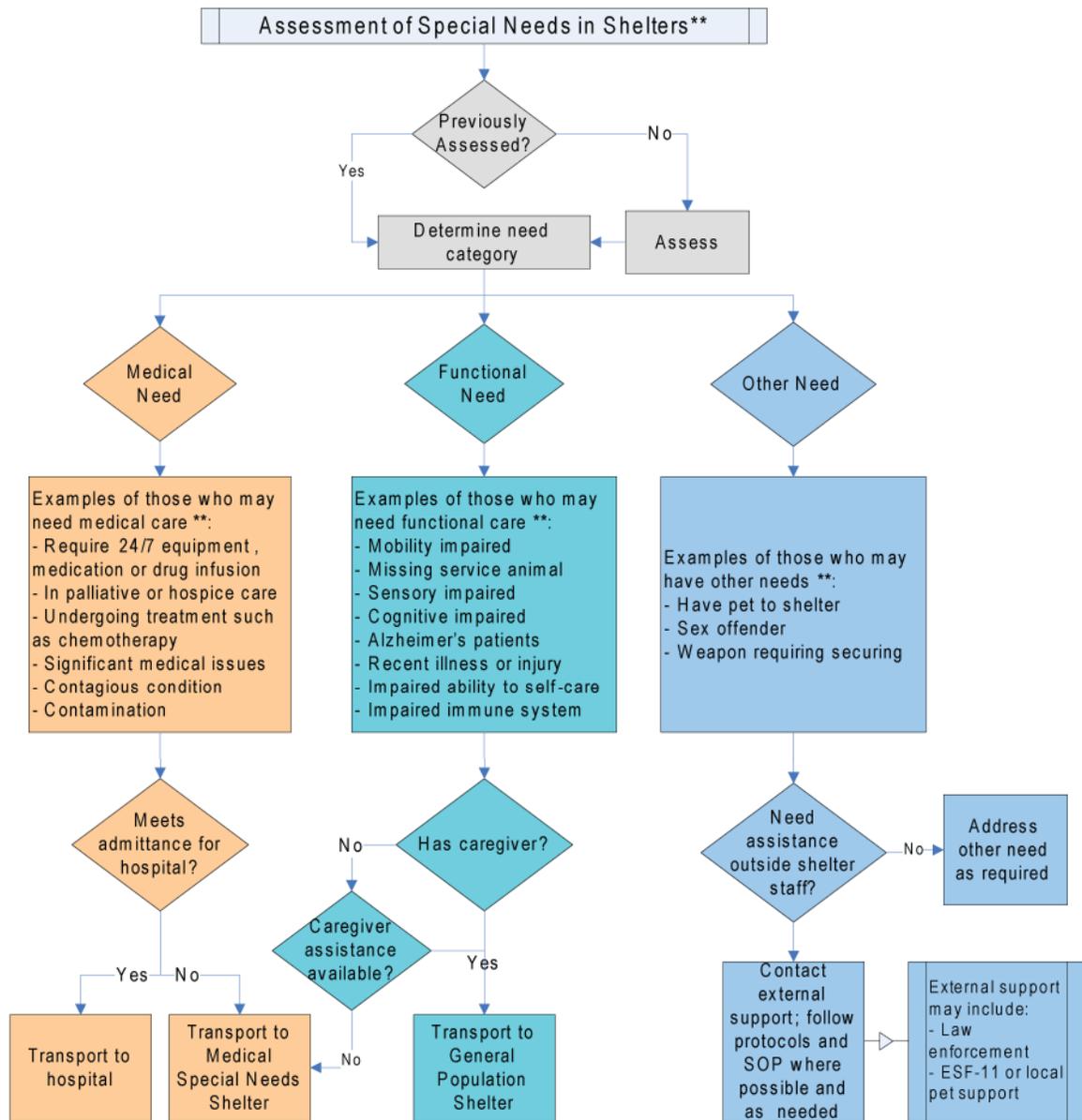


Figure 2: Intermediate and Long-Term Support Process



**This should not be considered a comprehensive list of all possible medical/functional or other needs. It is intended as a general overview. State and local emergency management planning should include criteria and Standard Operating Procedures for each area and an incident trained and qualified medical and special needs personnel should conduct assessments of the specific incident and adjust the response and care accordingly.

Figure 3: Medical and Special Needs Planning

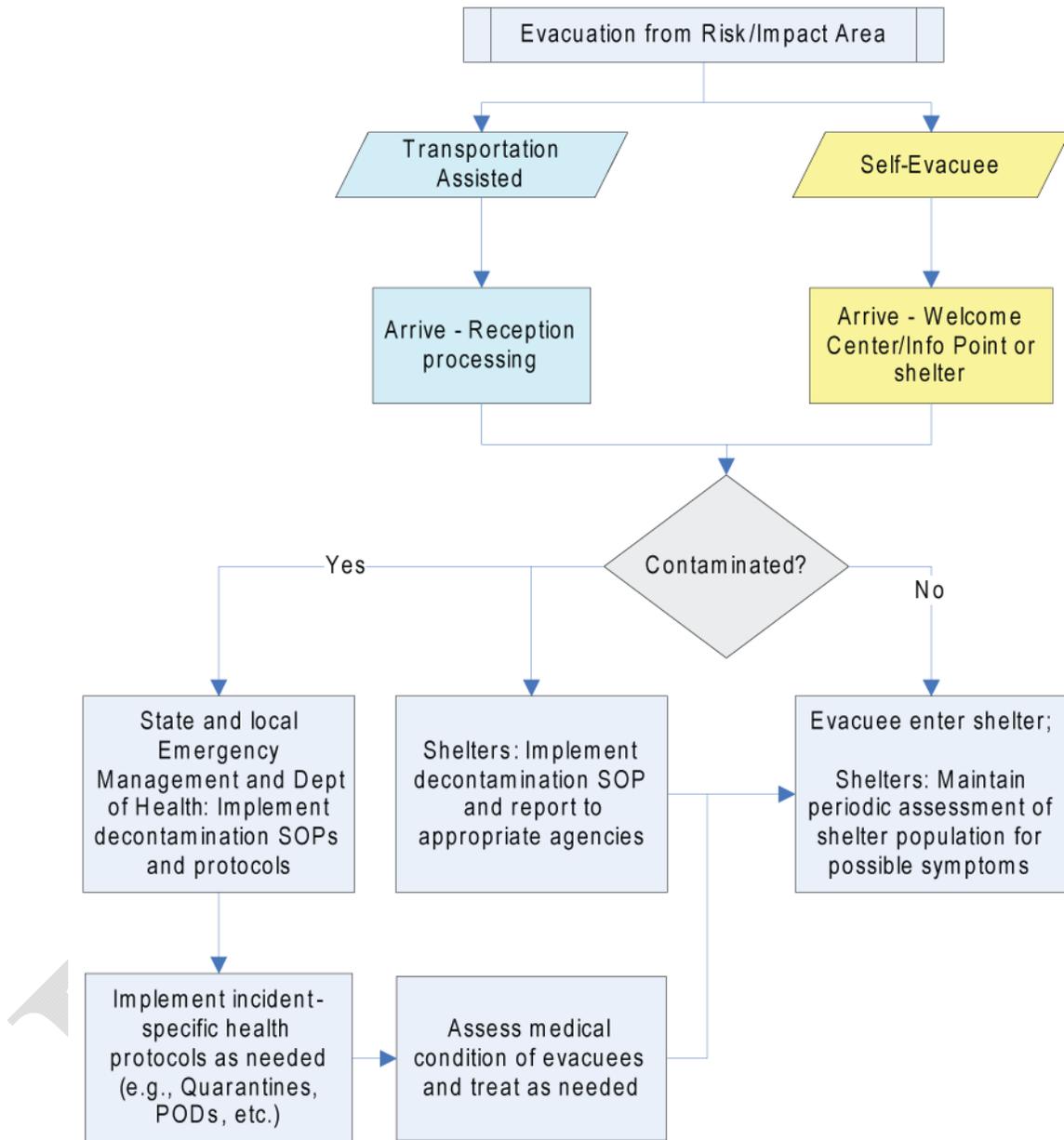


Figure 4: Decontamination of Evacuees

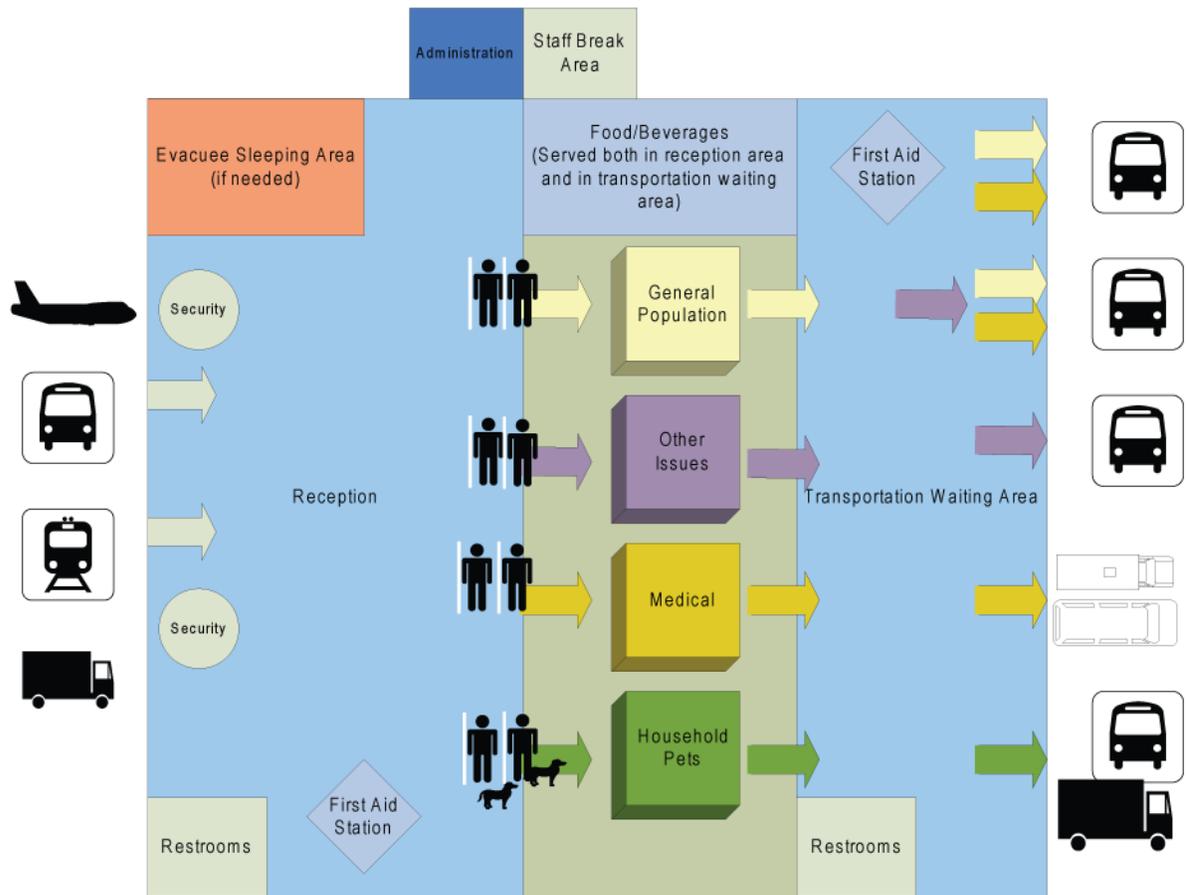


Figure 5: Reception Site Diagram

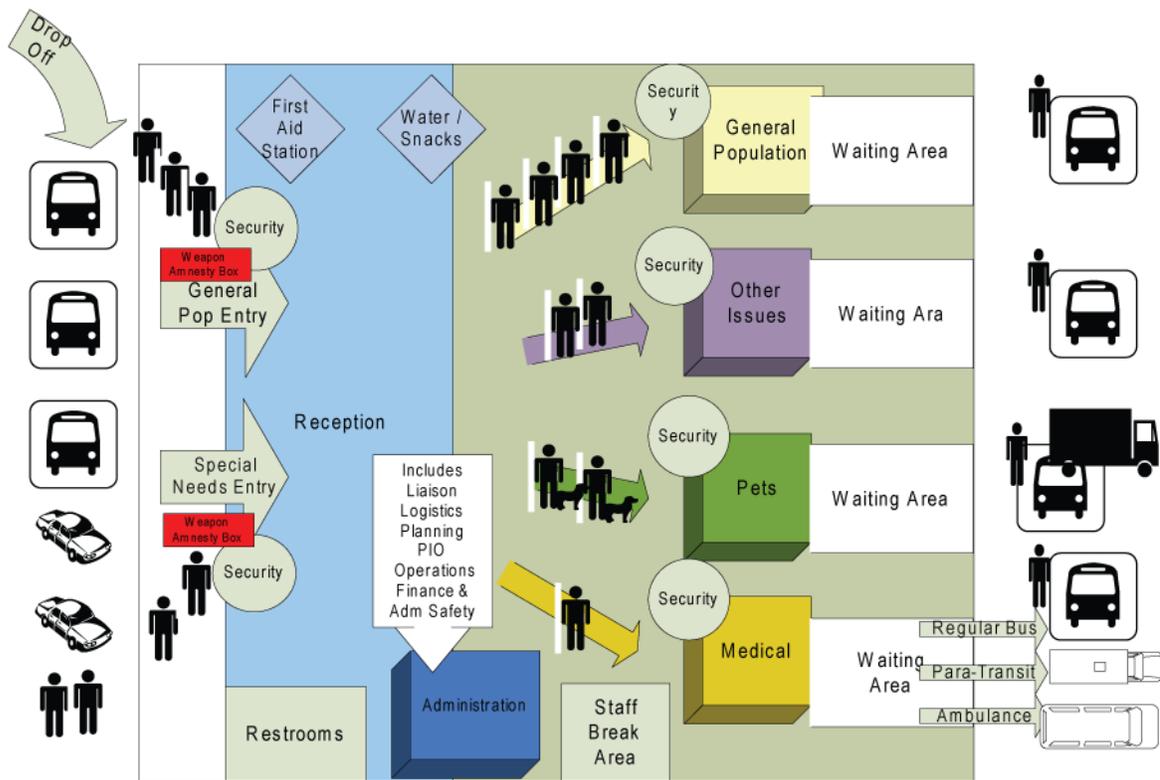


Figure 6: Returning Evacuees from Host States (Embarkation Reversed)

Training

Opportunities for training need to be determined by the State and support agencies and could include the following:

- GDHTF, DHR/DFCS, and DCA may conduct congregate and transitional shelter training workshops;
- Communication personnel may conduct systems specific training;
- Community based volunteers may conduct specific VOAD procedures based training;
- Individuals identified as animal response personnel may conduct specific animal handling training;
- Reception center and shelter in-take personnel may conduct tracking software training; and
- Other state and local evacuee support training activities, as needed.

Exercise

Opportunities for exercises need to be determined by the State and support agencies and could include the following:

- GDHTF, DHR/DFCS, and DCA may conduct congregate and transitional shelter exercises;
- Relief agencies may exercise their MOUs with the Amateur Radio Relay League (ARRL);
- Evacuation and hosting Communities may conduct exercises of their evacuee support capabilities;
- The State JIC may exercise their long-term communications plan; and
- Other state and local evacuee support exercises, as needed.

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Laws, Statutes, and Guidance

1. Georgia Emergency Management Act of 1981, as amended, Official Code of Georgia Annotated § 38-3-22(b) (6).
2. Georgia Water Quality Control Act, Official Code of Georgia Annotated (O.C.G.A.) § 12-8-20 et seq.
3. Official Code of Georgia Annotated (O.C.G.A.) § 4; 12-8; 26; 35-3-151 and § 10-393-4.
4. The Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288, as amended.
5. Post-Katrina Emergency Management Reform Act of 2006 (PKEMRA)
6. Title 44 CFR; Part 13 (Final FEMA Common Rule) and Part 206 – Subparts A through I as applicable.
7. Disaster Assistance Programs, Digest of Federal Disaster Assistance Programs DAP 21, Federal Emergency Management Agency, June 26, 1989.
8. Public Assistance and Individual Assistance policies applicable to Evacuee Support.
9. “National Strategy for Homeland Security,” Office of Homeland Security, July 2002.
10. National Response Framework (NRF).

Legislative Reviews

[As determined by the state]

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Appendix 1: Reception of Evacuees

Purpose and Objectives

The purpose of this appendix is to establish policies, procedures, roles, and responsibilities, as well as organizational structure for the reception, processing and handling by the State of Georgia when providing support to a mass influx of evacuees.

The Reception of Evacuees Appendix includes protocols and instructions on the processing of evacuees transported to Georgia via planes, trains, and/or buses; the security screening of evacuees at reception centers; and the initial medical triage needed to support evacuees (see Tab 1 to Appendix 1). There is also a specific focus on the handling of thousands of self-evacuees who flee to Georgia from the impacted state(s) as a result of a catastrophic disaster.

Evacuees will have basic needs for food, water, and possibly medical care. The Georgia Emergency Management Agency (GEMA), along with ESF 6 mass care support agencies, are responsible for coordinating actions necessary to ensure the safety and well-being of evacuees that arrive in the state prior to, during, and after a disaster event.

The purpose of this Appendix is to do the following:

- Provide guidance for the protection of people upon arrival in Georgia before, during, or after a catastrophic disaster situation.
- Provide guidance on the provision of basic needs (food, water, initial medical triage).
- Outline state and local government responsibilities to accomplish the above.
- Provide information and recommended actions to assist local governments in accomplishing these tasks.

Situation and Assumptions

For the purposes of this Appendix, the catastrophe may be either a “notice” or a “no-notice” event. A notice event, such as a hurricane, is one that can be tracked as it approaches, allowing time for authorities to issue warnings and emergency communications to the public, evacuate residents prior to the event, and identify and prepare a host state to receive large numbers of evacuees. An event that cannot be predicted and happens suddenly, such as an earthquake, is referred to as a no-notice event.

Situation

- Actual or expected disaster-related consequences have caused an evacuation of the impacted state(s).
- Evacuees may arrive in Georgia using multiple means of transportation.

- Both self-evacuees and transported evacuees will seek support in Georgia.
- Populations evacuating to Georgia will likely arrive with significant support needs. It is essential that officials make arrangements to meet these needs.
- State and local governments that receive evacuees from areas declared a major disaster or emergency can seek reimbursement for eligible evacuation-support costs under the FEMA Public Assistance program.

Assumptions

- Operations will involve host-state reception of people from risk areas.
- Upon reception in Georgia, evacuees' support needs may include food, clean water, sanitary facilities, zones for rest or recuperation from travel, comfort zones for relief from heat or cold, relief and exercise areas, medical triage, and basic communications, such as phone and Internet access.
- Persons having their own transportation out of the risk area will require limited reception support service
- Some communities will have insufficient space, operational personnel, or support services and equipment to cope with the individuals who are evacuating to their jurisdiction from an impacted area.
- Some personnel providing care for evacuees will not be trained or skilled in the essential function care.

Concept of Operations

General

An evacuation for a potentially catastrophic event will result in large numbers of evacuees seeking support in states outside the impact-state. This will include self-evacuees, the organized transportation of people with special needs, and those without the means to self-evacuate. The critical transportation needs (CTN) general population are those that need to be evacuated, and are ambulatory but do not have transportation prior to or due to the event. This group is not considered to be part of medical/special needs or self-evacuating groups, although both of the evacuation processes share resources.

GEMA is the primary state coordinating agency for this reception and screening process. The Georgia Department of Human Resources (DHR) is the primary state coordinating agency for mass care and the Department of Community Health is the support state agency for health screenings.

The impact-state officials or the Federal Emergency Management Agency (FEMA) will notify Georgia of a pending evacuation announcement that may result in large numbers of self-evacuees to Georgia. The State of Georgia may be asked by the impact-state or FEMA to provide support for these evacuees.

The impact-state and local government are responsible for the operations of an organized evacuation of the general population; and FEMA will support the implementation of a

comprehensive, modular mass evacuation process for the general populations in the event of a catastrophic disaster. When the impact-state is operating the embarkation site with federal assistance, federal personnel will integrate into the State's structure and concept of operations. If the state cannot open and operate an embarkation site, the federal government may open and run a fully federally operated embarkation site. During the embarkation situation, destination and debarkation operations will be closely coordinated with host states through the Regional Response Coordination Center (RRCC).

When government-organized transportation of evacuees is anticipated, Georgia will consider sending liaisons to the impact state to monitor operations and provide information to Georgia evacuee support operations; GEMA Director of Operations.

Whether the requirement is to accommodate self-evacuees, transported evacuees, or both, GEMA will contact the organizations/agencies participating in the reception and assistance process and advise them of the need for evacuee support.

Debarkation sites will be identified for the arrival of transported evacuees. Debarkation sites should be operational prior to the estimated arrival time of evacuees, if possible. As evacuees arrive at pre-designated debarkation sites, they will go through a reception process. They will be registered and entered into the National Mass Evacuation Tracking System (NMETS). Additionally evacuees will be given an initial health screening/triage, then assigned and transported to appropriate shelter facilities. Evacuees requiring immediate medical attention will be transported for treatment.

Welcome centers may be established at the most likely points of entry into the state for self-evacuees. Self-evacuees will be offered information on available assistance and directed to reception center processing if assistance is requested. The reception process for self-evacuees who need assistance is similar to the reception process for transported evacuees; they may be registered, given an initial health screening/triage, and assigned and directed to appropriate shelter facilities. Welcome centers and reception centers may be co-located.

The most likely road points of entry into the State of Georgia are Interstates I-20, I-75, I-85, and I-95 and U.S. Highways 1, 17, 19, 23, 25, 27, 29, 41, 76, 78, 80, 82, 84, 123, 129, 221, 278, 301, 319, 321, 378, 411, and 441. The most likely air points of entry into the State of Georgia are the Hartsfield-Jackson Atlanta International Airport, Macon's Middle Georgia Regional Airport, Savannah International Airport, and Columbus Metropolitan Airport. Additionally, military installations that may be used for air points of entry include Dobbins Air Reserve Base in Marietta, Robins Air Force Base in Warner Robins, and Hunter Army Airfield in Savannah. No rail entry points are under consideration at this time.

Emergency management agencies that make debarkation and welcome centers available for evacuee reception will develop planning requirements (e.g., standard operating procedures) for food, clean water, sanitary facilities, zones for rest or recuperation from travel, comfort zones for relief from heat or cold, relief and exercise areas, medical triage,

traffic movement and flow monitoring, security screening, congregate shelter location information and directions, and procedures for closing and decommissioning debarkation and welcome centers.

Access to computers with Internet connections and/or phone lines to facilitate online or 800 phone number registration for federal assistance will be provided by GEMA for registration of those evacuees that do not stop at welcome/reception centers.

Welcome/reception centers will be staffed 24/7, if necessary. All debarkation, reception, and welcome centers will be managed in accord with National Incident Management System (NIMS) and Incident Command Structure (ICS).

Roles and Responsibilities/Organizational Structure

Figure 7 depicts a suggested ICS for debarkation sites and welcome/reception center operations. The extent of the operation and staffing required for management of operations may dictate whether all illustrated organizational structures are used.

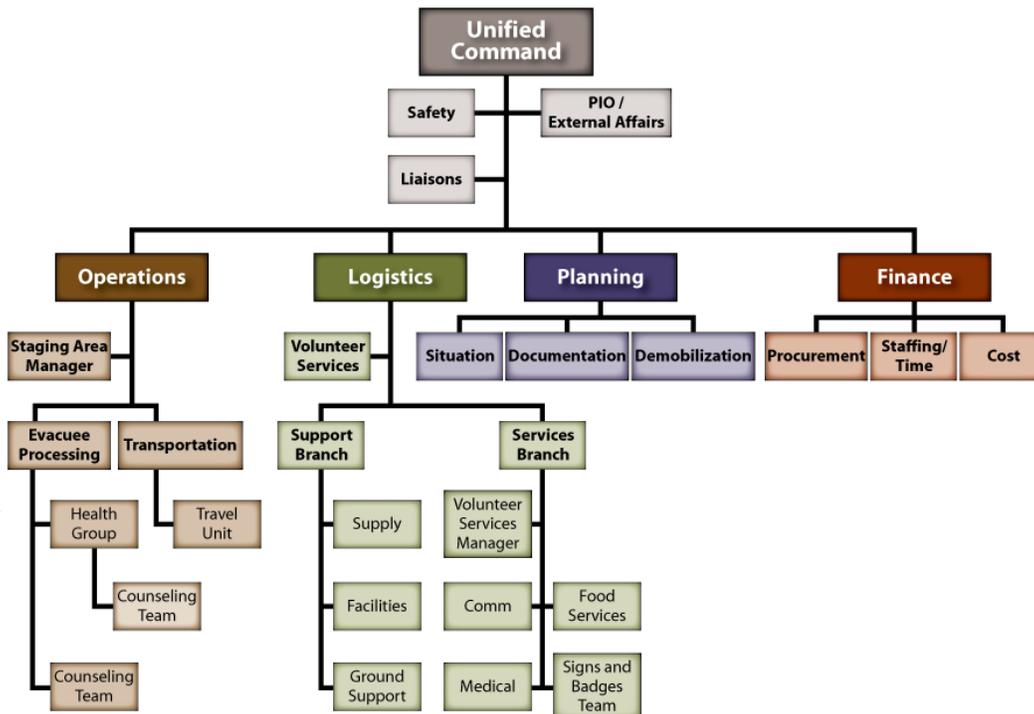


Figure 7: Debarkation Site and/or Welcome/Reception Center Incident Command

Unified Command for Reception

Unified Command has oversight of all functions and the personnel supervising and performing duties in ICS for the reception and assistance process at the debarkation sites and/or welcome/reception centers. GEMA's Director or designee appoints the GEMA Liaison to work with the local command representative(s). In a federally-assisted evacuation, FEMA will also provide a Liaison to the Unified Command.

Unified Command's responsibilities include the following:

- Assessing the reception situation.
- Determining incident objectives and strategies.
- Establishing the immediate priorities.
- Establishing an Incident Command Post.
- Establishing appropriate organization.
- Ensuring planning meetings are scheduled as required.
- Approving and authorizing the implementation of an Incident Action Plan (IAP) for Reception.
- Ensuring that adequate safety measures are in place.
- Coordinating with key reception people, entities, and officials.
- Approving requests for additional reception resources or the release of resources.
- Informing agency administrators of incident status.
- Authorizing the release of information to the news media.
- Ordering the demobilization of the incident when appropriate.

Reception Public Information Officer

GEMA's Public Information Officer (PIO) or designee has the overall responsibility for the communication of event-related information to the news media, incident personnel, other appropriate organizations and agencies, and to the evacuees.

The extent of the public information operation and staffing required will depend on the size and scope of the evacuation and the activities at the debarkation sites and reception centers. However, it most likely will be necessary to staff a media operation at the debarkation site and at a limited number of welcome/reception centers that may be established. Under the ICS, which will be used to manage onsite operations, the PIO is a key member of the Command Staff. The following outlines the responsibilities of the Reception PIO.

- Creating and implementing a public information strategy to help manage the event and keep the public informed, including public information strategies that consider those who do not speak English or who are hearing impaired (see Public Information and Outreach Appendix).

- Coordinating activities and messages with the onsite Command Staff PIO, Georgia State Operations Center (SOC) operations, State PIOs in impact-states and other host-states, and other Joint Information Center (JIC) operations as necessary.
- Serving as the onsite point of contact for representatives of the news media.
- Monitoring reception operations to identify potential problems.
- Briefing Command on public information issues and concerns.
- Obtaining the Incident Commander's approval of media releases.
- Developing material and conducting media briefings.
- Assisting in the preparation and posting of informational signage.
- Gathering and verifying debarkation site operational information.
- Monitoring media coverage of reception to ensure that information is being provided to the public accurately and quickly.
- Maintaining current information summaries and/or displays on the incident and providing information on the status of the incident to assigned personnel.
- Maintaining a Unit Log.

Reception Safety Officer

Only one Safety Officer will be assigned for each incident. The Safety Officer may have assistants as necessary, and the assistants may also represent support agencies or jurisdictions. Safety assistants may have specific responsibilities such as air operations and hazardous materials. The Safety Officer's responsibilities include the following:

- Participating in planning meetings.
- Identifying hazardous situations associated with reception.
- Exercising emergency authority to stop and prevent unsafe acts.
- Investigating accidents that have occurred within the incident area.
- Maintaining a Unit Log.

Reception Liaison Officer

Incidents that are multi-jurisdictional or have several agencies involved may require the establishment of a Liaison Officer at reception locations. The Liaison Officer is the contact for the personnel assigned to the incident by supporting or cooperating agencies. These personnel are not on direct tactical assignments or involved in Unified Command. The Liaison Officer's responsibilities include the following:

- Serving as the point of contact for Agency Representatives.
- Maintaining a list of assisting and cooperating agencies and Agency Representatives.
- Assisting in establishing and coordinating interagency contacts.
- Informing agencies supporting the incident of incident status.

- Monitoring reception operations to identify current or potential inter-organizational problems.
- Participating in planning meetings by providing the current resource status, including the limitations and capabilities of assisting agency resources.
- Maintaining a Unit Log.

Agency Liaisons

An Agency Liaison is an individual assigned to reception from an assisting or cooperating agency who has been delegated the authority to make decisions on matters affecting that agency's participation at reception. An Agency Liaison's responsibilities include the following:

- Ensuring that all agency resources are checked in according to the State's procedures.
- Obtaining a briefing from the Liaison Officer or Incident Commander.
- Informing assisting or cooperating agency personnel on the incident that the Agency Representative position for that agency has been filled.
- Attending briefings and planning meetings as required.
- Cooperating fully with the Incident Commander and his staff on agency involvement at the incident.
- Ensuring the well-being of agency personnel assigned to reception.
- Advising on any special agency needs or requirements.
- Reporting to home agency dispatch or headquarters on a prearranged schedule.
- Ensuring that all agency personnel and equipment are properly accounted for and released prior to departure.
- Ensuring that all required agency forms, reports, and documents are completed prior to departure.

Reception Operations Chief

GEMA will provide the Operations Chief with support from other GEMA personnel and/or other state agency or support entity personnel. The Operations Chief's responsibilities include the following:

- Managing tactical operations.
- Interacting with next-lower-level of Section (Branch, Division/Group) to develop the Operations portion of the IAP.
- Requesting resources needed to implement reception.
- Assisting in development of the Operations portion of the Reception IAP.
- Supervising the execution of the Reception IAP.
- Ensuring safe tactical operations.
- Requesting additional resources to support tactical operations.

- Approving the release of resources from assigned status.
- Making or approving expedient changes to the IAP.
- Maintaining close communication with the Incident Commander.
- Maintaining a Unit Log.

Transportation

The Transportation Branch will arrange ground transportation from the debarkation sites and/or welcome/reception centers to the congregate care facilities. Transportation services will need to be provided in the local area for evacuees. Arrangements for local evacuee transportation can be made through memorandums of understanding (MOUs) with local schools, nongovernmental organizations such as faith-based organizations (FBOs), and the private sector, including local taxi and limousine services.

Evacuee Processing

The Evacuee Processing Branch will serve and process evacuees. They will also assist individuals and families in completing intake forms to aid in identification and determination of eligibility for entitlements. Health care authorities will use the information provided to track individuals who might have been exposed to an agent or illness requiring quarantine or treatment. The personal information obtained through this process is limited to its intended use and is not available for public disclosure. At reception centers, based on the type of need, self-sustaining evacuees who have not been quarantined might be able to self-identify their needs and determine if they need to go through any type of registration or tracking process. FEMA and the American Red Cross (ARC) both have an electronic and paper form that captures individual needs assessments.

The Georgia Department of Economic Development communicates with local visitor bureaus and can provide updated information concerning the availability of shelters.

- Evacuee Processing Branch/Health Group
- The Evacuee Processing Branch/Health Group will arrange medical aid for evacuees requiring assistance.
- Evacuee Processing/Counseling Team
- The Evacuee Processing /Counseling Team will arrange professional crisis counseling for evacuees needing counseling services.
- Some of these services will also be provided by FBOs and other voluntary agencies, such as the ARC, The Salvation Army (TSA), Georgia Baptist Convention, and others.

Reception Staging Area Manager

The Reception Staging Area Manager reports to the Operations Chief. The Staging Area Manager's responsibilities include the following:

- Establishing the layout of the Staging Area.
- Posting the area for identification and traffic control.
- Providing check-in for incoming resources.
- Determining required resource reserve levels from the Operations Chief.
- Advising the Operations Section Chief when reserve levels reach minimums.
- Maintaining and providing the status of all resources in the Staging Areas to the Resource Unit.
- Advising on resource needs and responding to the Operations Chief's requests for resources.
- Requesting logistical support for personnel and equipment as needed.
- Maintaining the Staging Areas in an orderly condition.
- Demobilizing or moving the Staging Area as required.
- Maintaining a Unit Log.

Reception Planning Section Chief

The Reception Planning Section Chief collects, evaluates, processes, and disseminates information for use at reception. The Planning Section Chief's responsibilities include the following:

- Supervising preparation of the Reception IAP.
- Assisting the Incident Commander and Operations Section Chief in preparing the IAP.
- Establishing information requirements and reporting schedules for all reception organizational elements.
- Providing a periodic prediction on reception dynamics.
- Compiling and displaying reception status information, including graphics and summary records.
- Overseeing preparation of Reception Demobilization Plan.
- Reviewing records for accuracy and completeness; informing appropriate units of errors or omissions.
- Providing reception documentation as requested.
- Storing files for future use.

The Reception Planning's Demobilization Unit

The Demobilization Unit is responsible for developing the Reception Demobilization Plan. The Reception Demobilization Unit's responsibilities include the following:

- Determining the likely size and extent of the reception demobilization effort.
- Coordinating demobilization with Agency Liaisons.
- Monitoring ongoing Operations Section resource needs.
- Developing an incident check-out function for all units.
- Evaluating logistics and transportation capabilities to support demobilization.
- Developing a reception demobilization plan detailing specific responsibilities with release priorities and procedures, and distributing to the appropriate staff.
- Ensuring that all reception personnel understand their specific demobilization responsibilities, and supervising demobilization.

Reception Logistics Section Chief

GEMA's Unified Command supervises reception logistics. The Reception Logistics Section Chief manages the Logistics associated with evacuee reception. The Reception Logistics Section Chief's responsibilities include the following:

- Managing all reception logistics.
- Providing logistical input in preparing the Reception IAP.
- Briefing Branch Directors and Unit Leaders as needed.
- Identifying anticipated and known reception support requirements.
- Requesting additional resources as needed.
- Reviewing and providing input to the Communications Plan, Medical Plan, and Traffic Plan.
- Supervising requests for additional resources.
- Overseeing demobilization of Logistics Sections.

Support Branch Director

The Support Branch Director oversees the functions of the support units. The Support Branch Director's responsibilities include the following:

- Identifying Support Branch personnel dispatched to reception.
- Determining resource needs.

Supply Unit

The Supply Unit is responsible for ordering, receiving, processing, and storing all reception-related resources. All resources will be ordered through the Supply Unit.

Facilities Unit

The Facilities Unit will provide security services to reception as needed. The Reception Facilities Unit Leader's responsibilities include the following:

- Ensuring that appropriate sanitation, security, and facility management services are in place.
- Providing the safeguards necessary to protect personnel and property from loss or damage.
- Establishing contacts with local law enforcement agencies as required.
- Requesting required personnel to accomplish work assignments.
- Ensuring that support personnel are qualified to manage security problems.
- Developing a security plan for reception facilities.
- Adjusting the security plan for personnel and equipment changes and release.
- Keeping the peace, prevent assaults, and settle disputes through coordination with agency representatives.
- Preventing theft of all property.
- Investigating and documenting all complaints and suspicious occurrences.
- Demobilizing in accordance with the Reception Demobilization Plan.
- Ensuring strict compliance with applicable safety regulations.
- Ensuring that all facility maintenance services are provided.
- Ensuring that adequate security and access control measures are being applied.
- Ensuring that all sanitation, shower, and sleeping facilities are set up and properly functioning.

Reception Ground Support Unit

The Reception Ground Support Unit is responsible for the maintenance, service, and fueling of all mobile equipment and vehicles associated with reception. The Reception Ground Support Unit is also responsible for the ground transportation of personnel, supplies, and equipment, as well as the following:

- Participating in Support Branch/Logistics Section planning activities.
- Providing support services for all mobile equipment and vehicles.
- Providing support or out-of-service equipment.
- Developing the Reception Traffic Plan.
- Maintaining an inventory of support and transportation vehicles and supplies; and requisitioning additional vehicles/supplies when needed.
- Recording time use for all incident-assigned ground equipment.

- Updating the Resources Unit with the status of transportation vehicles.
- Maintaining a transportation pool as necessary.
- Maintaining reception roadways as necessary.

Reception Services Branch Director

The Reception Services Branch Director oversees the functions of the services units and his/her responsibilities include the following:

- Determining level of service required to support reception
- Confirm personnel needs are met.

Communications Unit

The Communications Unit is responsible for developing plans for the use of communications equipment and facilities, installing and testing communications equipment, and distributing and maintaining communications equipment. The Communications Unit's responsibilities include the following:

- Informing the supervisors of communications capabilities and limitations.
- Preparing and implementing the Reception Communications Plan (ICS Form 205).
- Establishing and supervising the Incident Communications Center and Message Center.
- Establishing telephone, computer links, and public address systems.
- Installing and testing all communications equipment.
- Overseeing distribution, maintenance, and recovery of communications equipment (e.g., portable radios and fax machines).
- Developing and activating an equipment accountability system.
- Providing technical advice on the adequacy of the communications system.

Food Services Unit

The Food Services Unit coordinates with the ARC and other agencies to arrange and provide meals for evacuees and staff. All food, snacks, and drinks will be provided to evacuees and staff at no cost. The Food Services Unit will administer kitchen preparation, serving facilities, and eating areas. The Food Services Unit's responsibilities include the following:

- Determining food and water requirements.
- Determining the method of feeding to best fit each facility or situation.
- Obtaining the necessary equipment and supplies and establish cooking facilities.
- Ensuring that well-balanced menus are provided and ordering sufficient food and potable water from the Supply Unit.

- Maintaining an inventory of food and water.
- Maintaining food-service areas, ensuring that all appropriate health and safety measures are being followed.
- Supervising caterers, cooks, and other Food Services Unit personnel as appropriate.

Medical Unit

The Medical Unit will develop an Incident Medical Plan (to be included in the Reception IAP); develop procedures for managing major medical emergencies; provide medical aid; and assist the Finance/Administration Section with processing injury-related claims. Note that the provision of medical assistance to the public or victims of the emergency is an operational function and would be performed by the Operations Sections and not by the Logistics Section Medical Unit. The Medical Unit's responsibilities include the following:

- Determining the level of emergency medical activities prior to activation of the Medical Unit.
- Acquiring and managing medical support personnel.
- Preparing the Medical Emergency Plan (ICS Form 206).
- Establishing procedures for handling serious injuries of responder personnel.
- Responding to requests for medical aid, transportation, and supplies.
- Assisting the Finance/Administration section with processing paperwork related to injuries or deaths of incident personnel.

Signs and Badges Team

The Signs and Badges Team will provide signage to assist evacuees in finding their way to and through the debarkation sites and/or welcome/reception centers.

Volunteer Services Manager

Volunteer Services' responsibilities include the following:

- Selecting appropriate volunteers and making them available to sections needing volunteer assistance.
- Staffing the Lost and Found desk.
- Assisting evacuees with mobility challenges.
- Providing emotional and spiritual care.

Reception Finance Section Chief

GEMA is responsible for supervising the Finance and Administration Section and subordinate units. The Reception Finance Section Chief's responsibilities include the following:

- Managing all financial aspects of reception.
- Providing financial and cost analysis information as requested.
- Gathering pertinent information from briefings with responsible agencies.
- Developing an operating plan for the Finance/Administration Section and assisting with supply and support needs.
- Determining the need to set up and operate a reception commissary.
- Meeting with Supporting and Cooperating Agency Liaisons as needed.
- Maintaining daily contact with GEMA headquarters on Finance/Administration matters.
- Ensuring that all personnel time records are accurately completed and transmitted to home agencies according to policy.
- Providing financial input to demobilization planning.
- Ensuring that all obligation documents initiated at reception are properly prepared and completed.
- Briefing agency administrative personnel on all reception-related financial issues needing attention or follow-up.

Procurement Unit

The Procurement Unit will purchase or contract for supplies and services. Reception sections will make requests to this unit to satisfy their needs through commercial or government sources. The Procurement Unit will coordinate with the appropriate state agencies and volunteer services to provide evacuees with comfort kits and clothing. The Procurement Unit's responsibilities include the following:

- Reviewing reception needs and any special procedures with Unit Leaders as needed.
- Coordinating plans and supply sources with local jurisdictions.

- Ensuring contracts and agreements with supply vendors and agency requisitions are in place.
- Ensuring a system that meets agency property management requirements is in place.
- Ensuring proper accounting for all new property.
- Interpreting contracts and agreements.
- Resolving disputes.
- Coordinating with the Compensation/Claims Unit for processing claims.
- Completing final processing of contracts, invoices, and document payments.
- Coordinating cost data in contracts with the Cost Unit Leader.

Staffing/Time Unit

The Staffing/Time Unit will publish a chart/staffing pattern that displays each reception position and the identity of the personnel assigned to work the position for each shift within the upcoming 24-hour period. The unit will work with state and local government and volunteer agencies to fill all positions. Staffing will support 24/7 operations with 12-hour shifts. The Staffing/Time Unit's responsibilities include the following:

- Determining reception requirements for time recording function.
- Contacting appropriate agency personnel/representatives.
- Ensuring that daily personnel time recording documents are prepared and in compliance with agency policy.
- Maintaining separate logs for overtime hours.
- Establishing commissary operation as needed.
- Submitting cost estimate data forms to the Cost Unit as required.
- Maintaining security of records.
- Ensuring that all records are current and complete prior to demobilization.
- Releasing time reports from assisting agency personnel to the respective Agency Representatives prior to demobilization.

Cost Unit

The Cost Unit will be staffed by GEMA. All eligible agencies desiring reimbursement must submit a Request for Public Assistance (RPA) to the unit. All eligible agencies must track and document all costs for reception reimbursement separately from their normal day-to-day activities. Not all documented costs may be eligible for reimbursement. The unit will coordinate briefings for all eligible local and state agencies to complete the RPA. It will receive grant application documentation, information on eligible costs, and the expected process for reimbursement. This unit will submit all allowable costs for reimbursement from supporting agencies to FEMA in accordance with the FEMA-approved State Administrative Plan for the emergency declaration. This unit will

continue working until the emergency declaration is closed. The Cost Unit's responsibilities include the following:

- Coordinating with agency headquarters on cost reporting procedures.
- Collecting and recording all cost data.
- Developing incident cost summaries.
- Preparing resource-use cost estimates for the Planning Section.
- Making cost-saving recommendations to the Finance/Administration Section Chief.

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Tab 1 to Appendix 1: Sample Evacuee Reception Flow Diagrams

Process Diagrams

Figure 8 through Figure 20 are flow diagrams of general operations, various forms of transportation, medical needs, and security at a reception center. These diagrams are intended as general guidance and are not inclusive of all possible needs, options, or situations; adapted accordingly to the specifics of each event.

Figure No: Title	Description
Figure 8: General Flow of Operations	Depicts the overall flow of both self- and assisted evacuees and their method of travel to entry points (Welcome Centers) via personal vehicle, buses, trains and planes to reception centers and ultimately shelters.
Figure 9: Event Flow of Operations	Depicts a decision tree to activate shelters and establish reception centers, for both notice and no-notice events.
Figure 10: Welcome Center Flow for Self-Evacuees	Shows process for self-evacuee registration at entry points (Welcome Centers), determination of sheltering need and direction to Reception Center if necessary.
Figure 11: Welcome Center Flow for Buses	Depicts flow of assisted evacuees via bus to a reception center.
Figure 12: Assisted Evacuees Arriving at Debarcation Site by Plane	Depicts flow of assisted evacuees via plane through security check, registration, medical triage, and assignment to general population shelter.
Figure 13: Assisted Evacuees Arriving by Train	Shows two methods of debarcation of assisted evacuees from trains. The first (Train A) depicts security check, registration, medical triage, and assignment/transportation to general population shelter at the train station. The second shows debarcation of assisted evacuees and their transportation to the reception center.
Figure 14: Reception Flow	Depicts evacuee reception through security check, registration, medical triage, and assignment to general population shelter.
Figure 15: Security Screening Flow	Shows the flow of evacuees through a security check prior to registration, including an amnesty box, body scans and bag x-ray. Further screening for registered ex offenders and individuals with outstanding warrants is also covered.

Figure No: Title	Description
Figure 16: Medical Triage	Depicts medical triage of evacuee beginning with medical-eyes-only inspection for minor/major medical and long-term care problems and assignment to proper medical treatment facility.
Figure 17: Assignment of General Population Shelter	Shows how to assign an evacuee to a general population shelter by the collection of evacuee information and a shelter database. Also covers transportation needs.
Figure 18: Assignment of Medical Needs Facility	Shows how to assign an evacuee to a medical needs facility by the collection of evacuee information and a medical facility database.
Figure 19: Assignment of Nursing Home Facility	Shows how to assign an evacuee to a long-term care facility by the collection of evacuee information (including medical information) and a long-term care facility database.
Figure 20: Reception Facility Layout	Depicts the physical layout of a reception center to process evacuees.

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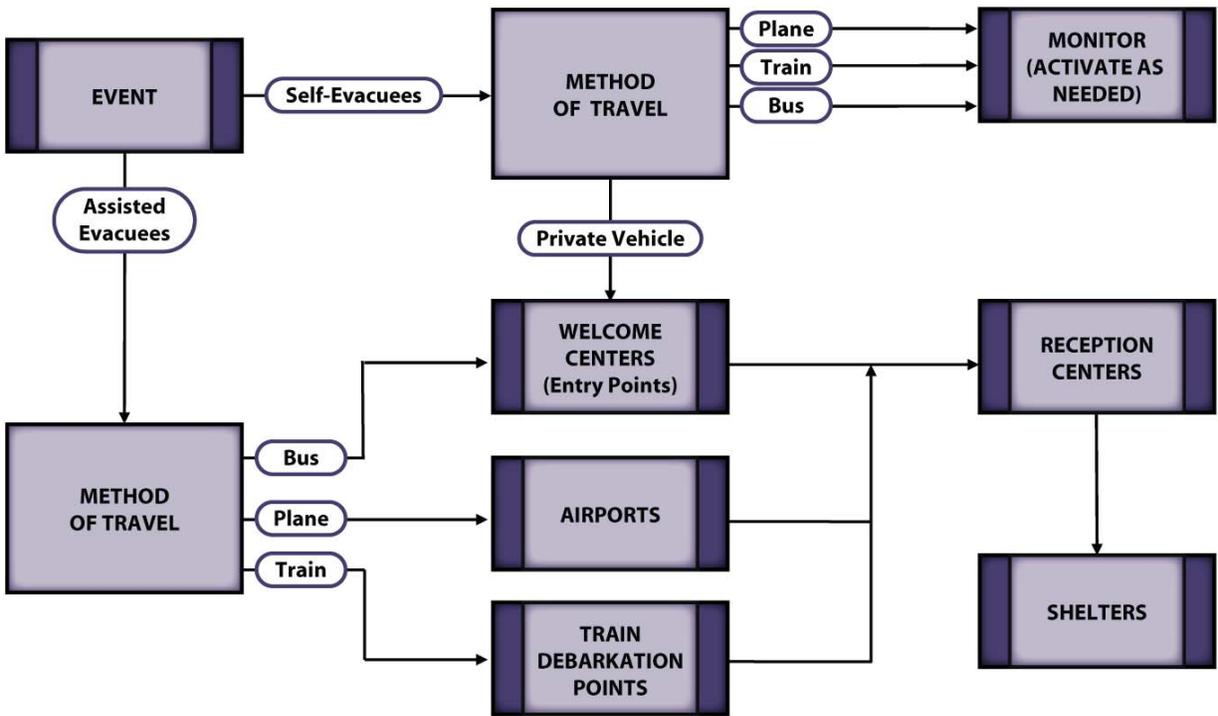


Figure 8: General Flow of Operations

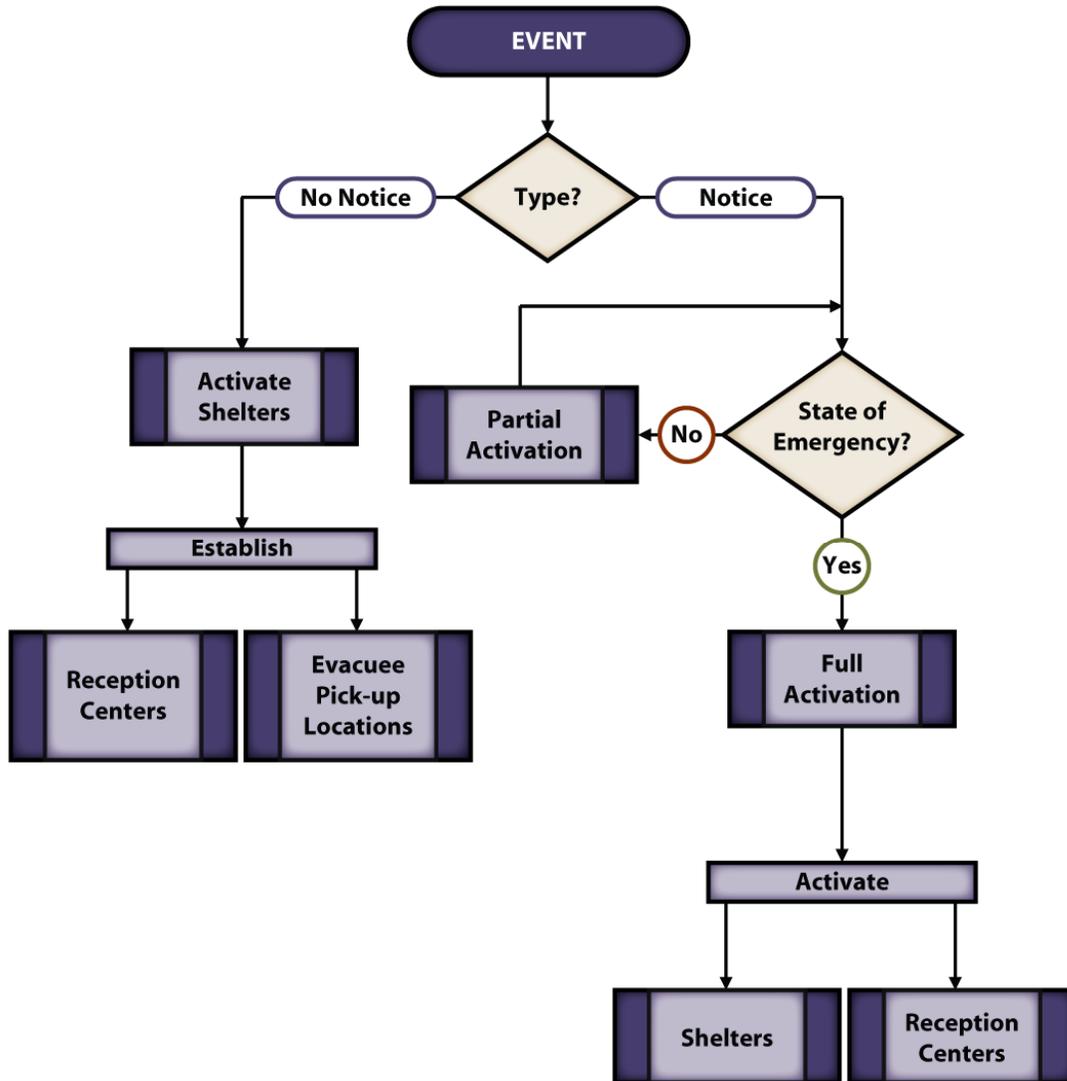


Figure 9: Event Flow of Operations

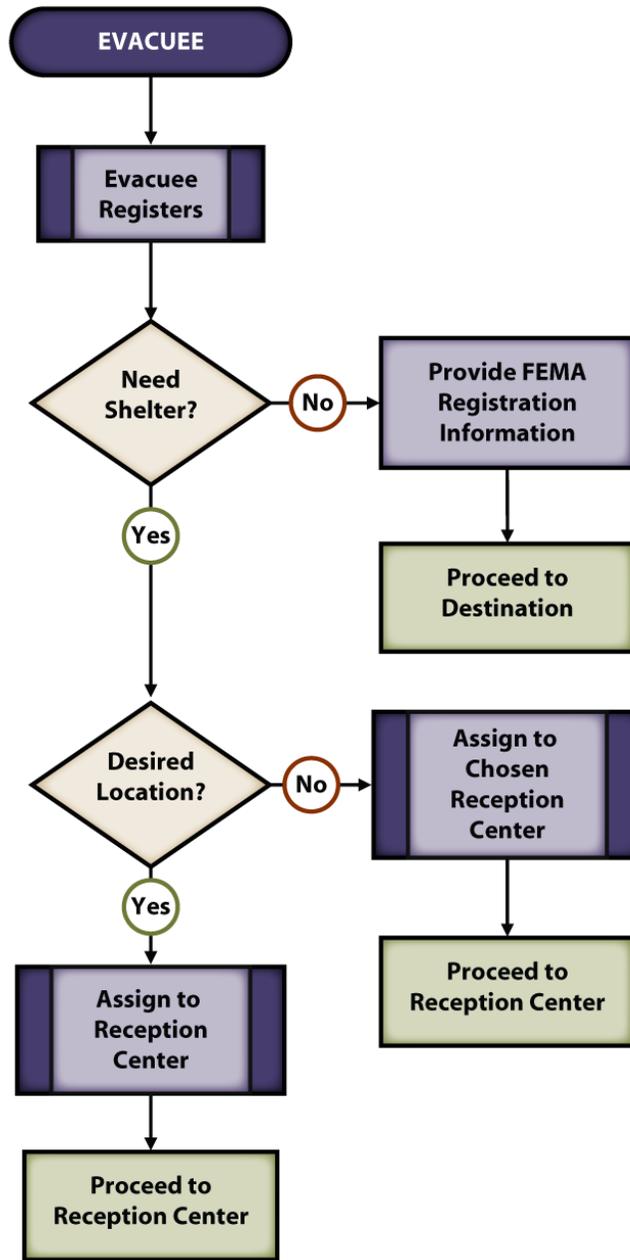


Figure 10: Welcome Center Flow for Self-Evacuees

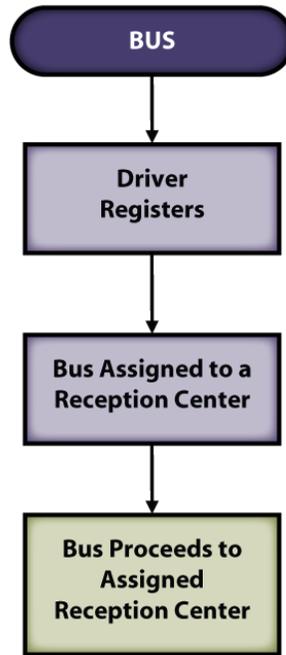


Figure 11: Welcome Center Flow for Buses

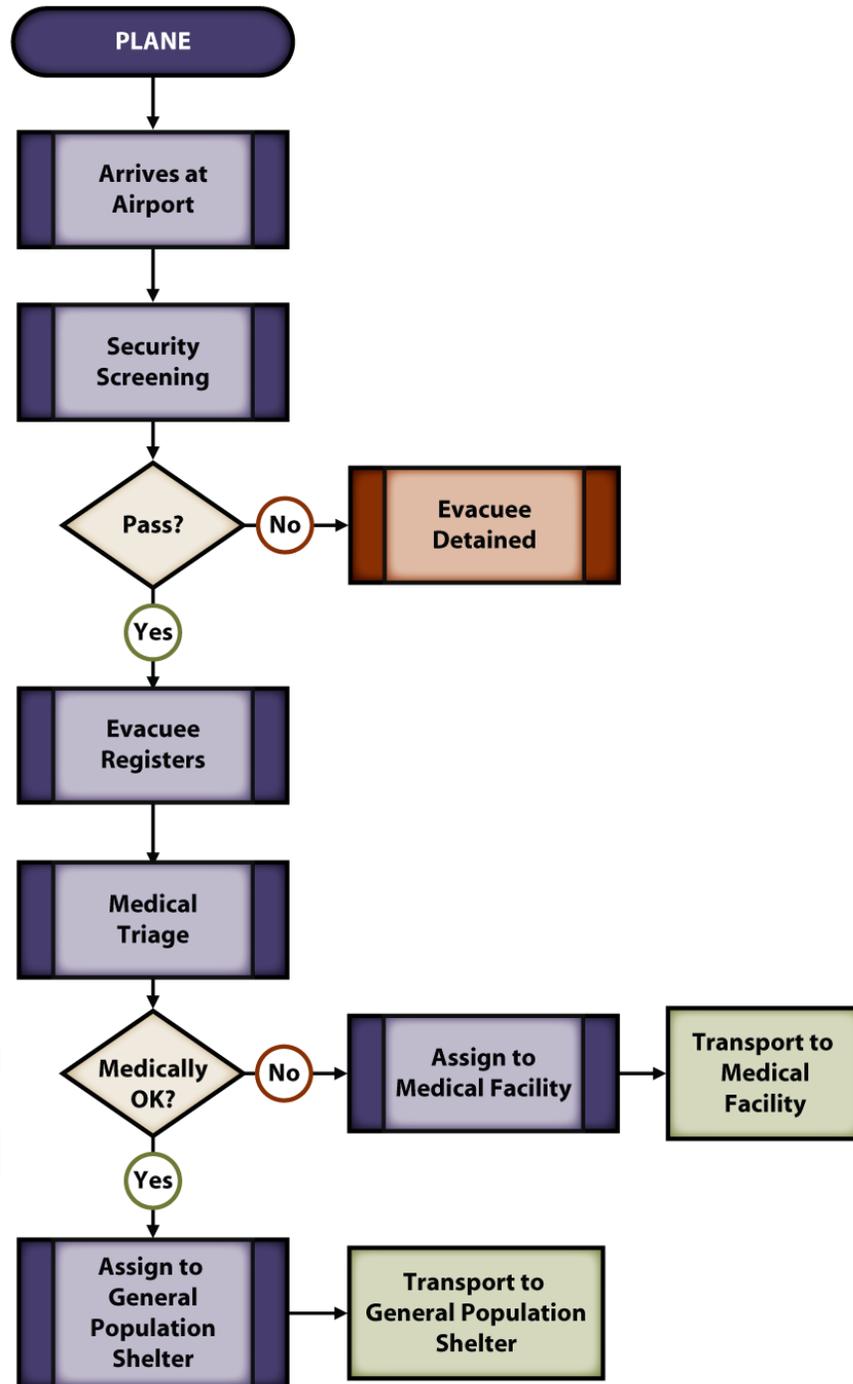


Figure 12: Assisted Evacuees Arriving at Debarkation Site by Plane

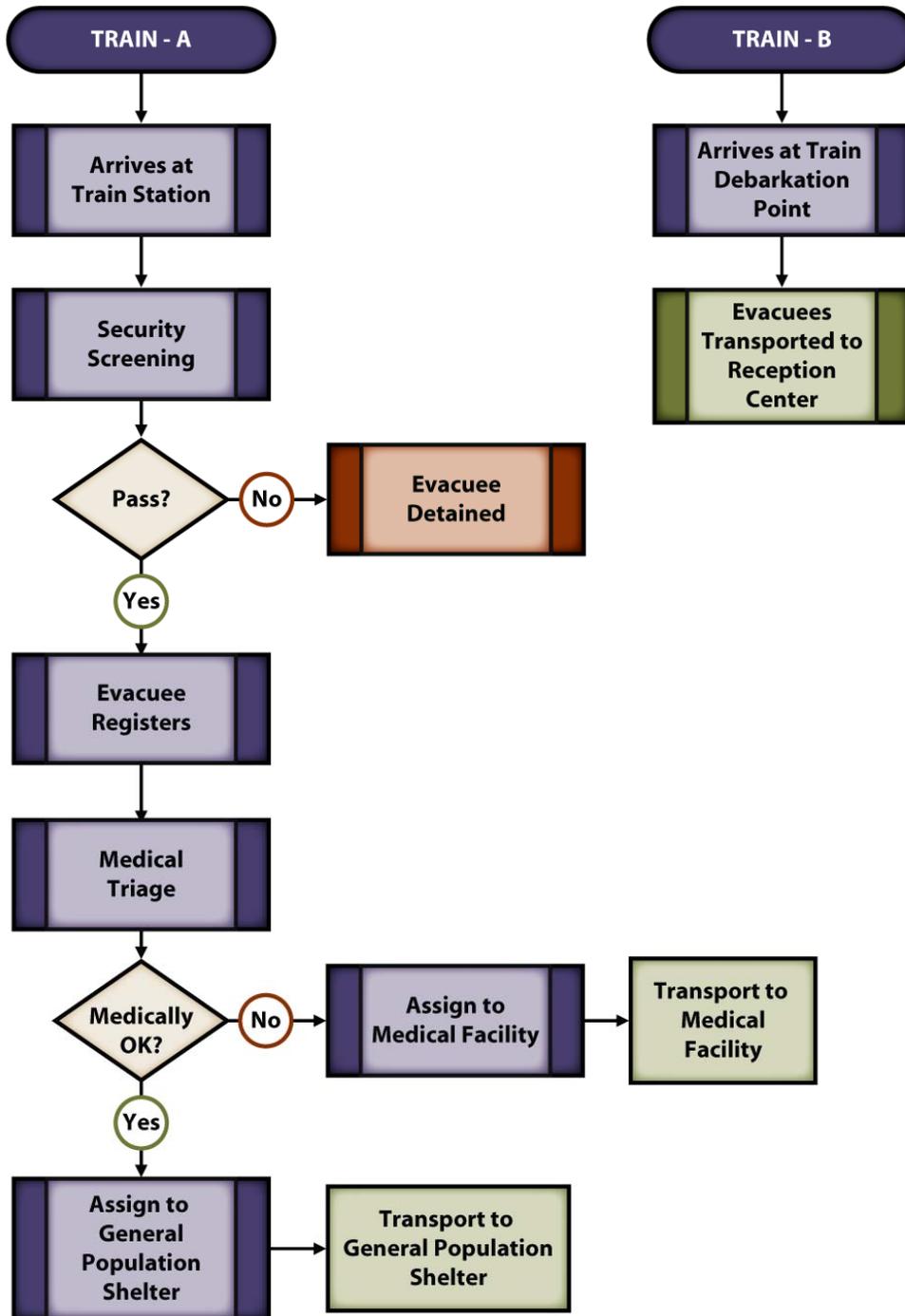


Figure 13: Assisted Evacuees Arriving by Train

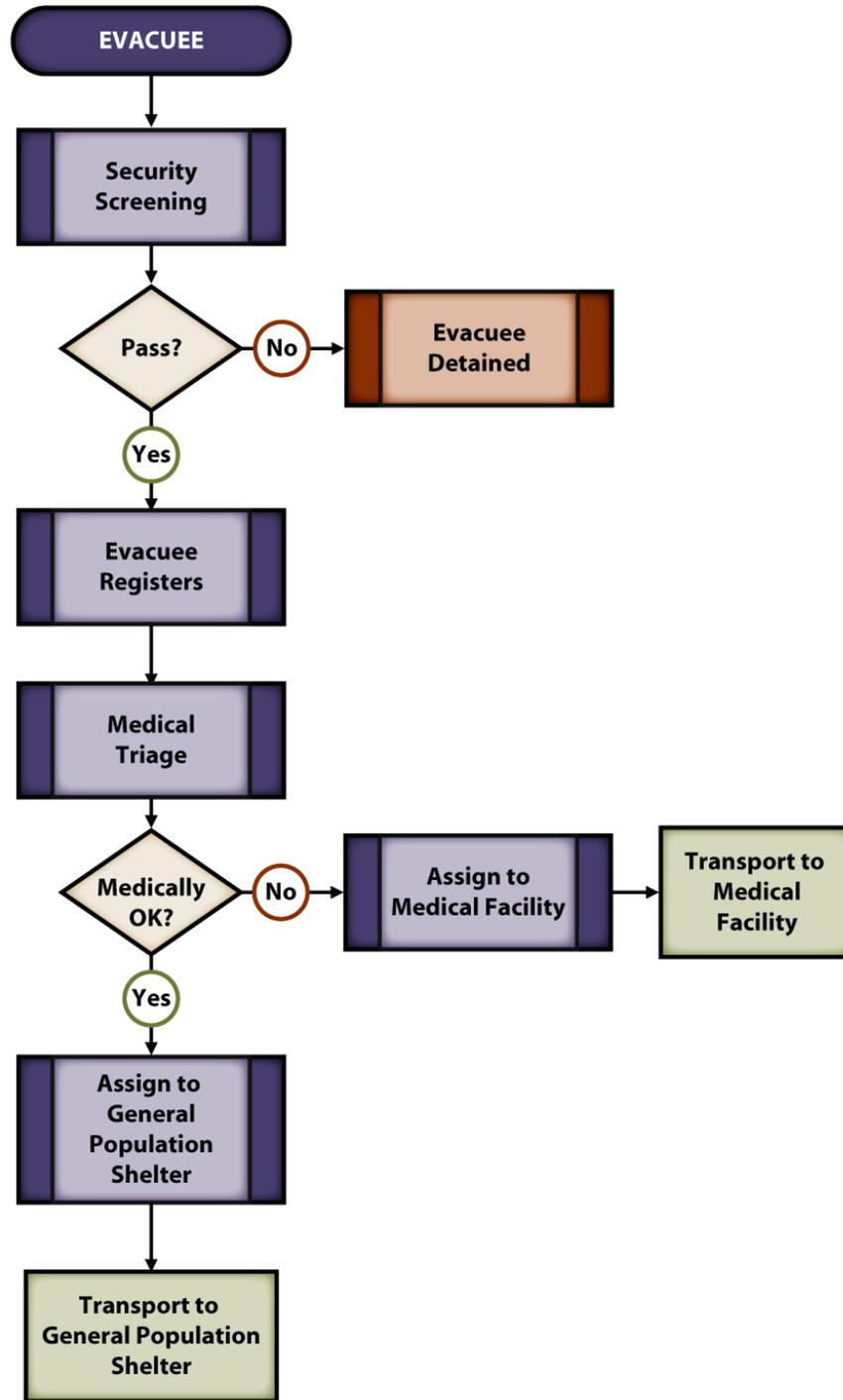


Figure 14: Reception Flow

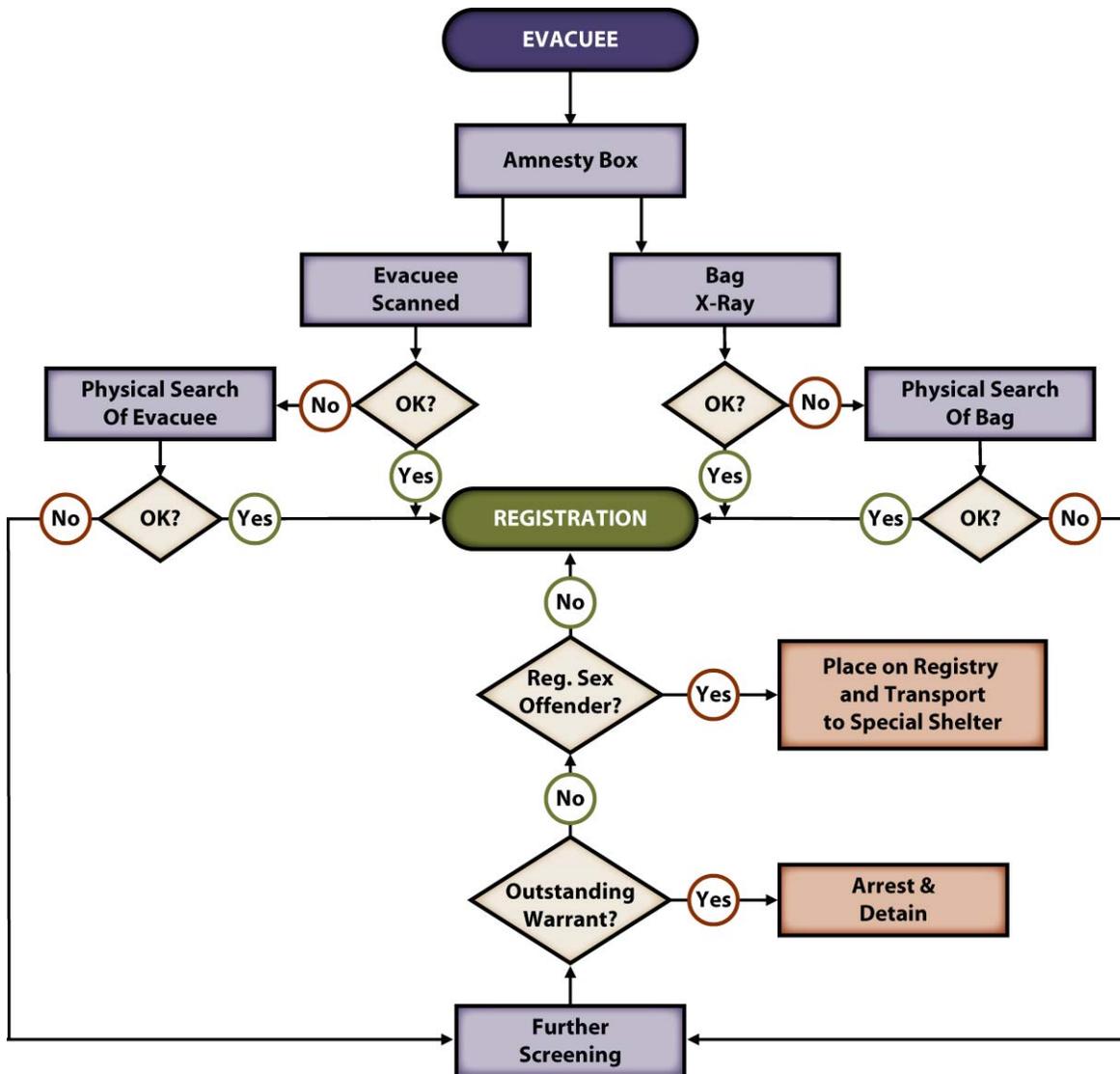


Figure 15: Security Screening Flow

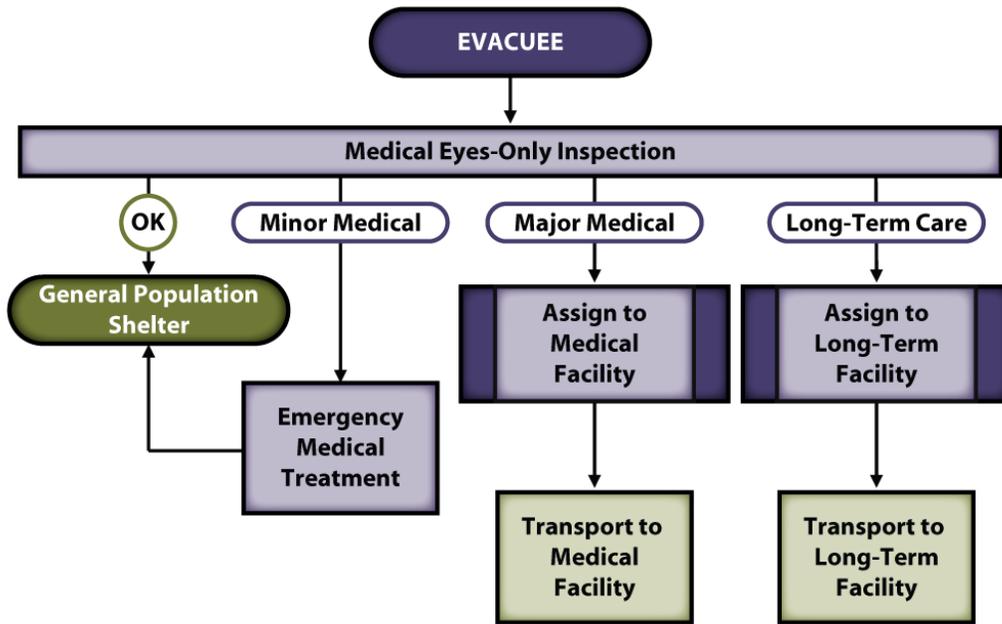


Figure 16: Medical Triage

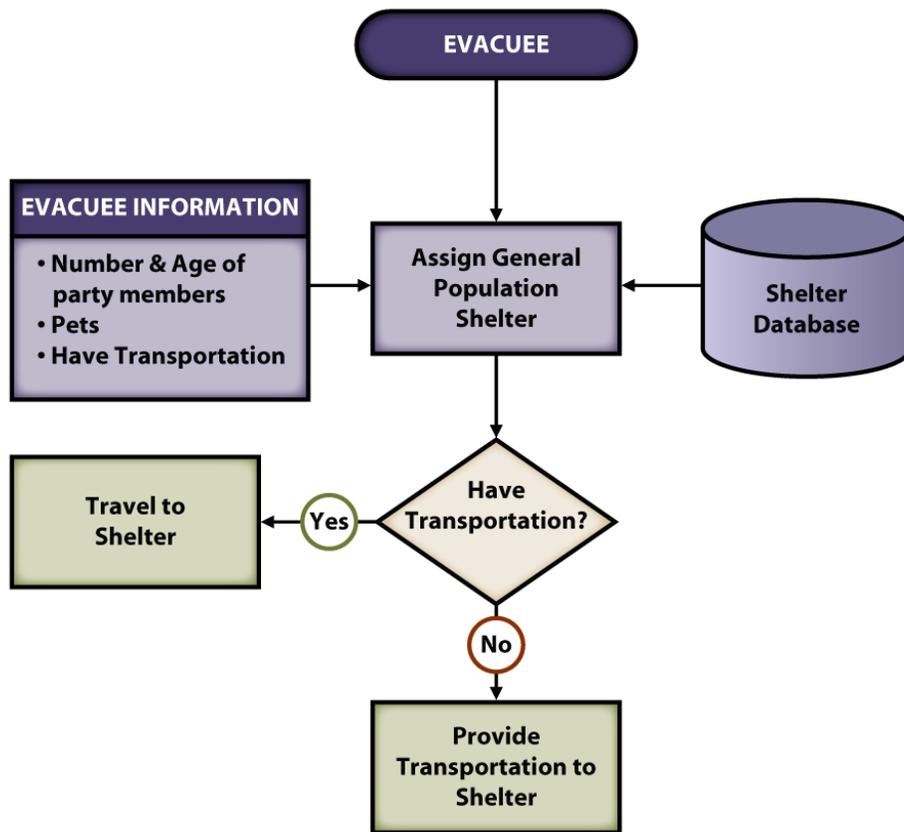


Figure 17: Assignment of General Population Shelter

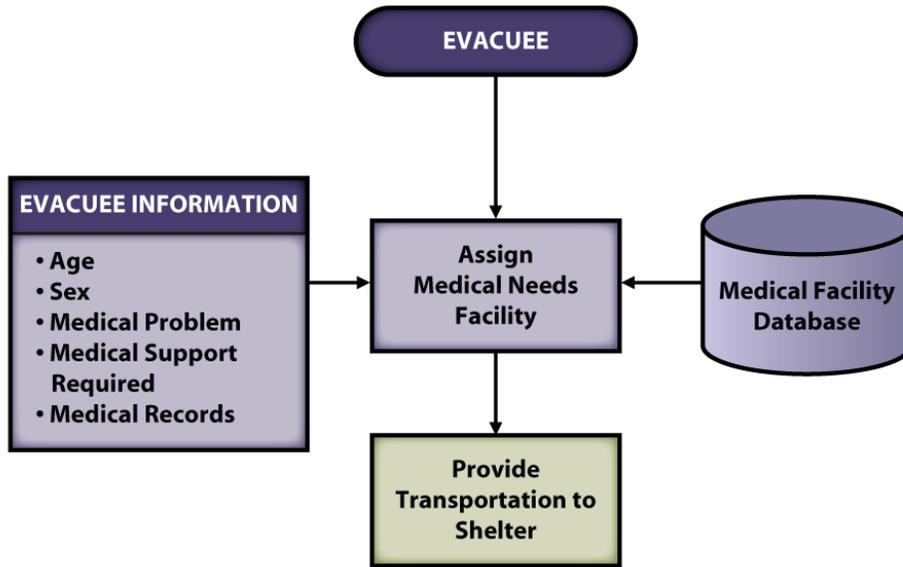


Figure 18: Assignment of Medical Needs Facility

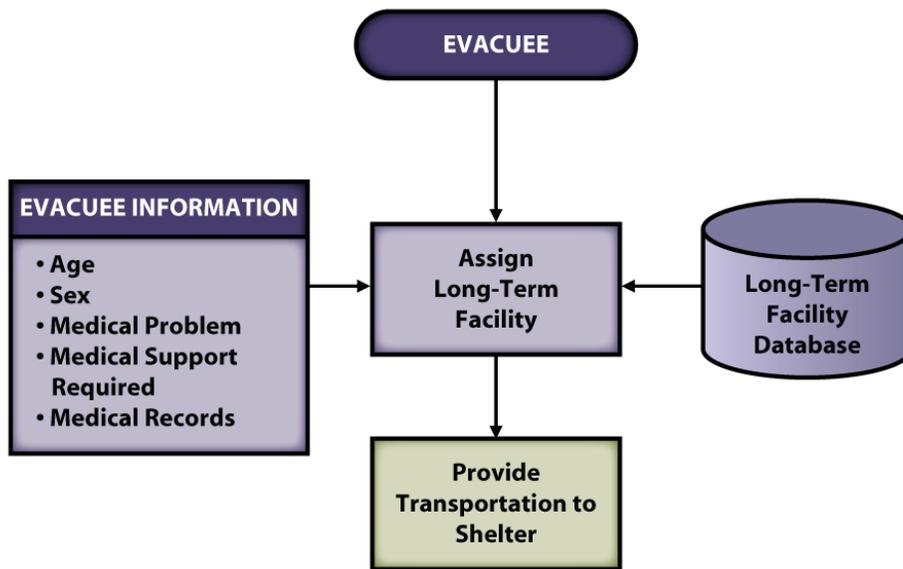


Figure 19: Assignment of Nursing Home Facility

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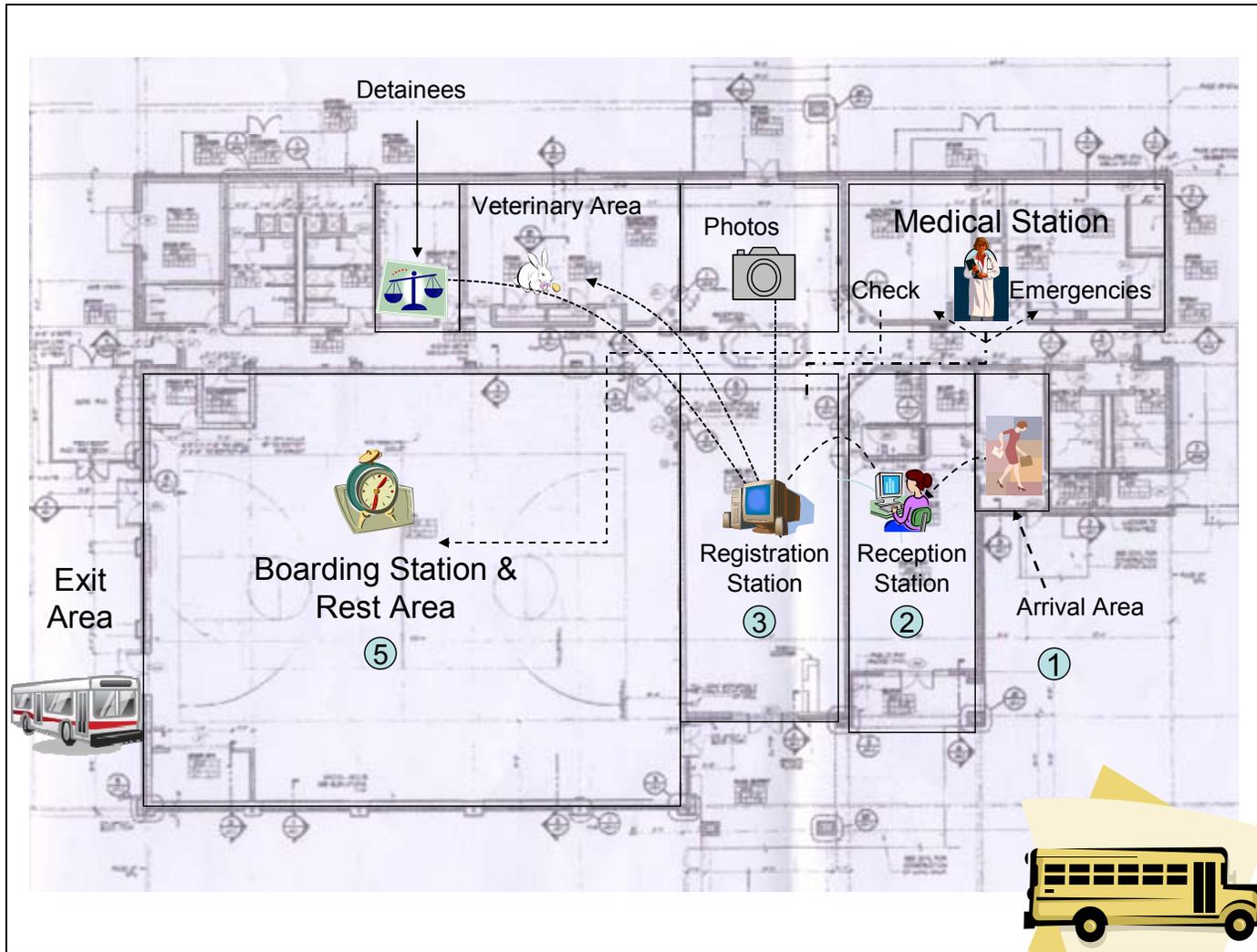


Figure 20: Reception Facility Layout

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Tab 2 to Appendix 1: Model Host Community Planning Tool

Below is a model host community planning tool used for assessing a local community's evacuee support capabilities.

Host Community Planning Tool

Name of city, town, or community: _____

Please make a selection for each of the following factors in order to help determine the suitability of your community for evacuation support.

Evacuee Accommodations

By measuring the capability and capacity of a potential hosting site, a hosting plan can determine the level of response and needs related to:

- The local evacuee support capability (e.g., the level of care a community can provide);
- The number of evacuees (e.g., the capacity) the community can support; and
- The magnitude of needs and what the unmet needs are (please specify support shortfalls)

Select one: This community can accommodate

- A small number of evacuees (25–249)
- A moderate number of evacuees (250–999)
- A large number of evacuees (1,000–4,999)
- A very significant number of evacuees (5,000 or more)

Note an approximate number of evacuees that can be supported _____

Hosting Duration

Planning for the duration of hosting typically falls into four timeframes: short-term, intermediate, indefinite, or none.

- **Short-term duration planning (days to two weeks).** During this time, evacuees are usually sheltered in short-term congregate shelters and/or temporary housing. During a short-term hosting activity, this community can support approximately _____ evacuees.
- **Intermediate duration planning (two weeks to three months).** Evacuees that still require assistance typically move to transitional shelters and/or temporary housing. During an intermediate hosting activity, this community can support approximately _____ evacuees.

- **Indefinite duration planning (three months to a year or more).** This includes transitional housing and potentially permanent housing. During an indefinite hosting activity, this community can support approximately _____ evacuees.
- **No duration planning (zero days).** This means this community is not available to host evacuees for any period of time.

Select one: This community can accommodate evacuees for

- A short term (days to two weeks).
- A moderate term (two weeks to three months).
- A long term (three or more months).
- No term (zero days).

Hosting Conflicts

Events occurring in a community or incidents for which a city must prepare can conflict with hosting and supporting of evacuees. These events or incidents may include:

- Large special and seasonal events: football, baseball, races, fairs, conventions or festivals in the host location.
- Cyclical hazards, such as hurricanes, wildfires, and drought in or near the host location.
- A current declared event affecting the host location.
- Seasonal heavy travel and tourism in the host location.

Select one: This community has

- Frequent hosting conflicts.
- Moderate hosting conflicts.
- Few hosting conflicts.

Note the events/incidents and the timing of these occurrences _____

Proximity to or Availability of Transportation Modes/Hubs – Rail and Air as Well as Highway

Assess your community, determine your transportation capabilities and their proximity to the impacted area and evaluate the relative ease evacuees will have in getting to your city. Expect that there will be persons who will self evacuate, as well as those who may need transportation assistance. Also, consider the various modes of available and feasible transportation at the time of the evacuation (e.g., rail, highway, air).

Select one: With regard to evacuation, this community

- Has limited transportation capabilities.

- Has moderate transportation capabilities (e.g., at least local highways/roadways and a bus system capable of moving the evacuees to support areas).
- Has multiple transportation capabilities (e.g., numerous transportation modes, including intersections on interstates or national highway routes, with a local ability to move the evacuees to support areas).

Relationship to Major Evacuation Routes

There should be an assessment of evacuation routes and their condition, as well as their ability to provide safe access to and egress from the host community.

Select one: With regard to evacuation, this community

- Does not have easy access to good evacuation routes, and/or evacuation routes are not in good condition.
- Has fair access to evacuation routes, and/or evacuation routes are in fairly good condition.
- Has adequate access to good evacuation routes.

Availability of and Proximity to Public Transportation

Planners should establish whether shelters, as well as apartments, hotels, and other temporary housing facilities, are located near affordable public transportation.

Select one: Evacuee sheltering/housing in this community

- Is not located near public transportation, or there is no public transportation.
- Is fairly close to public transportation.
- Is convenient to public transportation.

Available School Capacity

A host jurisdiction should identify the schools that children will attend, assess whether there is available or sufficient capacity in the identified schools, and determine which form of transportation they will use to get evacuee to these schools.

Select one:

- There is no excess school capacity and/or student transportation for evacuees in this community.
- There is limited school capacity and/or student transportation for evacuees in this community (e.g., current school capacity and student transport needs to be supplemented).
- There is adequate school capacity and/or student transportation for evacuees in this community.

Housing

Planners should establish whether apartments, temporary housing facilities, permanent housing, and/or other housing solutions are available for evacuees. Key housing considerations may include:

- Is there affordable housing in the host community?
- Is the community's housing as affordable as the location the evacuees came from? What is the difference in the cost of living?
- Do you have MOUs/MOAs in place for housing evacuees (if yes, please provide a copy)? Note the provider with whom you have established a housing agreement (apartments, realtors, other) so that evacuees can be housed rapidly and efficiently.

Select one:

- There is limited and/or no affordable housing for evacuees in this community.
- There is some affordable housing for evacuees in this community.
- Affordable housing is available or can be arranged.

A commonly accepted guideline for housing affordability is a housing cost that does not exceed 30% of a household's gross income. Comprehensive data for the most affordable and least affordable places in the United States are published each year by the National Low Income Housing Coalition, an affordable housing non-profit organization. In the United States, household income is defined in terms of the amount of income earned relative to 100% of the Area Median Income, AMI. Data, including 2006 AMI levels for all Metropolitan Statistical Areas in the U.S. may be found at <http://www.efanniemae.com/sf/refmaterials/hudmedinc>.

Employment Availability

Planners should determine the employment opportunities in the community. Key employment considerations may include:

- Are jobs available?
- Can evacuees qualify for the jobs that are available?

Select one: There are

- Limited jobs available for evacuees in this community.
- Some jobs available for evacuees in this community, but perhaps not enough for all people.
- Adequate jobs available for evacuees in this community.

Available Medical Care and Capacity

Planners should evaluate the medical care and capacity in the community. Key medical care considerations may include:

- How and where will evacuees receive medical care?

- How and where can evacuees obtain needed prescriptions?
- Does your community healthcare system provide care to absorb indigent care populations?

Select one: Medical care and prescription availability

- Are insufficient for evacuees in this community.
- Might be arranged for evacuees in this community.
- Are adequate for evacuees in this community.

Case Management Capacity

Planners should assess the case management capability and capacity in the community. Key case management considerations may include:

- Can the host community demonstrate the ability to provide services to the evacuees whether reimbursable or not?
- Can the host community meet the needs of the evacuees not met by federal, State, or county programs?
- Does the community have NGOs partnered to assist with its unmet needs?

Select one: Case management capability and capacity is

- Limited in this community.
- Fair in this community.
- Adequate in this community.

Evacuee Support Staffing Capacity

Planners should assess the evacuee support staffing capability and capacity in the community. Key evacuee support staffing considerations may include:

- Does the community have limited staffing resources, including NGO partners and, therefore, will not be able to offer all of community's resources (e.g., shelter capacity, case management, counseling, etc.) for evacuee support?
- Does the community have NGOs partnered to assist with its unmet staffing/personnel needs?
- Does the host community have the staffing or personnel needed to provide support services to the evacuees?

Select one: Evacuee support staffing capability and capacity is: _____

- Limited in this community and cannot be supplemented by NGO resources.
- Fair in this community but requires supplementation by NGO or other resources.
- Adequate in this community.

Relative Cost of Living

Is the cost of living in the host community somewhat similar to the areas the evacuees come from?

Select one: The cost of living in this community

vs. Alabama (Mobile)

- Is much higher (>25%) than the impacted area where evacuees may come from.
- Is a little higher (10–25%) than the impacted area where evacuees may come from.
- Is comparable to (within 10%) the impacted area where evacuees may come from.
- Is lower than (10% or less) the impacted area where evacuees may come from.

vs. South Carolina (Myrtle Beach)

- Is much higher (>25%) than the impacted area where evacuees may come from.
- Is a little higher (10–25%) than the impacted area where evacuees may come from.
- Is comparable to (within 10%) the impacted area where evacuees may come from.
- Is lower than (10% or less) the impacted area where evacuees may come from

vs. Florida (Fort Lauderdale)

- Is much higher (>25%) than the impacted area where evacuees may come from.
- Is a little higher (10–25%) than the impacted area where evacuees may come from.
- Is comparable to (within 10%) the impacted area where evacuees may come from.
- Is lower than (10% or less) the impacted area where evacuees may come from

A commonly accepted cost of living guide is to compare two cities, counties, or ZIP codes. Many Web sites provide this comparison, Relocation Essentials (<http://www.relocationessentials.com/aff/www/tools/salary/col.aspx>) provides a convenient cost of living comparison. When using this tool use \$100 as the salary for comparison purposes.

Example: Compare Marietta, GA (ZIP code 30060) to Ft. Lauderdale, FL (33301)

1. Launch Web site—[relocationessentials.com](http://www.relocationessentials.com)—community information-cost of living,
2. Note 100 for current salary,
3. Click ZIP code circles for both locations and enter ZIP codes in boxes—for this example enter 33301 in first box for Ft. Lauderdale and 30060 in second box for Marietta,
4. Click next and notice the change in disposable income of \$9 (e.g., if you moved to Cobb County, GA and received the same salary you currently earned in Broward County, FL, you would have an extra \$9 to spend),

5. Click “monthly expense” box,
6. Notice the \$19 spending power difference between Ft. Lauderdale (e.g., \$100) and Marietta (\$81); Ft. Lauderdale is 19% more expense than Marietta ($100 - 81 = 19$), and
7. Check the relative cost of living box on this Host Community Planning Tool that notes Marietta is lower than (10% or more) the impacted area where evacuees may come from (e.g., Ft. Lauderdale).

Transportation Assistance-Moving Out of, or Between Shelters

Can the potential host community provide adequate transportation to move evacuees to commercial services, such as pharmacies, stores, Laundromats, and banks for people in transitional shelters or temporary housing? Adequate transportation resources may include public mass transit, government provided community transportation services, or taxi and/or other hire for fee transportation services.

Select one: Adequate transportation for daily needs is

- Not available in this community.
- Somewhat difficult in this community.
- Adequate in this community.

Specialized Medical Screening and Care Capability

It may be necessary to address specialized medical needs as in the event of a major terrorist incident releasing biological contaminants, chemical agents, and/or radiation hazards when symptoms may not occur immediately.

Select one: Specialized medical screening and care

- Is not available in this community.
- Is limited in this community.
- Is adequate in this community.

The following items were not quantifiable: _____

Host Community Coordination Agency

The host community should consider designating an agency as a single point of contact for coordinating the evacuee hosting process. This will ensure a structured collection, interpretation, and reporting of information and reduce the likelihood that evacuees’ issues and needs will not be addressed. The host community’s coordinating agency will be the point of contact for each agency involved.

Note the designated coordinating agency for this community: _____

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Appendix 2: Public Information and Outreach

Purpose

The purpose of this appendix is to establish policies, procedures, roles, and responsibilities, as well as organizational structure for the timely and accurate development and dissemination of emergency public information by the State of Georgia when providing support to a mass influx of evacuees.

The Evacuee Support Public Information Appendix includes protocols and instructions on the release of information and various messages that may be pre-written and included in the appendix, as well as message subjects that can be released as needed. The various recipients of the information include transported and self-evacuees—with particular focus on special needs groups, the news media, elected officials, and other stakeholders. There is also a specific focus on Georgia residents who are impacted by the sudden influx of thousands of people into the state.

Public information is provided to evacuees, Georgia residents, and the media regarding evacuee support during both the response and recovery phases of the incident.

Situation and Assumptions

Situation

For the purposes of this appendix, the example is a hurricane, which is a “notice” event. A notice event is one that can be tracked as it approaches, allowing time for authorities to issue warnings and other emergency communications to the public, evacuate residents in the path of the storm, and identify and prepare a host state to receive large numbers of evacuees.

An event that cannot be predicted and happens suddenly, such as an earthquake, is referred to as a “no notice” event.

Assumptions

- Disaster-related and outreach issues should be communicated to evacuees, recognizing persons with limited English, disabilities, and other needs.
- Public information and outreach will span the response and recovery phases of evacuee support operations.
- Media interest will escalate during the response phase.
- Public information officer (PIO) and public affairs officer (PAO) are job titles that may be used interchangeably to identify personnel who perform Emergency Support Function (ESF) 15 External Communications duties.

- Depending on the context, the acronym PAO may also stand for “public affairs office.”

Concept of Operations

In accordance with the NIMS, the Georgia Emergency Operations Plan (GEOP), and the Georgia Emergency Management Agency (GEMA) Crisis Communications Policy, the Joint Information System (JIS) will be employed to collect, verify, share, and disseminate information that is coordinated with all involved agencies, jurisdictions, volunteer organizations, and the private sector.

This appendix incorporates emergency information actions, messages, and methods of disseminating information to the various members of the public, including evacuees; Georgia residents; federal, state, and local elected officials; and other stakeholders. Therefore, the following may occur:

- State PIOs may communicate with the media, local communities, and evacuees on behalf of the State of Georgia.
- Public information may direct evacuees to the most accurate and current information available about the progress of recovery efforts in their home state.
- Public information may address language barriers, poor reading skills, and cultural differences in order to reach the evacuees.

Organization and Assignment of Duties

Organization

Lead Agencies

- Office of the Governor

The Governor’s Director of Public Affairs or his/her designee will direct the State of Georgia’s public information efforts during an evacuee support operation. Some public messages, especially those resulting from decisions by and statements from the Governor, will be released by the Office of the Governor unless the Governor directs GEMA, the State Joint Information Center (S-JIC), or the Federal/State Joint Information Center (JIC) to release the messages. Generally, the Office of the Governor will release all major decisions and policy statements to the public. GEMA typically releases specific and technical information, disaster updates, and situation reports.

- GEMA Public Affairs

Lead responsibilities for managing emergency public information are generally delegated to GEMA’s Director of Public Affairs. Public messages may be drafted and released by GEMA after approval by the Governor’s Director of Public Affairs.

GEMA’s Director of Public Affairs or his/her designee may direct the State’s public information efforts at the S-JIC in coordination with the Governor’s Director of Public Affairs. In the event of a federal disaster or emergency declaration, GEMA’s Director of Public Affairs or his/her designee and a Federal Emergency Management Agency (FEMA) lead PIO may act as equal partners for all public information management in the Federal/State JIC.

Assignment of Duties

Support Agencies (as listed in Emergency Support Function (ESF) 15 External Communications of the GEOP with some additions)

Agency	Resource	Responsibility
American Red Cross	Information assistance	Provide family reunification communications, Safe and Wellness Web site
Association County Commissioners of Georgia	Notification	Coordinate information with county governments, elected officials
Board of Regents of the University System of Georgia	Personnel, equipment and facilities	Provide public affairs specialists to augment GEMA Public Affairs Office (PAO) staff; provide information to students, faculty, staff of the University System
Criminal Justice Coordinating Council	Personnel	Provide public affairs specialists to augment GEMA PAO staff
Department of Administrative Services	Information, vehicles	Provide resources, administrative support
Federal Emergency Management Agency	Support, funding	Provide External Affairs support/liaison, resources, coordination to include Public Information, Congressional Affairs Intergovernmental Affairs and Community Relations
Georgia Bureau of Investigation	Information	Provide information on fraud, price gouging laws
Georgia Department of Agriculture	Information	Provide information on fuel supplies, food safety, animal issues (pets, livestock)
Georgia Department of Community Affairs	Personnel	Coordinate with city/county staff (inter-governmental communications), provide PAO support
Georgia Department of Corrections	Personnel	Provide PAO support

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Agency	Resource	Responsibility
Georgia Department of Defense	Aircraft, equipment, personnel, vehicles	Provide PAO support
Georgia Department of Education	Personnel	Provide PAO support
Georgia Department of Economic Development	Personnel	Provide conduit for messages between JIC and evacuees in hotels, shelters, state welcome centers
Georgia Department of Human Resources	Information, personnel	Coordinate, disseminate human services information (nursing homes, hospitals, mental health, child/family services, developmental disabilities)
Georgia Department of Labor	Personnel	Provide PAO support
Georgia Department of Natural Resources	Information, personnel, technical assistance	Provide PAO support, provide environmental information
Georgia Department of Public Safety	Aircraft, information, personnel, vehicles	Provide PAO support; communicate traffic control, law enforcement information
Technical College System of Georgia	Facilities, personnel	Provide PAO support, facilities
Georgia Department of Transportation	Aircraft, information, personnel	Coordinate/disseminate traffic, transportation information
Georgia Municipal Association	Notification	Coordinate information with city governments, elected officials
Georgia Public Broadcasting	Equipment, facilities, personnel	Disseminate information on all issues through statewide radio network
Georgia Public Safety Training Center	Equipment, personnel	Provide PAO support
Georgia Forestry Commission	Information	Provide PAO support
Peace Officers Standards and Training Council	Personnel	Provide PAO support
Public Service Commission	Information	Provide information on utility issues
(New?) State Board of Pardons and Paroles	Personnel	Provide information, community outreach

Additional Personnel Support

PIOs from other local, State, and federal agencies may be requested to provide reinforcement and support. Depending on operational requirements, PIOs may be assigned to various locations as required (such as JICs, operations centers, reception centers, and shelters).

Timetable, Situation, Public Information Actions and Messages

The following timetable and accompanying actions and messages are developed for the scenario of an approaching hurricane. It begins with an **alert** that is sounded when the hurricane is 2–5 days from the shore of the soon-to-be impacted state. The letter **T** represents the predicted time of the hurricane event and **minus 5–2 days** means it is between five and two days away.

T minus 5 to 2 days

- The hurricane is projected to be between two and five days from landfall.
 - Preparations for a mass influx of evacuees begin as landfall is imminent and there is a significant chance of a catastrophic event.
- I. Situation — The State of Georgia will be alerted.
GEMA will alert the Governor and support state agencies.
 - II. FEMA may request Georgia be designated as a “host state” due to the potential for a mass influx of evacuees into the state. The federal designation will be accomplished by a Presidential declaration listing Georgia as a “host state” and providing federal funding for sheltering and associated costs.
 - III. The Governor may declare a state of emergency and a pre-disaster declaration may be pending.
 - IV. GEMA may activate the State Operations Center (SOC).
 - V. Actions — Key stakeholders in Georgia will be notified of FEMA’s alert, the activation of the SOC, and subsequent actions taken:
GEMA’s Director of Public Affairs or his/her designee will notify the Governor’s Director of Public Affairs.
GEMA’s lead PAO will notify and coordinate with lead PAOs/PIOs from the following:
 - Local emergency management agencies (EMAs)
 - Legislature
 - State agencies
 - Congressional delegation
 - Association County Commissioners of Georgia (ACCG)
 - Georgia Municipal Association (GMA)

Georgia Sheriffs' Association (GSA)

ESF 15 Public Affairs/Public Information/Communications Directors may be assembled consistent with ESF 15 of the GEOP and GEMA's Crisis Communications Policy.

ESF 15 Directors consist of senior public affairs personnel from various departments of state government that have major roles in evacuee support. These directors may serve as the executive emergency public information committee and may convene via conference calls or in-person meetings at a designated state location.

The first meeting, either by phone or in person, may be initiated by GEMA's Director of Public Affairs. It may focus on a strategy for initiating the JIS/S-JIC/JIC, interfacing with the command structure, staffing needs, potential public messages, and the roles and responsibilities of each ESF 15 PIO. ESF 15 Directors must be able to make decisions regarding emergency public information on behalf of his/her department or agency, which are the following:

GEMA

Georgia Department of Transportation (GDOT)

Georgia Department of Public Safety (DPS)

Georgia Department of Human Resources (DHR)

Georgia Department of Natural Resources (DNR)

Georgia Department of Agriculture (GDA)

Georgia Department of Corrections (GDC)

Georgia Department of Education – Board of Regents/Technical College System of Georgia (TCSG)

Key emergency information personnel may be notified.

GEMA's Director of Public Affairs and/or lead PAO may notify ESF 15 PIOs and the PIO Reservists.

Georgia Public Broadcasting (GPB) may be made aware of the current situation and may be on standby for activation. GPB readies public messages for broadcast.

A news conference may be conducted.

The Governor, GEMA Director, key state agency heads, state/regional director of the ARC, and others may conduct the first news conference to alert the public that a potential influx of evacuees may be imminent.

The Governor's Director of Public Affairs and GEMA's Director of Public Affairs may coordinate logistics, format, and messages with all of the participants taking part in the news conference.

News conferences may be held as needed.

Local, state and federal agencies may coordinate before disseminating public messages.

GEMA, FEMA and impacted state: GEMA's Director of Public Affairs or his/her designee may conduct conference calls to coordinate anticipated public messages with FEMA and the impacted state's senior EMA PIO, local EMA personnel, and key state agency PIOs on the following issues, consistent with ESF 15 of the GEOP and GEMA's Crisis Communications Policy:

Evacuation routes (ESF 1)

Specific destinations such as congregate shelters, debarkation/reception areas, welcome center locations (ESF 6)

Necessary personal documentation that evacuees are required to have or should have with them when they enter the host state from the evacuated state (ESF 6)

Shelter locations (ESF 6)

Medical facilities (ESF 8)

Fuel availability (ESF 11)

Evacuee special needs as documented by the impacted state at the embarkation location and from calculated numbers of special needs residents in the impacted states

Method to coordinate information released to the public, including timing the release of specific information, key facts and figures, situation reports, and other materials

Georgia residents: GEMA's Director of Public Affairs or his/her designee may coordinate anticipated public messages for Georgia residents regarding evacuee support issues consistent with the GEOP ESF 15 External Communications and GEMA's Crisis Communications Policy. The following sources will be utilized in the communications effort:

Governor's Office

SOC agency representatives

Key state agency PIOs

GEMA Web coordinator – updates and posts news releases, situation reports, and other public information via the following:

Public Information Emergency Response (PIER) system

www.gema.ga.gov

www.georgia911.org

Audio News Service (1-888-216-0760)

VI. Messages (pre-scripted) — Messages may be pre-scripted and directed at Georgia residents.

Georgia may be “on alert” to possibly receive evacuees.

For those Georgia residents who may fear or disapprove of taking in evacuees, the following themes may be used to appeal to their sense of duty:

“Neighbors helping neighbors”

“Georgia may need a host state to help us one day”

Georgia is prepared and has exercised these plans:

“We are prepared to accommodate (x number of evacuees)”

“We are coordinating with federal, state, volunteer agencies, and nongovernmental organizations (NGOs)”

The current situation and prior experience (e.g., lessons learned from Hurricanes Katrina, Floyd) may be reiterated.

Messages regarding overviews of plans:

Traffic plans

Evacuation routes

Fuel situation

Sheltering

Housing

Special needs

Animal sheltering

Medical

A realistic scenario may be communicated describing how Georgia may be impacted and what Georgians can do to prepare for potential problems (e.g., traffic delays, hotel shortages) and make the appropriate arrangements.

T minus 2 to plus 14 days (evacuations begin)

VII. Situation

The Governor may pronounce a state of emergency/pre-disaster (emergency) declaration anticipating a mass influx of evacuees into Georgia.

Debarcation/reception centers may open and receive evacuees.

Congregate shelters may open and receive evacuees.

Hotels may fill up and long lines for fuel may begin to form at service stations.

Local, state, and federal agencies and voluntary organizations active in disaster (VOADs) may begin providing evacuee support services (via FEMA teleregistration line, supercenters).

There may be increased media inquiries and coverage.

Preliminary damage assessments may be conducted to establish the need for long-

term evacuee support.

Additional security/police presence may be required.

VIII. Actions

GEMA's Public Affairs Director or lead PAO may update the Governor's Director of Public Affairs.

GEMA's Public Affairs Director or lead PAO may call ESF 15 PIOs and PIO Reservists to duty.

The S-JIC may open and may be staffed by ESF 15 PIOs/PIO Reservists and managed by GEMA's lead PAO, who additionally may coordinate public messages for evacuees with FEMA and the impacted state.

GEMA's lead PAO may coordinate with the Governor's Director of Public Affairs, GEMA Director, and SOC agency reps to send public messages to Georgia residents regarding evacuee support issues.

GEMA PAO may coordinate with ESF 6, the DHR and ARC regarding appropriate mass care, housing, and human services issues.

News conferences may continue as needed from either the Office of the Governor, the S-JIC, or the Federal/State JIC.

News releases and situation reports may be distributed.

GEMA's lead PAO may contact GPB to disseminate evacuee support information.

GEMA's Constituent Services Coordinator may coordinate with GDOT regarding message boards on major highways.

GEMA's Public Affairs Director and lead PAO may deploy PIOs to the following sites:

Embarkation centers for messages on what evacuees can expect in Georgia

Reception/welcome centers

Debarkation centers

Shelters

Supercenters

GEMA's Web Coordinator may post news releases and situation reports via the following:

PIER System

www.gema.ga.gov

www.georgia911.org

Audio News Service (1-888-216-0760)

GEMA's lead PAO may schedule regular media briefings as needed to define logistics, notifications, and evacuee need services.

Family reunification information and programs may be coordinated with the ARC and the impacted state so that families who lost touch with each other during the evacuation can be reunited.

Media monitoring/rumor control may be operational:

A system of media monitoring may be established with PIO Reservists assigned to view and listen to all local and national television and radio newscasts and read all relevant news publications. GEMA's publications editor or his/her designee may create a daily press summary where all articles and pertinent TV news summaries are collected and distributed to all senior disaster managers. If necessary, PIOs may immediately attempt to correct erroneous information by contacting the originating news department and requesting a correction as soon as possible. If necessary, a press release may be drafted and released, calling attention to the correct information. GEMA's publications editor may manage the rumor control/media monitoring operation.

News releases may be written by GEMA's publications editor and posted on the Web site by GEMA's Web Coordinator.

IX. Messages:

Some messages may be pre-scripted, but others may be written as situations warrant. Each agency PIO may be responsible for crafting releases and statements consistent with its ESF responsibility as assigned in the GEOP.

Georgia receiving evacuees may be a constant theme in the messages.

Evacuees may teleregister immediately.

Statements to illustrate state preparedness and duty to care for evacuees may be issued:

“Neighbors helping neighbors” theme

“We have exercised our plans”

“We are prepared to accommodate (x- number of evacuees)”

“We are coordinating with federal, state, volunteer, and NGOs”

GDOT may be responsible for highway message boards. GEMA's Director of Public Affairs has a memorandum of understanding (MOU) with outdoor advertising companies to display the following messages:

“If you have evacuated from (x) to Georgia, please call (number) for more information”

“For more information, log on to www.georgia911.org or www.ga511.org”

“For more information, tune to (x) radio station”

“To register for FEMA assistance, call or visit...”

The current situation, partnerships, and prior experiences (e.g., lessons learned from Hurricanes Katrina, Floyd) may be reiterated.

An overview of Georgia's evacuation support plans and assets may be provided

outlining traffic/evacuation routes, fuel, sheltering, housing, special needs/medical, etc.

Alerts for impacted state residents may be provided via the State’s EMA regarding the following:

- evacuation routes
- re-entry
- specific destinations
- documentation
- shelter locations
- special needs
- schools

Fuel and hotel availability may be checked and the information released.

Georgia Department of Education may issue information on school enrollment.

Georgia State Patrol (GSP) may address security in evacuee housing areas.

Public Health may craft messages on access to health care.

DHR may craft messages on food stamps.

DHR and ARC may craft messages on crisis counseling and helping children cope with disasters.

ARC may craft messages on family reunification and how to find family members who may have evacuated separately.

Georgia Department of Agriculture may craft messages on service and companion animals.

Family reunification messages may be coordinated with ARC.

T plus 14 to 60 days (transitional housing available)

X. Situation

Some evacuees may remain in Georgia, some may return to their homes in the impacted state, and others may relocate elsewhere.

Long-term evacuee support may be confirmed and the program initiated.

Federal contract caseworkers may interview evacuees.

Evacuees may move from temporary to transitional housing.

Most shelters may be closed. Evacuees may be in hotels, apartments, corporate lodging, or using HUD resources.

Local, state, federal, and VOADs may continue to provide assistance through teleregistration and local agency offices.

Intense media interest may continue concerning cost, number of evacuees, re-entry,

and “human services issues,” especially evacuees with unmet support needs.

Maximum PIO resources may be deployed for evacuee support purposes. A ramp down schedule may be developed by GEMA’s lead PAO.

XI. Actions

The Office of the Governor may receive updates daily or as often as warranted from GEMA PAO.

Public messages may continue to be coordinated with FEMA and GEMA PAO. These messages will be conveyed to the evacuees (Jonna, “through media outlets?”)

The S-JIC may remain open but may be downsized or become virtual. GEMA’s Director of Public Affairs will determine when to switch from real to virtual S-JIC.

Coordination with ESF 6 (DHR, ARC) and other agencies may continue regarding communications on appropriate mass care, housing/human services issues, foreign language media, and other evacuee concerns.

GPB may disseminate relevant information coordinated by GEMA’s lead PAO.

ESF 15 PIOs and PIO Reservists may remain on duty. Decisions on reservist cutbacks may be made by GEMA’s Public Affairs Director and the lead PAO.

GEMA’s publications editor may continue to post news releases and situation reports. GEMA’s publications editor may be responsible for updates and news releases showing progress and/or attention to problems via:

PIER System

www.gema.ga.gov

www.georgia911.org

Audio News Service (1-888-216-0760)

XII. Messages (pre-scripted)

Job assistance may be available through the Georgia Department of Labor (GDOL).

How to find any permanent housing that may be available.

Georgia Department of Education may issue information on school enrollment.

GSP may address security in evacuee housing areas.

GDOT may address transportation messages.

Public Health may craft messages on access to health care.

DHR may craft messages on food stamps.

DHR and ARC may craft messages on crisis counseling and helping children cope with disasters.

Georgia Department of Agriculture may craft messages on service and companion

animals.

T plus 60 to 180 days (temporary housing available)

XIII. Situation

Current damage assessments may indicate a large number of evacuees' homes destroyed; long-term evacuee support may be needed.

Some evacuees may remain in Georgia, some may return to the impacted state, and others relocate elsewhere.

Federal contract caseworkers may continue evacuee interviews.

Temporary/permanent housing processes may be under way.

All shelters may be closed. Some evacuees may remain in hotels, many in apartments, corporate lodging, etc.

Local, state, and federal agencies and VOADs may continue to provide assistance through teleregistration and local agency offices.

Intense media interest concerning costs, number of evacuees, re-entry, and "people issues" may persist.

Continued assessment of PIO staffing and adjust as needed or warranted. GEMA's lead PAO may evaluate staffing needs and makes decisions on staffing levels.

XIV. Actions

GEMA PAO may continue to coordinate with ESF 6 (DHR, ARC) regarding appropriate mass care, housing, and human services issues and release information as warranted.

The Lead PAO will continue to coordinate public messages with FEMA and the impacted state to be distributed to evacuees.

GEMA's Director of Public Affairs and lead PAO may decide when to cut back on ESF 15 PIOs and PIO Reservists.

GEMA's publications editor may continue to post news releases and situation reports on the following:

PIER System

www.gema.ga.gov

www.georgia911.org

Audio News Service (1-888-216-0760)

GEMA's publications editor may continue to manage media monitoring/rumor control.

Media briefings may be directed by GEMA's lead PAO as needed.

XV. Messages (pre-scripted)

Job assistance may be available through GDOL.

Permanent housing information may be available as well as information on how to apply for housing.

Georgia Department of Education may collect, assess, and issue information on school enrollment.

GSP, in cooperation with local law enforcement agencies, may address security in evacuee housing areas.

GDOT may address transportation messages.

Public Health may craft messages on access to health care.

DHR may craft messages on food stamps.

DHR and ARC may craft messages on crisis counseling and helping children cope with disasters.

Georgia Department of Agriculture may craft messages on service and companion animals.

T plus 180 days and beyond (permanent housing available)

XVI. Situation

Some evacuees may remain in Georgia and decide to become permanent residents, some may return to the impacted state, and others may relocate elsewhere.

A permanent housing plan may be fully developed at this stage.

All shelters may be closed. Evacuees may be in hotels, apartments, corporate lodging, temporary housing, or using HUD resources.

Local, state, and federal agencies and VOADs may continue to provide assistance through teleregistration and local agency offices.

Media interest may wane, but some interest may remain about costs, number of evacuees, re-entry, and “people issues.”

PIO staff and resources may be reduced.

XVII. Actions

GEMA’s lead PAO may continue to update the Governor’s Director of Public Affairs.

GEMA’s lead PAO may continue to coordinate public messages for evacuees with FEMA and the impacted state.

S-JIC may be closed and may become completely virtual. All PIO activity and information coordination may be conducted from GEMA PAO.

GEMA’s Web Coordinator may communicate with ESF 6 (DHR, ARC) regarding appropriate mass care, housing, and human services issues.

ESF 15 PIOs may remain active.

News releases and situation reports may continue to be posted via:

PIER System

www.gema.ga.gov

Audio News Service (1-888-216-0760)

GEMA's publications editor may continue to manage media monitoring/rumor control.

The Federal/State JIC may exercise a long-term communications plan for evacuees who remain in Georgia for three months or longer using the following communication methods:

Direct mail flyers to evacuees (Jonna –“How? Through FEMA registration info? Would we want to do that?”)

Newsletter mailed to long-term evacuees or newly declared Georgia residents

XVIII. Messages (pre-scripted)

Job assistance may be available through GDOL.

GDOL may craft news releases regarding jobs for evacuees who intend to remain in Georgia.

Georgia Department of Education may collect, maintain, and monitor school enrollment information and provide updates directly to the public.

GSP, in cooperation with local law enforcement agencies, may assess and address security in evacuee housing areas.

Public Health may craft messages on access to health care.

DHR may craft messages on food stamps.

DHR and ARC may craft messages on crisis counseling and helping children cope with disasters.

GDA may craft messages on service and companion animals.

Mutual Aid; Memorandums of Agreement/Understanding

An example of a memorandum of understanding (MOU) follows. This example MOU is between GEMA and the Latin American Association.

DRAFT

Attachment A

GEORGIA EMERGENCY MANAGEMENT AGENCY



SONNY PERDUE
GOVERNOR

CHARLEY ENGLISH
DIRECTOR

**MEMORANDUM OF UNDERSTANDING
BETWEEN
THE GEORGIA EMERGENCY MANAGEMENT AGENCY
AND
THE LATIN AMERICAN ASSOCIATION
REGARDING
EMERGENCY COMMUNICATIONS DURING STATEWIDE EMERGENCIES**

- 1) This MOU between Georgia Emergency Management Agency (GEMA) and the Latin American Association represents an agreement to allow GEMA to send emergency communications via e-mail or fax to a designated single point of contact at the Latin American Association, who in turn will forward these communications to its constituents, including Georgia's Spanish-language media, as deemed appropriate.
- 2) If the Latin American Association's designated communications contact needs to reach GEMA during an emergency, that individual will be the only person that will contact GEMA Public Affairs Office directly. GEMA contact information shall not be distributed beyond the designated contact during an emergency.
- 3) This agreement will not expire unless superseded by an official statement of withdrawal or a modified MOU between the two parties.

IN WITNESS WHEREOF, the parties to this agreement are duly authorized by their respective organizations, and have agreed to this MOU with their signature.

Executed in Atlanta, Georgia, in duplicate on the _____ of _____, 2008

FOR GEORGIA EMERGENCY MANAGEMENT AGENCY:

FOR THE LATIN AMERICAN ASSOCIATION:

Pre-Scripted Messages

An example evacuee support pre-scripted message noting safe re-entry information is below.

For Immediate Release

1/22/2008 10:58 AM

(NR 000)

Contact: (PIO's name, agency acronym)

(PIO's telephone number)

(PIO's e-mail address)

NEWS RELEASE

Some Areas Safe For Re-Entry; Some Evacuees Can Return Home

(ATLANTA) -- Emergency management officials in Georgia and *(impacted state)* report today that initial recovery efforts including power restoration and road repair in areas of *(region of impacted)* have been completed.

“We have been informed by *(impacted state official)* that people from *(county/region of impacted state)* who evacuated to Georgia as a result of *(emergency/disaster event)* may now return to their homes and businesses,” said Georgia *(state official)*.

(Impacted state official) said this announcement applies only to residents and/or business owners of *(impacted county/region, impacted state)*. Evacuees from other areas of *(impacted state)* must remain evacuated until further notice.

(Impacted state's transportation/traffic enforcement agency) recommend evacuees returning from Georgia to use *(describe specific route, if necessary)*.

In addition, evacuees returning to *(county/region of impacted state)* to drive carefully, stay tuned to local radio or television stations for updates, and follow all traffic instructions posted along streets and highways.

Appendix 3: Sheltering and Housing

Purpose

The State of Georgia will provide a system and resources for Sheltering and Housing to support evacuees displaced by either a severe natural or man-made disaster. The missions associated with the sheltering and housing function include the following incident objectives:

- Provide congregate sheltering for the evacuees.
- Feed the sheltered population and the emergency workers assigned to the missions.
- Provide health and mental health services.
- Provide a safe and sanitary environment.
- Provide basic crisis counseling for evacuees.
- Provide means to move the evacuees to longer term housing options, such as interim and permanent housing.
- Establish centrally located and easily accessible “One-stop” disaster assistance centers.
- Provide information to evacuees regarding various available housing assistance programs.
- Provide case management to evacuees in assisting them in moving from congregate sheltering to transitional shelters or interim housing.
- Provide assistance to evacuees in determining long range plans, which may include help with locating permanent housing.
- Reduce shelter demands by accelerating transitional/interim housing processes.

Situation and Assumptions

The Host State Protocol will be implemented by FEMA, allowing FEMA to coordinate State shelter and housing assistance for evacuees. Such assistance will include assistance payments for transitional, interim, and permanent sheltering and housing. These payments may be made directly to property owners through federal partners or a contract agent.

Sheltering and housing evacuees are addressed in two sections of the Robert T. Stafford Disaster Relief and Emergency Assistance Act. These two sections describe benefits reimbursements through the Public Assistance (PA – Section 403) or Individual and Household (IHP – Section 408) Programs. Processing individuals from PA to Individual Assistance (IA) programs will require case management staff to have a thorough understanding of these benefit programs as well as an understanding of the 2008 Disaster Housing Plan and the National Disaster Housing Strategy.

Processing the evacuees through the benefits programs will require the sharing of evacuee personal information between federal/state agencies/departments and other social service agencies/organizations such as the Voluntary Organizations Active in Disasters (VOAD). Individuals should be made aware of the need to authorize the sharing of personal information in order to expedite services to assist them in their recovery.

Depending upon the severity of the disaster, it is likely that many of the evacuees will not return to their homes for a long time. Some may decide to relocate and not return to their pre-disaster address.

Evacuees are not likely to have required identification useful for access to some services and the impact state may not be able to provide information/records from the damaged areas.

Concept of Operations

Evacuees will be received at reception centers, processed, and then transported to specified shelter locations throughout the State. Evacuees will be provided a “safe haven” in a congregate shelter where their basic human needs will be met, such as: cot, blanket, food, clothing, first aid, mental health, personal comfort kits, information about social service support, and detailed information about the sheltering and housing process (Sheltering/Housing Chart, Attachment A). These shelters should and must be populated in such a way that the evacuees are safe from criminal elements, such as pedophiles, drug users, and individuals with outstanding arrest warrants (American Red Cross Document: Sex Offenders in Shelters, August, 2008).

Congregate sheltering is the first step for evacuees. Once information about the impacted state emerges, the evacuees will determine whether their plans include remaining in Georgia, moving to another location with family or friends, or returning to the affected area. Once the evacuees make those decisions, and assuming they decide to resettle in Georgia, the process of assisting them with more definitive housing solutions will begin.

Proper planning for moving the evacuees through the sheltering/housing process will potentially minimize the congregate shelter stay to 15 days. Evacuees can then move to transitional sheltering for up to 30 days. If evacuees decide to stay, they would transition to interim housing for up to 18 months and then on to permanent housing. The process is flexible and allows evacuees to move into permanent housing from any of the shelter or housing phases. Evacuees may be eligible for interim and permanent housing even if they choose to return to their pre-disaster situation.

Evacuees deciding to stay in Georgia will be provided opportunities to access social and essential services necessary in getting them on the road to recovery at a “One-stop Center,” or Disaster Recovery Center for assistance. (See Attachment B)

Organization and Assignment of Duties

Organization

The **Support** Agencies listed below will assist in the sheltering and housing support of evacuees in Georgia.

Agency	Responsibility
Georgia Emergency Management	Provides coordination and overall preparedness, response, and recovery guidance related to sheltering and housing.
Georgia Local County/City Emergency Management Directors.	Provides coordination of congregate and transitional sheltering and housing operations within their jurisdiction for evacuees.
Georgia Department of Human Services(DHR); Division of Family and Children Services (DFCS) State and County Level	DHR is the State lead for Mass Care, Housing, and Human Services in the State of Georgia and provides overall direction and support to ESF 6 The DFCS is the primary support for agency ESF 6 and congregate and transitional sheltering.
American Red Cross (ARC)	Provides key congregate shelter operations support to DHR/DFCS.
Georgia Department of Community Affairs (DCA)	Provides a full menu of interim and permanent housing solutions for evacuees.
Board of Regents of the University System of Georgia (Public Colleges and Universities)	Provides congregate and transitional sheltering and feeding to evacuees and disaster workers in facilities they control
Georgia's Department of Education (GDOE) City/County Local School Districts	Provides coordination of all preparedness and response related to sheltering services for evacuees and buses their jurisdictions.
Private Colleges and Universities in Georgia	Provides congregate and transitional sheltering and feeding to evacuees in facilities they control.
Nongovernmental Organizations/agencies, (e.g., United Way)	Provides a wide variety of social support services to the evacuees through all phases of sheltering and housing
Community Foundations (Public and Private)	Provides financial and in-kind donations that support direct services to the evacuees

Agency	Responsibility
Business and Industry	Provides in-kind donations of human resources, materials, and facilities.
State and Local Housing Authorities	Provides direct support to evacuees in assisting with finding housing solutions that match their particular situation.
Department of Corrections	Provides personnel, vehicles and equipment.
Department of Defense	Provides emergency food, first aid, personnel, facilities, security, communications, and equipment.
Department of Education	Provides sheltering facilities.
Department of Natural Resources	Provides personnel, facilities, and health and sanitation consultation.
Department of Public Safety	Provides security and law enforcement support to the housing mission.
Department of Technical and Adult Education	Provides facilities and personnel.
Department of Transportation	Provides personnel, equipment, and vehicles.
Georgia Volunteer Organizations Active in Disaster (GAVOAD)	Provides food, clothing, spiritual care, varied social services, (e.g., rent/deposit assistance, transportation, health and mental health, and facilities).
Federal Emergency Management Agency	Provides financial support, disaster operations guidance and programmatic assistance related to sheltering and housing as defined in the 2008 Disaster Housing Plan and the National Disaster Housing Strategy.
Georgia Disaster Housing Task Force (GDHTF)	Facilitates the delivery and management of shelter and housing accommodation programs to support disaster evacuees in Georgia.
Social Security Administration	Assists evacuees in obtaining security cards/identification cards

Assignment of Duties

Descriptions of detailed duties for the agencies identified in the table above are noted below.

1. GEMA, as the lead emergency agency in Georgia, is responsible for the coordination in providing preparedness, response, and recovery guidance related to sheltering and housing for evacuees. This will include provisions for DHR and DFCS to provide departmental staff support and guidance to assure that evacuees will have a “Safe Haven” during the evacuation process. DFCS will provide direct support to The ARC as their principal voluntary organization support agency. DFCS in coordination with FEMA/PA may also provide important data collection, information management, and state concurrence regarding movement of evacuees from congregate to transitional sheltering.
2. Georgia Local/City Emergency Management Agencies are responsible for the coordination of emergency response within their jurisdiction and for coordinating and supporting the congregate shelter openings by the local ARC and DFCS. Local Emergency management will also coordinate decisions with GEMA regarding these openings as well as other housing phase solutions in their jurisdiction.
3. The Georgia Department of Human Resources (DHR) is the Primary agency responsible for Mass Care, Housing and Human Services (ESF 6). Within DHR, DFCS has the responsibility of providing management oversight and support to assure that congregate and transitional sheltering capabilities are available in each county. DFCS works closely with the ARC, who is assigned as the Principal Voluntary Agency that provides the management and services associated with congregate shelters in the state of Georgia. DFCS may also provide staff support to the ARC and can also access other state agencies that provide social services including mental and physical health services. DFCS in cooperation with FEMA Public Assistance may also be responsible for providing management oversight to transitional sheltering to assure that Georgia is a stakeholder in the transitional sheltering decisions that are made, and will assume accountability for transitional sheltering actions that occur within the state. DFCS may need to develop or modify their current case management system to track evacuee movement to transitional sheltering. DFCS also has a trained cadre of more than 1,300 employees who are certified ARC Shelter Managers and are available to supplement ARC shelter management needs.
4. The ARC is the principal voluntary agency responsible for shelter operations and the training of congregate shelter management and operational staff. In collaboration with the local emergency management, DFCS, and local health departments, the ARC is responsible for assuring that facilities are inspected and meet National ARC certification standards. Once certified, these ARC congregate shelters are entered into the State of Georgia and the National Shelter System (NSS) databases that are updated annually. The ARC works closely with local school boards in identifying schools that are likely best facilities (e.g., large gymnasiums, cafeterias, Americans with Disabilities Act (ADA) certified facilities), with kitchen, toilet/bath and other needed amenities. The ARC works closely with other voluntary agencies and FBOs

- that may provide support to congregate/transitional sheltering. The kinds of support include; facilities, personnel, child care, food preparation, first aid, physical/mental health interventions and spiritual support.
5. The Georgia Department of Education and local school districts may authorize the use of their schools, personnel, facilities, buses, and equipment for congregate sheltering. Some school systems have trained staff certified in ARC shelter operations. They may also provide personnel to assist with shelter operations including registration, shelter management, and food preparation.
 6. The Board of Regents (BOR) of the University System of Georgia (USG) has statutory authority over all 35 public colleges and universities. Depending upon the time of year, these colleges and universities could be used for providing housing to disaster workers and possibly limited transitional sheltering for the evacuees.
 7. Georgia DCA provides primary support by offering a variety of housing solutions for evacuees. The housing solutions fall into the Interim and Permanent housing categories. (See Attachment E). These solutions are: Housing Choice Voucher Program (Section 8); Disaster Housing Assistance Program; Affordable Housing Development Program; and Georgia Dream Home Ownership Programs. The DCA works and collaborates closely with the U.S. HUD, GEMA, FEMA Public and Individual Assistance Programs and local housing authorities throughout the state. Also, DCA manages the Web site <http://www.GeorgiaHousingSearch.org>, an online database of more than 70,000 available housing options. When evacuees determine to remain in Georgia and not return to their pre-disaster address, they will be provided the opportunity through local/state housing authorities to seek an interim or permanent housing solution that will meet their needs as they begin their recovery.
 8. The Georgia Departments of Technical Education, Natural Resources, and Corrections may provide one or more of the following to support ESF 6: personnel, security, equipment, vehicles and facilities.
 9. Georgia Volunteer Organizations Active in Disasters (GAVOAD), other non-profit and nongovernmental agencies/organizations provide an invaluable array of social services and financial support through all phases of sheltering and housing. Specifically, the United Way will provide for the management of resources to assure that all agencies that support disaster relief and social service activities play their appropriate part in providing services to the community. United Way manages a 211 help line, manages the Metro Atlanta Evacuee Resettlement Network in conjunction with state and federal partners, and provides disaster funding to relief agencies.
 10. Business and Industry along with public and private foundations will support the sheltering/housing initiatives by providing in-kind donations, and financial support (funded projects). Private foundations have funded Georgia initiatives such as Georgia Housing Search (a robust housing catalog with more than 70,000 available rental housing properties listed in the State). It is important to note that the Georgia Housing Search is capable of including all of the certified congregate shelters in Georgia.

11. FEMA will provide financial support, disaster operations guidance and programmatic assistance related to congregate and transitional sheltering; and interim and permanent housing.
12. The Georgia Disaster Housing Task Force (GDHTF) will closely coordinate the state and local government shelter and housing interface. It will represent state and local governments in defining requirements, implementing solutions and executing the housing program. In addition, the GDHTF will, on behalf of state and local governments, establish and monitor housing strategies, goals, objectives, and progress. Finally, it will provide technical and managerial liaison to FEMA and FEMA's Individual Assistance (IA) and Public Assistance (PA) program managers as relates to sheltering and housing accommodations. (See Attachment C organizational chart).

Sheltering and Housing Activities by Phases of Emergency Management

There are three phases for evacuee support sheltering and housing. The phases are preparedness, response and recovery. GEMA, DHR, DCA, and other host state agencies will initiate each phase through normal decision-making processes, and in consultation with other partner or support entities. A key component for the planning phase will be activation and implementation of GDHTF actions. See attachment "D."

Phase I: Preparedness and Pre-planning Activities:

- **Department of Children and Family Services /The American Red Cross**
 - The DCFS and the ARC, along with local Emergency Management, local school boards and Health Departments, will annually review, inspect, and update shelter and state shelter database information.
 - A need should be anticipated as to the total number of evacuees that require congregate sheltering. A need determination should then be made as to how many evacuees may seek transitional sheltering in Georgia. From these congregate and transitional sheltering capacity judgments, evacuee support interim and permanent housing capacity demands can be assessed. This pre-planning capacity and needs assessment activity will trigger a reason for having a DHR/DFCS disaster case management system in Georgia.
 - DFCS has the largest number of case management experts to support Georgia's social services and DFCS has a workforce of more than 13,000 employees. Therefore DFCS should be identified as the lead agency to manage congregate and transitional sheltering activities. DFCS should work collaboratively and closely with the DCA to achieve a smooth transition and long-term planning, from sheltering to interim housing. This intersection node between sheltering and interim housing presents an ideal beginning point of case management and recovery. Additionally, this DFCS/DCA collaboration will ensure that the state has accurate sheltering/housing information when seeking reimbursements.

- The State will open smaller congregate facilities centrally located to “one-stop” or Disaster Recovery Centers.
- If circumstances require the need for potential “mega” congregate shelters/centers (e.g., one-stop centers), this would be accomplished through an Individual Assistance – Technical Assistance Contractor (IA-TAC), which may be costly. Mega center location planning should consider the central location of these centers to other congregate/transitional shelters and the ease of access by public transportation to the shelter. Mega congregate shelters are not a preferred sheltering solution due mainly to the lack of expertise within the ARC or DFCS to manage this type of large facility. To effectively manage a mega congregate shelter, a contract for services may be rendered to a vendor with this capability.
- Pre-scripted housing information for evacuees about the process of moving from congregate sheltering through transitional sheltering, to interim housing and on to permanent housing, will be developed. Attachment A details the housing phase option and solution choices available, while Attachment B depicts the essential services that must accompany evacuee housing support. These essential services are ideally provided at “one-stop centers” or DRC.
- Plan to provide banking assistance at “one-stop centers” to assist those who do not have identification and need to deposit any financial assistance they may receive. Additionally, daily living amenities (groceries, shopping, doctor offices, etc.) should be near or accessible from one-stop centers.
- Inspect and check inventory levels to assure that there is an adequate supply of cots, blankets, comfort kits, and first aid supplies in the shelters.
- The Georgia Disaster Housing Task Force will be engaged to facilitate development of operational plans to support disaster housing within the state; help build disaster housing baseline capabilities; improve state/national housing resources; guide shelter and housing decisions during emergencies; and work collectively to achieve disaster housing objectives in Georgia and the goals of the National Housing Strategy.
- GDHTF, in collaboration with FEMA and the State’s Public/Individual Assistance staff, will develop the long-term housing strategy and plan. The long-term housing strategy will seek to expeditiously and efficiently move evacuees from congregate and transitional housing into Interim/Permanent housing. The GDHTF plan should protect the State’s vested interest in all housing processes while offering a full array of State resources to support housing initiatives.
- In collaboration with GDHTF, DHR/DFCS will conduct congregate and transitional shelter meetings and workshops with state/local support agencies, VOAD, FBOs, and others, to improve preparedness in Georgia.

- DNR, VOAD, The Georgia Facilities Authority, Georgia Association of Apartment Managers, and schools of higher education will be involved in the planning process to access non-transitional sheltering options, such as State parks, church camps, conference centers and other facilities.
- Assure that current MOUs and contracts for catering services and any other shelter services are current and up to date
- Plans should be established to activate the Evacuee Resettlement Network. The Evacuee Resettlement Network involves a variety of social service agencies in evacuee human needs support.
- Special needs and pet shelters should also be identified and provisioned by appropriate ESF support agencies.
- **Department of Community Affairs**
 - DCA in collaboration with HUD will begin a process of preparing their support networks to staff one-stop disaster relief centers to assist evacuees who have decided not to return to pre-disaster addresses and provide interim or permanent housing options to the evacuees.
 - DCA/HUD should collaborate closely with DFCS, United Way and other primary support agencies to assure that evacuees are provided appropriate interim/permanent housing options in a timely, effective, and efficient manner.

Phase II: Response Activities

- **Stand up the Georgia Disaster Housing Task Force.**
 - The host state evacuee congregate and transitional sheltering actions are response phase housing activities focused on the immediate sheltering of evacuees in congregate shelters such as schools, auditoriums, and FBO facilities. Once the determination is made that the evacuees will not be returning to their homes for an extended period of time, the evacuees will move into transitional sheltering, which is the next phase segment of the housing process. Transitional shelters may be hotel/motel facilities, state park housing facilities, faith-based camps, conference centers, or college dormitories. Within 30 days, expectations are to move the evacuees into interim housing (e.g., fair market rental assistance, or other solutions). Evacuees may be supported in interim housing for up to 18 months.
 - Monitoring and tracking of the response phase of housing is accomplished using daily shelter activity reports. These reports are submitted to appropriate state departments in an agreed-upon reporting schedule. Reports will include numbers of shelterees, meals/snacks served, and mental and physical health interventions. Additional but separate reports such as security, health and safety may be requested.

- Mental and Physical Health Services should report any transfer for cause from congregate sheltering to special needs facilities, such as long-term care facilities (nursing homes).
- The process of opening pre-identified congregate shelter facilities will begin. These shelters should be filled to capacity before opening additional facilities in order to make most efficient use of sheltering operations staff.
- GEMA, DHR/DFCS and the ARC will ensure that local, county-level structures are in place to manage shelters and provide sheltering support resources such as shelter managers, health service support, feeding, first aid, and comfort kits.
- Child care, mental/physical health, critical family services, and feeding are important functions within shelter facilities.
- Shelters can be more than a place of refuge; they can be a place for families to regroup, register for disaster assistance, and they can provide access to disaster recovery services.
- Local shelter management will assure the delivery of consistent, accurate, accessible, and timely shelter information. This information is critical and reduces the stress level of evacuees and shelter staff.
- One-stop Centers/DRCs will be opened and staffed to assist evacuees with a variety of social service support from state and local agencies. In collaboration with FEMA/GEMA the One-stop Centers/DRCs will be centrally located to congregate/transitional sheltering facilities. If this is not feasible, scheduled transportation should be provided daily to the centers. Additionally, clients will have access to telephones, and possibly the Internet, for FEMA registration.
- DFCS should have an established case management system in order to track each evacuee who is a benefactor of services. This system would reduce congregate sheltering demands and accelerate the movement of evacuees through the housing phases to assure that they can return to their homes or move into transitional sheltering, interim housing and/or new permanent housing more quickly.
- FEMA will activate the National Emergency Family Registry and Locator System (NEFRLS, See Appendix 9). The National Center for Missing and Exploited Children (NCMEC) has a reunification tool called The National Emergency Child Locator System (NECLS) for reuniting children with their parents or guardians, and evacuees will be able to use these systems during the response phase of the housing mission.

Phase III: Recovery Activities

- The Host State recovery phase housing activities will focus primarily on assisting the evacuees who are currently in a sheltering environment to move

into interim and/or permanent housing. The process will involve the evacuees making decisions regarding their plans: those who plan to return to their pre-disaster address will initiate actions to return home, while those who plan to relocate and not return to the pre-disaster location will begin actions to obtain permanent housing. The DCA is the lead state agency responsible for the recovery phase housing activities in Georgia. (Attachment E)

- The Georgia Disaster Housing Task force supports the FEMA 2008 Disaster Housing Plan see (Attachment F).
- DCA and HUD will coordinate housing activities with various state/local housing authorities, voluntary agencies, and the United Way. DCA and HUD will provide staff support to the “One-stop” Centers/DRCs as needed.
- DFCS and DCA will work hand in hand regarding transitioning of evacuees from shelter solutions to interim housing. Interim housing will also require greater coordination between various departments and agencies, both at the state and federal level.
- The interim housing option is available for evacuees for up to 18 months. Available housing options include vacant rental properties and locations discovered by Georgia Housing Search. Within the impacted states, IA-TAC provided solutions include vacant commercial pads, group sites, and placement of individual mobile units on individual property. Alternate Housing Program (AHPP) recovery phase housing solutions such as Katrina Cottages, the multi-family apartment rehabilitation program, and other AHPP options may be available to evacuees hosted in Georgia.
- Permanent housing options will be accomplished in partnership with HUD, local housing authorities and other local, state, and federal agencies. The permanent housing offerings to evacuees include:
 - Georgia Dream home ownership options;
 - Affordable Housing Development Tax Credit Program for developers;
 - Housing Choice (Section 8) solutions;
 - Georgia Housing Search for rental properties;
 - AHPP developments that may “reconfigure” for permanent housing, and
 - The DCA Housing Trust Fund program for the homeless.
- The DCA should collaborate with the DCFS to merge evacuee case data information into the central disaster case management database, so that clients can be tracked from congregate sheltering to their final housing choice. It is important that the State of Georgia have a stake in the detailed case management process to assure that detailed sheltering and housing data is available to GEMA.
- Once all congregate, transitional sheltering, and interim and permanent housing phases have been completed each phase should to be officially decommissioned with written verification that all facilities and properties have

been closed and returned to their pre-disaster condition. Requests for federal reimbursement should include the documentation needed to expedite the reimbursement process in a timely manner.

Mutual Aid; Memorandums of Agreement/Understanding

Mutual Aid Agreements (MAA) or Memoranda of Agreement and/or Memoranda of Understanding (MOA/MOU) that may facilitate evacuee support will be developed to encourage and facilitate interagency cooperation. MAA and MOA/MOU may be the best mechanism for implementing interagency operations, particularly MOUs between FEMA PA/IA and GEMA PA/IA by defining specific points of service responsibility and sharing of critical client housing information. The MAA and MOA/MOU could include the following:

1. Development of mutual aid agreements and conditions that anticipate the presence of evacuees when evacuees are to be provided sheltering/housing services while hosted in Georgia.
2. Execution of MOA/MOUs between local host jurisdictions or entities and state providers to support or supply appropriate evacuee sheltering and housing support.

SAMPLE MOU

Memorandum of Understanding
Between
Your Organization
And
Partnering Organization
For Application To
Specific program, if necessary

This Memorandum of Understanding (MOU) establishes a type of partnership between your organization and partnering organization.

I. MISSION

Brief description of your organizations mission. You might want to also include a sentence about the specific program if applicable.

Brief description of partnering organization’s mission.

Together, the parties enter into this Memorandum of Understanding to mutually promote describe efforts that this partnership will promote e.g. healthcare or workforce development. Accordingly, your organization and partnering organization, operating under this MOU agree as follows:

II. PURPOSE AND SCOPE

Your organization and partnering organization – describe the intended results or effects that the organizations hope to achieve and the area (s) that the specific activities will cover.

1. Why are the organizations forming collaboration? Benefits for the or the organization?
2. Who is the target population?
3. How does the target populations benefit?

Include issues of funding if necessary. For example, “Each organization of this MOU is responsible for its own expenses related to this MOU. There will/will not be an exchange of funds between the parties for tasks associated with this MOU”

III. RESPONSIBILITIES

Each party will appoint a person to serve as the official contact and coordinate the activities of each organization in carrying out the MOU. The initial appointees of each organization are:

List contact persons with address and telephone information

The organizations agree to the following tasks for this MOU:

Your organization will:

List tasks of your organization as bullet points

Partnering organization will:

List tasks of partnering Organization as bullet points

Your organization and partnering organization will:

List shared tasks as bullet points

IV. TERMS OF UNDERSTANDING

The term of this MOU is for a period of insert length of MOU, usually 1-3 years from the effective date of this agreement and may be extended upon written mutual agreement. It shall be reviewed at least insert how often, usually annually to ensure that it is fulfilling its purpose and to make necessary revisions.

Either organization may terminate this MOU upon thirty (30) days written notice without penalties or liabilities.

AUTHORIZATION

The signing of this MOU is not a formal undertaking. It implies that the signatories will strive to reach, to the best of their ability, the objectives stated in the MOU.

On behalf of the organization I represent, I wish to sign this MOU and contribute to its further development.

Your organization:

Name

Title

Organization

Date

Partnering Organization:

Name

Title

Organization

Date

ATTACHMENT A

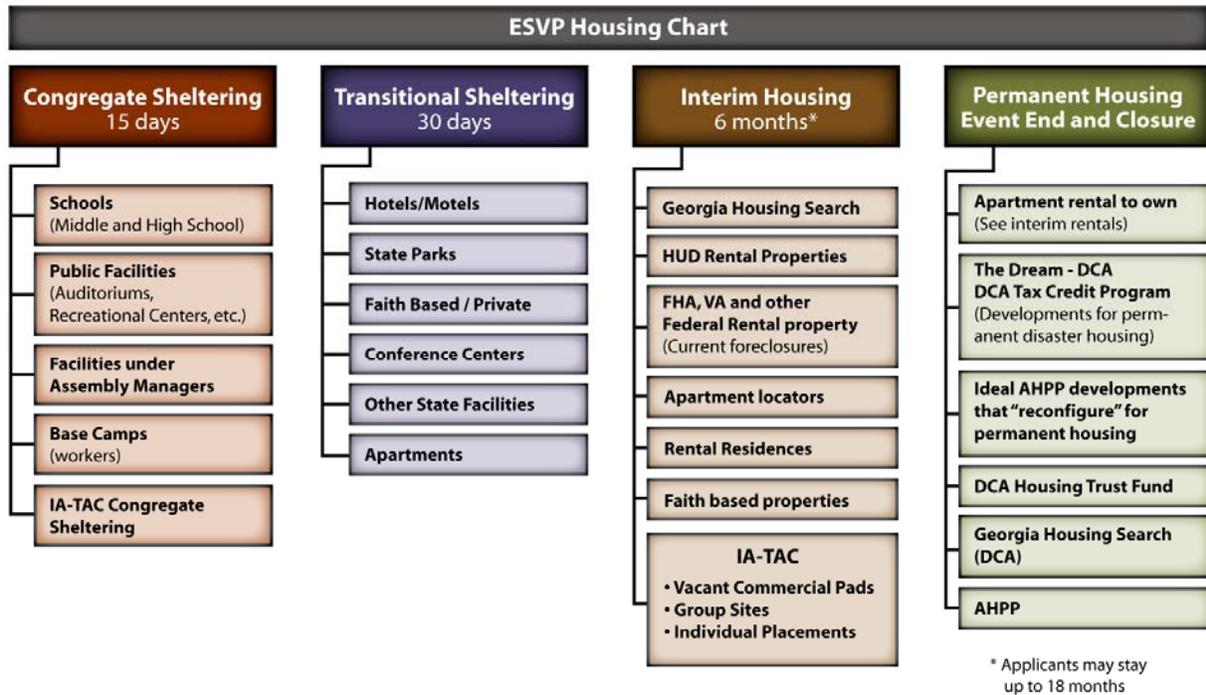
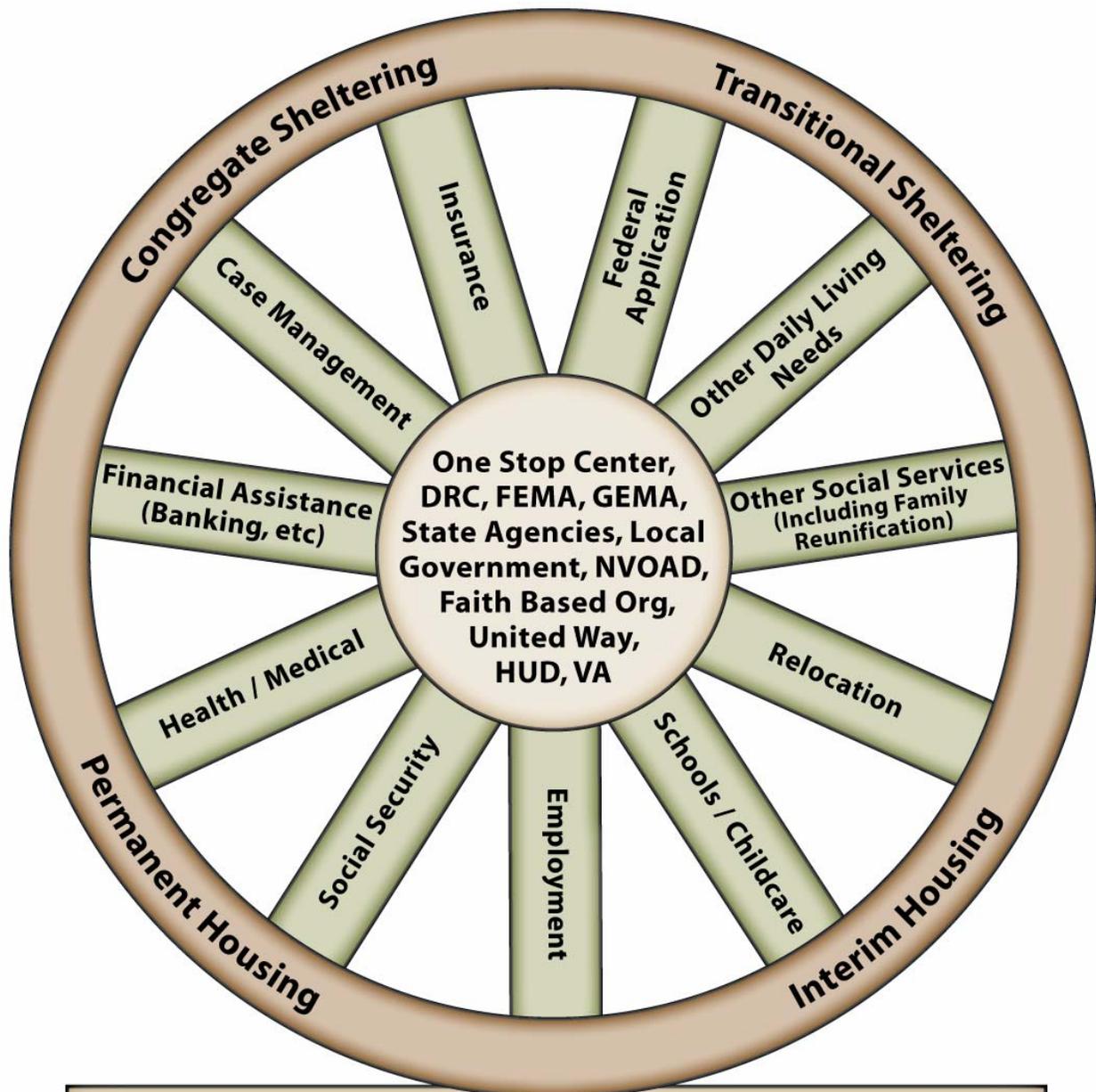


Figure 21: ESVP Housing Process and Options Menu

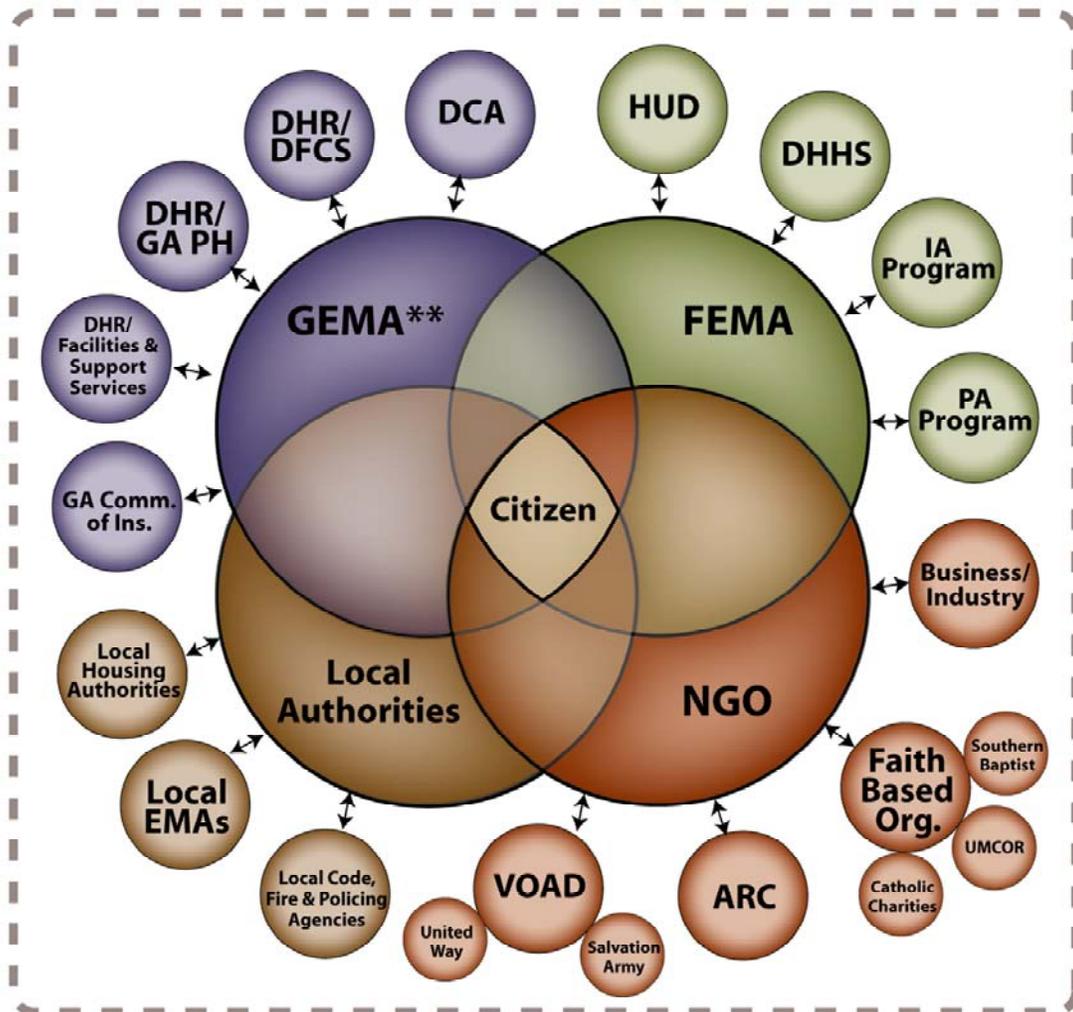
ATTACHMENT B



- * Mega Centers, Disaster Recovery Centers
- ** The Center should be placed near multiple individual Shelters/ housing locations and have access to public or contracted transportation.
- *** Self Evacuees and individuals placed in faith based or similar housing may be in either congregate or transitional shelters.

Figure 22: Associated Essential Services that Accompany Sheltering and Housing

ATTACHMENT C



* Each Agency/Entity will establish their Agency Champion/Subject Matter Expert (AC/SME)

** GEMA will provide agency coordination, information management, and liason with the Governor's Office

Figure 23: Georgia Disaster Housing Task Force (GDHTF) Organization*

ATTACHMENT D

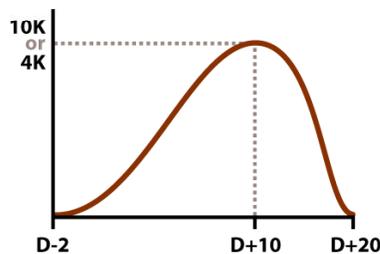
Congregate Sheltering (CS)

D-2 → D+20

CS Branch

- EFS 6 (DHR/DFCS)
- GEMA
- ARC
- FEMA IA and PA

- 1 Establish need, timing, and options, capacity, capability, decay requirements
- 2 Leadership must begin action at D-2 and conclude action by D+20
- 3 **Duties Performed:** Registration, shelter, feeding (basic human needs)



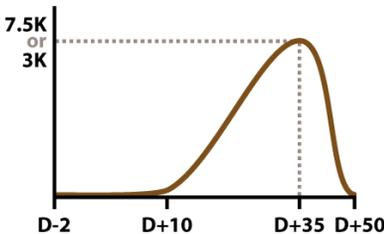
Transitional Sheltering (TS)

D+10 → D+50

TS Branch

- FEMA PA and IA
- EFS 6 (DHR/DFCS)
- GEMA
- ARC
- DCA

- 1 From CS decay information establish TS need, options and timing capacity, capability, and TS decay requirements
- 2 Leadership must begin action at D-2 and conclude action by D+50
- 3 **Duties Performed:** Determine need for TS; provide "extended sheltering"; initiate accompanying essential services; start assessing return home/stay decisions; initiate case management



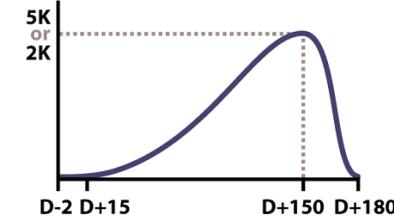
Interim Housing (IH)

D+15 → D+180

IH Branch

- FEMA IA
- GEMA
- DCA
- HUD, FHA, VA, USDA
- Local Housing Agencies

- 1 From TS decay information establish options and timing, capacity, IH need, capability, and IH decay requirements.
- 2 Leadership must begin action at D-2 and conclude action by D+180.
- 3 **Duties Performed:** Confirm need for IH; provide temporary housing; provide essential services (i.e., evacuee support services); conclude return home/stay decision; continue (and potentially conclude) case management



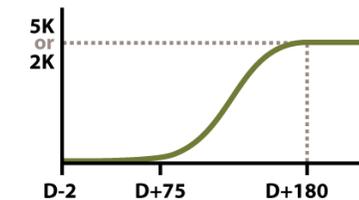
Permanent Housing (PH)

D+30 → Event End and Closure

PH Branch

- DCA
- HUD, FHA, VA, USDA
- Local Housing Agencies
- GEMA
- FEMA

- 1 From IH decay information establish PH need, options and timing, capacity, capability, and final decay requirements
- 2 Leadership must begin action at D+10 and conclude action by D+ Closure of the Housing Mission
- 3 **Duties Performed:** Confirm need for PH; provide permanent housing; transition case management and essential support service to daily living activities.



ATTACHMENT E

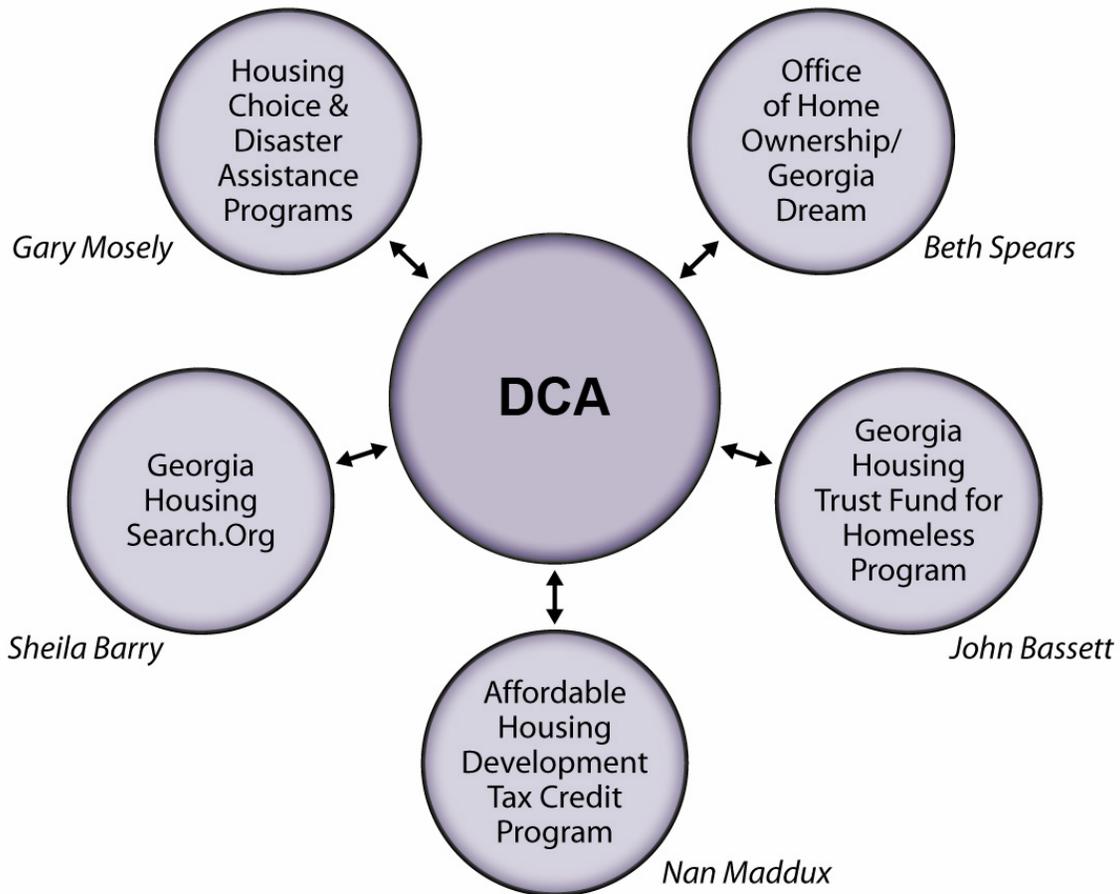


Figure 24: DCA Program Specific Housing Roles

ATTACHMENT F

FEMA 2008 Disaster Housing Plan

This 2008 Disaster Housing Plan describes FEMA’s approach to working with Federal partners, States, territories, local communities, and individual disaster victims to meet disaster housing needs during the 2008 hurricane season. This Plan is based on key concepts that are further defined in the *National Disaster Housing Strategy*.

Overview

In the aftermath of a declared disaster, FEMA’s initial actions will focus on supporting State efforts to ensure that all disaster victims are harbored in safe and secure shelters, with access to food and other necessary life-sustaining commodities and resources. As the situation stabilizes, FEMA will reorient its efforts, in support of and in coordination with States, to transition shelter residents back into their pre-disaster dwellings or, if those dwellings cannot be re-inhabited, temporary housing.

For most incidents, individuals are generally able to return to their homes within hours or days of the incident. However, for more serious declared disasters, where numerous dwellings have been destroyed or rendered uninhabitable for an extended period, additional housing assistance will be required. The type of housing assistance provided during the intermediate period (generally up to 18 months) that covers the gap between sheltering and securing permanent housing is referred to as interim housing.

Finding and providing the actual structures to house displaced disaster victims during this interim housing period is the most tangible challenge that emergency management officials, at all levels of government, face. Options vary greatly, depending on the nature of the event. When the local infrastructure is not badly damaged and the number of individuals with needs is manageable, housing options typically center on the use of rental properties. However, if the damage to the community’s infrastructure is more significant and rental property is insufficient or unavailable, other options must be considered, thus increasing the complexity as more levels of government and the private sector become involved.

FEMA’s approach is to provide safe, flexible interim housing assistance that can be adjusted to the range of requirements generated by a disaster. This 2008 Disaster Housing Plan can expand to employ the full range of interim housing options and capabilities. FEMA may, in close coordination and collaboration with by the State, provide interim housing to eligible disaster victims when they are either unable to quickly return to their pre-disaster dwellings, or are unable to quickly secure permanent housing.

FEMA’s prioritized approach to interim housing is as follows:

- First: Maximize Available Housing Resources***
- Second: Use Traditional Forms of Interim Housing***
- Third: Employ Innovative Forms of Interim Housing***
- Fourth: Authorize Permanent Construction***

1) Maximize Available Housing Resources

- **Implement Immediate Temporary Repairs.** FEMA will provide tarps or coordinate, through the U.S. Army Corps of Engineers, installation of plastic sheeting to limit further damage to homes and make them habitable until permanent repairs can be made.
- **Provide Repair and Replacement Assistance.** Following inspection and verification of damages, FEMA will provide eligible homeowners up to \$28,800 for repairs to make their home habitable, or to replace a destroyed or condemned home.
- **Implement Financial Rental Assistance.** If a damaged home is destroyed or cannot be repaired quickly and disaster victims are eligible for assistance, FEMA will provide financial assistance. This assistance, which is based on the Fair Market Rent, can be used to rent an apartment or other temporary housing while repairs are underway or disaster victims look for permanent housing.
- **Cataloguing Vacant Rental Properties.** FEMA will work with community groups and other government agencies to catalogue available rental property throughout the affected area, and begin providing that information to disaster victims seeking affordable rental housing. Cataloguing of available rental properties will also identify information regarding the availability of fully-accessible units and units with accessible features usable by persons with a disability. This information should also be available in communication formats that are accessible to and usable by persons with a disability.
- **Use Transitional Shelters.** If emergency shelters are overwhelmed and/or FEMA determines that shelter residents and evacuees will not be able to return to their homes for an extended period of time FEMA may authorize eligible disaster victims to receive temporary hotel/motel funding assistance under the *Transitional Shelter Protocol*. Under this protocol, FEMA will authorize and fund the use of hotels/motels as transitional shelters using authorization codes. Transitional sheltering is funded under the Public Assistance Program, Category B, Emergency Protective Measures. The initial period of subsidy will be established by FEMA, but may not exceed 30 days.
- **Host-State Housing Protocol.** If significant numbers of disaster victims have been displaced to other States, FEMA may implement the *Host-State Housing Protocol*. This protocol enables FEMA to coordinate rental assistance payments, at or based on Fair Market Rent, directly to property owners through Federal partners or a contract agent. This assistance can be provided for up to 18 months for evacuees who are eligible. While this protocol is designed for use in situations where States are hosting large numbers of evacuees from another State for an extended period of time, it may also be employed within the affected home State. Under this protocol, States may *not* place disaster victims in apartments or other temporary housing for reimbursement through FEMA's Public Assistance Program.

2) Use Traditional Forms of Interim Housing

- **Provide Manufactured Housing Assistance.** If no fixed apartments or other rentable/leasable properties are available at or based on the Fair Market Rent within a reasonable commuting distance, temporary housing units may be needed. When requested by a State, FEMA will provide a range of options for temporary housing units, which may include mobile homes, park models, or other alternative forms of acceptable temporary housing. Once the appropriate

options are determined acceptable by the State, temporary housing can be located on an eligible victim's private property, on a pre-existing commercial pad, or as a last resort on a new group site approved by local officials and constructed and maintained by FEMA.

- **Conduct Pre-Placement Interviews (PPIs).** FEMA will immediately begin Pre-Placement Interviews with registered, eligible disaster victims to assess how long they will need interim housing assistance and identify their optimum solution.
- **Catalogue Vacant Commercial Manufactured Housing Pads.** FEMA will work with local officials to identify pad locations throughout the affected area and begin negotiations for lease of those pads.
- **Identifying Prospective Group Site Locations.** FEMA will work with local officials to identify and begin negotiations to obtain prospective sites for extended occupation.
- **Identify Disaster Victims Able to Support On-Property Housing.** Based on the Pre-Placement Interviews, FEMA will identify those individuals who are eligible for placement of a housing unit on their property. This could include a mobile home, park model, or other form of alternative housing.
- **Transport Mobile Homes and Park Models from FEMA Inventory.** FEMA will move quickly to transport housing units into the affected area and begin installing those pre-tested and State-cleared units on a prioritized basis as sites become available or are made ready for installation.
- **Accelerate Production and Delivery of new Mobile Home and Park Model Contracts.** When confronted with the potential for a demand that could exceed the number of on-hand housing units ready for dispatch, FEMA will accelerate deliveries on competitively awarded contracts to obtain sufficient housing units. These contracts include units that meet the needs of disaster victims with disabilities and comply with the Uniform Federal Accessibility Standards (UFAS).

Note: FEMA will test all temporary housing units (mobile homes, park models, or other alternative forms of acceptable temporary housing) for formaldehyde before deploying them. Each State will exercise its public health responsibility and determine whether that level is acceptable before any unit is provided to its residents.

With respect to mobile homes and park models manufactured for FEMA going forward, FEMA now requires, by contract, such units to have indoor air levels of formaldehyde less than 0.016 parts per million, which is much more stringent than the relevant standard set by the Department of Housing and Urban Development.

FEMA will no longer enter into contracts for the manufacture of travel trailers, and FEMA will not normally consider travel trailers for interim housing in declared disasters. FEMA will only consider use of travel trailers at the request of the State in extraordinary disaster conditions as a last resort, when no other form of interim housing is available. Further, in these extraordinary conditions, FEMA will authorize travel trailers for use ONLY on private property (e.g., not in group sites); ONLY for a maximum of six months' occupancy (e.g., when the level of damage to the occupant's pre-disaster dwelling can be repaired in less than six months); and ONLY after the State has determined for itself the acceptable level of formaldehyde.

3) Employ Innovative Forms of Interim Housing

- **Identify Alternative Forms of Direct Housing.** FEMA will work with States to fairly and equitably identify eligible households for alternative housing. In general, the priority for such housing will be private site applicants whose property is too small to accommodate a mobile home or park model, but may accommodate an alternative form of housing.
- **Leverage Lessons Learned from the Joint Housing Solutions Group and the Alternative Housing Pilot Program (AHPP),** where feasible and appropriate, to produce additional pilot units (e.g., “Katrina Cottages”) proven to be provisionally effective in the AHPP.

4) Authorize Permanent Construction

- In coordination with the Department of Housing and Urban Development (HUD), search for cost-effective opportunities to conduct one or more multifamily apartment rehabilitation projects under the authority of the **IA Pilot Program**.
- In coordination with HUD and the affected State, authorize **Permanent Housing Construction** under Section 408 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, in those rare and unusual cases where preceding forms of interim housing are unavailable, infeasible, or not cost-effective.

Disaster Housing Support Actions

In support of the operational strategic assistance described above, FEMA and/or States will take the following catastrophic housing support actions:

Maximize Support and Outreach to Disaster Victims

- **Increase Capacity to Register Victims for Assistance.** FEMA will assign additional staff, surge its national call centers, and will request additional call center support from the Internal Revenue Service. FEMA will also use online registration systems and implement the Shelter Registration Protocol, allowing FEMA personnel to deploy to - and register disaster victims at large shelter facilities.
- **Accelerate Housing Inspections.** Because FEMA may not provide interim housing assistance to registered disaster victims until their pre-disaster dwellings have been inspected and their eligibility verified, FEMA will direct its Housing Inspection Contractors to accelerate the pace of inspections through surge staffing (while still maintaining the necessary high degree of accuracy).
- **Expand Public Dissemination of Housing Information to Disaster victims.** FEMA will saturate all mediums of public communication with public service messages outlining sources of assistance, as well as dispatch teams to all affected jurisdictions to answer disaster victims’ housing assistance questions.

Establish Common Housing Requirements Picture

- *Define and characterize Interim Housing Requirements.* FEMA, in coordination with each affected State, will begin evaluating damage assessment, victim reporting, and housing inspection information to identify disaster housing requirements. At a minimum, disaster housing requirements must determine the number and locations of households requiring interim housing assistance and establish projections for what types and numbers of interim housing will be required.

Establish a Unified State/Federal Housing Solutions Task Force

- *Each State to Establish and Lead a Housing Solutions Task Force.* When the impact of the disaster may require the development of interim housing options, the State may choose to convene a Housing Solutions Task Force at the Joint Field Office to bring together State, Federal, non-governmental and private sector expertise to evaluate housing requirements, consider potential solutions and propose recommendations, some of which may require national-level concurrence or engagement. States may also want to include disability organizations and advocacy groups on the Task Force to provide advice regarding housing requirements for those with special needs or limited English proficiency.

Appendix 4: Health Care and Medical

Purpose

The purpose of this appendix is to define the actions and roles necessary to provide a coordinated response within the State of Georgia for evacuees arriving from another state that have been displaced as a result of either a severe natural or man-made disaster.

Scope

The scope of this appendix applies to departments and agencies that have a role in public health and medical care for evacuees within the State of Georgia. This appendix will address Public Health and medical support for evacuees in the following settings: 1) hospitals and nursing homes, 2) congregate shelters, and 3) medical special needs shelters.

This appendix complements the Georgia Emergency Management Agency's (GEMA) Emergency Operations Plan (EOP) that includes Emergency Support Function (ESF) planning. This appendix emphasizes augmenting the State's ESF 8 and where applicable its interface with other State and local ESF agencies. The Concept of Operations (CONOPS) outlines the evacuee flow and Attachment 1 provides a visual depiction of that flow. Federal ESF 8 sub functions are detailed as they apply to state and local planning activities and planning recommendations are offered (Tab 2). Attachment 2 depicts that relationship.

Situation and Assumptions

A need for evacuee support may be initiated by an area or region that has been impacted, or has potential for being impacted such as a catastrophic event that may result in a large-scale (mass) evacuation into Georgia. The Georgia Evacuee Support Plan will be activated by GEMA and allow for coordination of Public Health and medical care for support to the evacuee population. The following planning assumptions apply to this appendix:

- Evacuees arriving from out of state will require varying levels of medical care.
- Evacuees may not be in possession of medical records, prescription medications, or over-the-counter pharmaceuticals.
- Evacuees may not have adequate identification to access individual assistance programs.
- Upon arrival evacuees will require a basic screening to determine appropriate shelter type (i.e., hospitalization, congregate shelter, or medical special needs).
- Mental health needs will arise in all affected populations.
- Definitions of “medical needs,” “special needs,” and “medical special needs” vary from state-to-state.

- Evacuees will require placement or relocation assistance if they are not able to return home.
- Self-evacuees may require emergency or urgent care.
- Some evacuees requiring Special Needs Population Shelter (SNPS) sheltering may have family members who wish to remain in proximity to their family members.
- Some evacuees that require Public Health and medical care may arrive with pets.
- Transportation from congregate shelters to local healthcare providers will be required.
- Evacuees requiring Public Health and medical care but are not part of an organized statewide response system, e.g., nursing home and long-term acute care populations, will increase the support pressure on the other systems in place.
- Applicable state, city, and county emergency management departments are within compliance of the current National Incident Management System (NIMS) requirements.
- The National Disaster Medical System (NDMS) may augment the State of Georgia's response to the influx of evacuees from other states.
- Depending on the event, the evacuees may have a significant need for treatment of various health and medical issues.
- Once the initial medical triage has been performed, evacuees may be transferred to hospitals or nursing homes, special needs shelters or congregate shelters

Concept of Operations

Public Health and medical care for evacuee support for the state is the responsibility of the Georgia Department of Human Resources' (DHR) Division of Public Health (DPH) and is coordinated by the Georgia Emergency Management Agency (GEMA). DPH will coordinate with local governments, community organizations, volunteer organizations, and private businesses to accomplish the tasks of Public Health care and medical assistance.

Generally, Patient Reception Centers (also known as Patient Reception Areas), activated by the lead NDMS Federal Coordinating Center (FCC), serve as receiving sites for evacuees arriving via federal or state assisted transportation. Patients are triaged at the Patient Reception Centers (PRCs) and routed to the appropriate shelter or health care provider. This also applies to the PRCs that are co-located with congregate shelters.

Mental health/behavioral health resources from the DHR Division of Mental Health, Developmental Disabilities and Addictive Diseases (MHDDAD) may be available at congregate and SNPS shelters for crisis counseling, stress intervention, and mental health triage. These resources are increasingly available for both evacuees as well as individuals involved in the response efforts.

The concept of operations for the Public Health and medical care takes into consideration that evacuees arrive from three main streams including: 1) those that self evacuate and

present by their own means; 2) those that are part of an inter- or intra-state assisted evacuation effort); or 3) those that are part of the NDMS evacuation.

This CONOPS is discussed in the following four phases of evacuation:

- Phase I: Alert and Mobilization
- Phase II: Reception and Routing of Care
- Phase III: Operational Support
- Phase IV: Evacuee Return or Relocation.

Each phase includes an overview of agency responsibilities in one of three settings and the type of Public Health and medical care support that is provided in each setting. The settings include in-patient facilities (e.g., hospitals, nursing homes and long-term acute care facilities), congregate shelters, and SNPSs. Attachment 1 outlines the flow of evacuees into the State of Georgia and the potential locations where they will receive Public Health and medical care.

Self Evacuation

Individuals evacuating into the State of Georgia can obtain information from the State Welcome Centers, which are located at interstate jurisdictional boundaries. The Welcome Centers may provide evacuees with information regarding where they can go to for shelter, where they can find health and medical resources and where they can obtain additional information. Self-rate general medical evaluations may be provided to assist evacuees with determining their health and medical needs). Self evacuees will transport themselves to hospitals, congregate shelters, or SNPSs. Self evacuees may also go directly to Public Health clinics, which provide non urgent primary care. All self evacuees that arrive at reception settings of shelters will either remain at their initial triage point, or be re-triaged and transferred to another setting for appropriate levels of care. Self evacuees that do not remain at a shelter (congregate or SNPS), hospital or nursing home, may receive notification when it is safe to relocate back to their homes by media information streams.

State to State Evacuee Arrival (Pre-National Disaster Medical Systems)

Evacuees that are part of an inter- or intra-state transfer (and are not being evacuated by federal resources (i.e., National Disaster Medical System (NDMS)) are part of the pre-NDMS evacuee flow. These individuals, or groups of individuals, will be transferred into Georgia by means such as nursing home to nursing home, hospital to hospital transfer, hospital to congregate or SNPS (if they no longer need medical care and are an appropriate placement for a shelter). State to State transfer methods may include fixed-wing aircraft (civilian, National Guard, other), rotary wing (civilian, National Guard, other), trains, buses, trucks, Emergency Medical Services (EMS) caravans, etc. DPH identifies the appropriate mode of transportation and shelter destination and coordinates with State ESF 1 for the transportation of patients from reception areas to appropriate location.

National Disaster Medical Systems (NDMS)

Large numbers of evacuees may cause a significant surge in patient volume resulting in a need for resources such that the state will have to request federal assistance through the NDMS. Regardless of the mode by which evacuees arrive, DHR will be the lead agency in assistance with triage and support of Public Health and medical needs for evacuees. GEMA will be the lead agency for integrating NDMS response and State response operations.

Phase I: Alert and Mobilization

The Alert and Mobilization phase begins with the activation of the State ESF 8. Georgia DPH is the lead agency to implement the State's ESF 8 activities. DPH will be alerted about evacuations from other states through its partner relationships with the seven other states or Regional Emergency Coordinators within the Department of Health and Human Services (HHS) Region IV. The official designation of this partner relationship is the Unified Planning Coalition (UPC).

The UPC has a basic regional Concept of Operations. An annex to that is a time-phased evacuation recommendation, based on the event.

DPH will notify its partners including Georgia Hospital Association, Georgia Nursing Home Association, GEMA, DHR Emergency Manager, and ARC.

Hospitals and Nursing Home Placement

The Georgia Hospital Association (GHA) will activate their EOP which then triggers the activation of the Regional Coordinating Hospital (RCH) system. These response systems will set into motion activities such as monitoring facility capacity and bed availability.

Georgia Nursing Home Association's (GNHA) regionally coordinated system is currently under development. During the Alert and Mobilization phase, the GNHA may survey member facilities to determine surge capacity.

Congregate Shelters

During the Alert and Mobilization phase the DHR will coordinate with Department of Children and Family Services (DFCS) to mobilize staff and set up triage stations at congregate shelters. All evacuees arriving at a shelter will be triaged to determine health and medical needs. Georgia American Red Cross Chapter will also activate their congregate sheltering EOP as appropriate to augment the DHR congregate sheltering resources.

Special Needs Shelters

DPH, through the District Health Directors, will also activate their SNPS plans that include preparing to set-up, staffing, and triage of evacuees based on pre-identified criteria for SNPS placement.

Phase II: Reception and Routing for Care

During Phase II, evacuees will arrive at the patient reception centers. ARC and DFCS will be responsible for screening and identifying the appropriate congregate shelter type for incoming evacuees. Primary PRCs, such as Dobbins Air Force Base, will have representatives of the Regional Coordinating Hospital system to help conduct preliminary screening of evacuees and determine if they require immediate hospitalization, congregate sheltering, or placement in a SNPS.

The Georgia Department of Agriculture (GDA) serves as the lead agency for placement of companion animals. The Georgia Volunteer Organizations Active in Disaster (VOAD) provides emergency animal sheltering equipment, food, personnel, supplies, facilities, technical medical triage, and water.

Hospital and Nursing Home Placement

DPH through the Office of EMS will coordinate the appropriate mode of transportation for those persons requiring hospital and nursing home placement. OEMS will coordinate with RCH and State ESF 1 to determine appropriate placement and transportation, respectively.

Congregate Shelters

Upon arrival at the reception sites, DPH in coordination with DFCS will conduct a medical screening, and individuals that meet qualifications for congregate shelter will be transported to a congregate shelter location (See Appendix 3: Sheltering and Housing).

Special Needs Shelters

DPH, through the District Health Directors, is the lead agency for determining qualifications for an individual to enter into a SNPS. Once a SNPS placement determination has been made, DPH and OEMS will identify the appropriate type of transportation (e.g., para-transit van, wheelchair lift, etc.) and communicate that need to GEMA for coordination of transportation from the reception center to the SNPS.

Phase III: Operational Support

During Phase III State ESF 8 will continue to lead the medical and health care needs of evacuees in hospitals, congregate shelters, and SNPSs.

Hospitals and Nursing Home Placement

Hospitals will rely on their regional response infrastructure (i.e., RCH system) to meet resource and medical needs. If the event involves large numbers of casualties and causes a significant surge in patient volume, then the District Public Health Emergency Coordinators will coordinate with DPH to augment resources and staff to meet hospital and nursing home needs. DPH will coordinate with its HHS Region IV and federal partners, requesting assistance through either EMAC or ARF requests. Hospitals will continue to operate within their RCH system throughout the duration of the activation.

Congregate Shelters

DHR, through DFCS, is the lead agency for shelter set up and operations. The DHR will request nurse triage support and behavioral health screening services for evacuees through DPH and MHDDAD in the congregate shelter setting. The DHR will also be responsible for identifying the type of transportation needed for evacuees to access care in the community. DHR will coordinate with State ESF 1 to meet the transportation needs of evacuees requiring medical follow up or treatment within the community.

Special Needs Shelters

DHR and DPH will monitor the evacuee surge on the Georgia communities and adjust activation levels and shelter sites as appropriate. DPH will coordinate with the affected Districts for SNPS medical supplies, equipment, medical and nursing staff, and will triage incoming evacuees upon arrival to the SNPS.

DPH, through the District Health Directors, is the lead agency for set up and operations of the SNPS. DPH will coordinate the augmentation of resources as necessary. If SNPS acceptance criteria are not met by the evacuee, then DHR will coordinate with DFCS to determine an appropriate shelter destination. DHR in coordination with GEMA will also coordinate transportation for individuals from SNPS to appropriate destinations (e.g., congregate shelter or hospital).

Phase IV: Evacuee Return or Relocation

The original state of origin will organize the return transport of the evacuee from the hosting state. Procedures for returning evacuees to their home states are determined by the home states' emergency management agencies and the Federal Government. GEMA will assist in returning those evacuees that temporarily sheltered in Georgia. This is done through an MAA if one is in place, or via the Emergency Management Assistance Compact (EMAC), GHA, RCH, Regional EMS, and County EMS. Transportation of the evacuee(s) to the debarkation location will be arranged through the appropriate agency and/or agreement.

Hospitals and Nursing Home Placement

Support for Public Health and medical care will continue until affected citizens are either returned to their home or relocated elsewhere (See Appendix 3: Sheltering and Housing). The GHA via the RCH system will coordinate with DPH to identify appropriate discharge locations for evacuees (e.g., congregate shelter, temporary housing, and nursing homes).

Congregate Shelters

DPH will continue to provide nurse triage support and behavioral health screening as needed to facilitate care and treatment of evacuees in the community setting until shelters are demobilized.

Special Needs Shelters

DPH will continue to provide Public Health and medical care services to SNPS evacuees until the SNPS shelters are demobilized. DPH (District Health Director's staff) will

conduct a final assessment for each evacuee to determine the appropriate level of care and corresponding transportation requirements.

Organization and Assignment of Responsibilities

Organization

The **Lead** Agencies listed below will assist in the lead responsibilities in the Public Health and medical care support of evacuees in Georgia. GEMA is the State conduit for oversight and interface with federal support. DPH is the primary agency.

Table 1: Lead Agencies Supporting Public Health and Medical Care of Evacuees Overview for Phases I – IV.

Agency	Responsibility
Georgia Department of Emergency Management (GEMA)	Provides statewide coordination and overall preparedness, response, and recovery guidance related to Public Health and medical care.
Georgia Department of Human Services(DHR); Division of Public Health	DPH is the primary agency for coordinating Public Health, Environmental Health, Medical Services, and Behavioral Services. Provides overall direction for State ESF 8.
Georgia Chapter, American Red Cross (ARC)	Provides and coordinates first aid, mental health, volunteers and provides Blood Products and Services
Georgia Department of Human Services (DHR); Division of Mental Health, Developmental Disabilities and Addictive Diseases (MHDDAD)	Provides and coordinates mental and behavioral support to congregate and special needs shelters.
Georgia Hospital Association (GHA)	Provides coordination for medical facilities and personnel.
Georgia Nursing Home Association	Provides coordination for nursing homes facilities.
Georgia Department of Agriculture (GDA)	Lead agency for placement of companion animals. Provides coordination for animal disease and injury, laboratory support and technical assistance.
Georgia Volunteer Organizations Active in Disaster (VOAD)	Provides emergency animal sheltering, equipment, food, personnel, supplies, facilities, technical assistance, Veterinary Medical Triage, Water

Assignment of Responsibilities

Descriptions of duties for the agencies identified in the prior table are described in greater detail below.

1. The Georgia DPH is the primary agency responsible for coordinating Public Health, Environmental Health, Medical Services, and Behavioral Health Services (ESF 8). Within DHR, the DPH works closely with the Department of Health and Human Services (HHS) and will assess Public Health and medical needs, identify at risk populations, identify language assistance services for limited English proficient groups, and identify accommodations and services for individuals with disabilities.
2. The Georgia DHR is the primary agency responsible for ESF 6: Mass Care, Housing and Human Services. It works with the American Red Cross (ARC)/Blood Services, Southern Region, which is the principle voluntary agency responsible for shelter management, coordination of local shelter planning and response—including opening of shelters. The DHR works with the ARC to identify criteria for general versus medical SNPSs, and identify locations and community partners for medical SNPSs.
3. The Georgia DPH is the primary agency responsible for training of medical care personnel. This includes identification of registered medical personnel to provide patient care and supply specific information to providers through the Health Alert Network (HAN).
4. The Georgia DPH is the primary agency responsible for health surveillance, including monitoring the health of general and medical special needs populations, monitoring blood and blood products, blood supply levels, and providing technical assistance/consultation for disease and injury prevention.
5. The Georgia DPH is the primary agency responsible for deployment of assets from the Strategic National Stockpile, durable medical equipment and supplies in support of immediate medical response operations.
6. The GDA is the primary agency that requests and deploys assets from the National Veterinary Stockpile. It is assisted by the principle voluntary association. The American Veterinary Medical Association (AVMA) helps determine needs based on requests from community partners.
7. GEMA is the primary agency that is responsible for providing transportation of seriously ill, injured or medical needs populations from casualty collection points to reception or medical facilities. The Georgia DHR, local EMS agencies and non-governmental associations such as the Georgia Mutual Aid Group and the GHA, work as coordinating partners in this effort.
8. The Georgia DPH coordinates with GHA, determining hospital surge capacity and capability. GHA, in turn, coordinates with the Georgia Hospital regional coordinators to support victim care, pre-hospital triage treatment, inpatient care, and outpatient care. The DHR assists with isolation and quarantine measures as part of its Public Health mission (see item #1). The DHR also plans for and identifies points of distribution (POD) for mass prophylaxis and vaccination.

9. The Georgia DHR is the primary agency that ensures safety, security and efficacy of drugs, biologics and medical devices. The regulatory aspect of this function is the responsibility of the Georgia Drugs and Narcotic Agency (GNDA).
10. The Georgia DHR, Office of Regulatory Services – Clinical Laboratory and Blood Bank is the primary agency that ensures the safety, availability and logistical requirements of blood, organs and tissues. It works with the principle voluntary agency, the ARC/Blood Services Southern Region, to coordinate blood donation and distribution of blood and blood products to health care providers.
11. The GDA is the primary agency that is responsible for food and food safety. It may request assistance from other federal partners such as the Department of Health and Human Services (HHS), the U.S. Department of Agriculture (USDA) and the principle voluntary agency, the ARC. This is of particular importance during episodes where refrigeration, cooling and ideal sanitation conditions do not exist. The Georgia DHR, Division of Public Health also shares in the responsibility with respect to prevention of food contamination through inspections of shelters.
12. The GDA is the primary agency responsible for ensuring health, safety and security of food producing animals, animal feed and therapeutics. The Georgia DHR is a supporting agency in this responsibility.
13. The Georgia DHR, MHDDAD is the primary agency responsible for assessing evacuee mental health, substance abuse, emotional issues, psychological needs. It is responsible for providing mental health support services for workers and responders as needed. The ARC, the principle voluntary agency, plays a role in supporting this responsibility.
14. GEMA is the primary agency responsible for providing Public Health and medical information to citizens, using a variety of formats and response personnel/organizations. The Georgia DHR provides support for medical and Public Health information as well.
15. The Georgia DNR, Environmental Protection Division is the primary agency that administers national primary drinking water regulations as promulgated by the Administrator of the Environmental Protection Agency (EPA), a federal partner. The Georgia DHR, Public Health Division, shares a partnership role in inspecting individual water supplies in order to prevent of contamination of water.
16. The Georgia DHR is the primary agency that assesses the threat of vector-borne diseases; conducts field investigations; collects samples; and provides equipment, supplies and technical assistance. The Georgia Department of Natural Resources (DNR) shares a partnership role with respect to vector-borne diseases affecting animals.
17. The Georgia Bureau of Investigation (GBI) is the primary agency that assists the jurisdictional medical-legal authority and law enforcement with tracking and documentation of human remains, collection of ante-mortem data, decontamination of contaminated remains and associated personal effects. It is assisted by the principle voluntary association, the Georgia Funeral Home Directors Association.

Direction, Control and Coordination

Direction, control and coordination for statewide activation due to evacuee support will follow the existing statewide disaster declaration process; response activities will follow the same jurisdictional vertical and horizontal structure, as determined by GEMA.

Federal

All notifications of federal agencies will be provided for in the National Response Framework (NRF). The Presidential Disaster Declaration (PDD) process authorizes federal agencies to provide support to state and local governments. In addition to authorizing additional support agencies to a response, a PDD also provides a mechanism for declared states to request potential reimbursement for costs that are documented and deemed reasonable by the Federal Emergency Management Agency (FEMA).

State

All requests for federal assistance to Georgia will be coordinated by GEMA. GEMA has identified the DHR as the primary agency for Public Health and medical assistance during a declared disaster, and may notify DHR prior to, during, or in response to a disaster. DHR will be represented at the State Operations Center (SOC) when requested, and will notify supporting agencies (e.g., ARC, and GHA), and the functions of EMS as needed.

The DPH Standard Operating Procedures (SOPs) provide guidance on the activation and deactivation of the Georgia DHR Emergency Operations Center (EOC) for incidents of Public Health and medical significance. A systematic approach for a coordinated Public Health and medical response framework is consistent with NIMS and includes the multi-agency coordination within a unified command system. DHR seeks to provide, as accurately possible, situational awareness of the Public Health and medical aspects of a disaster.

Local

Local agencies should coordinate with their local emergency management agencies and the District Health Director's offices. This coordination process is consistent with the requirements that fall within the FEMA reimbursement requirements. Local agencies should also be appropriately certified in the NIMS requirements.

Administration, Finance and Logistics

Agreements and Understandings

The Proclamation of a State of Disaster, issued by the Governor, may suspend selected rules and regulations that affect response and recovery operations. The specific impact of the situation will be determined by each agency, and the ESF 8 group members will be advised accordingly of administrative and/or procedural changes that may affect emergency operations.

Requests for assistance, which are beyond the capability of the Health and Medical Services ESF 8 agencies, may be returned to the State Operating Controller (SOC). The SOC Controller may then submit the request for additional assistance to other, appropriate ESFs or to FEMA for resolution in accordance with established procedures.

Emergency Management Assistance Compact (EMAC) authorities for, and policies on, augmenting staff by reassigning public employees and soliciting volunteers, along with relevant liability provisions, may apply.

Status Reports

The Health and Medical Services ESF 8 primary agency will maintain the status of all outstanding assistance requests and unresolved ESF-related issues.

Expenditures and Record Keeping

Each represented agency of the Health and Medical Services ESF 8 group 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 recourse of expenditures by agencies represented on the Health and Medical Services ESF 8 group in response to an emergency, imminent disaster, or recovery from a catastrophic incident, is from funds regularly appropriated to that agency by the State Legislature.

In accordance with established procedures, State agencies may seek financial assistance. Complete records must be kept in order to qualify for funds from public assistance grants.

Plan Development and Maintenance

Development

The development of this plan is intended to outline roles and responsibilities for agencies during a potential catastrophic event that creates an influx of evacuees to the State of Georgia. It is consistent with the existing GEMA, DHR and DPH operational plans and policies, as well as support agencies operational plans and policies.

DHR (designated by GEMA) will continue to oversee the primary State support agencies of ARC, GHA, GNA, EMS, the GDA and Division of Mental Health that are described in

this plan. The organization and the assignment of duties that are outlined in this plan for the lead agencies for Public Health and medical care at hospitals, congregate shelters and medical SNPSs are further detailed in an assessment of ESF 8 sub functions as they relate to supporting agencies. Specific recommendations in the form of check lists, for continued plan development, are provided.

Maintenance

The agencies listed as the lead and primary State agencies are responsible for reviewing this annex for accuracy as well as maintenance, e.g., changes in reporting structures, changes in roles and responsibilities, planning deficiencies identified through drills, exercises and actual emergencies, and updates of national policies as they influence State and local emergency management efforts. This plan will be reviewed and updated annually or following an exercise or actual event.

Tab1: Public Health and Medical Activities by Sub Functions

Georgia Agency Primary Agency	Corresponding Federal Agency	Public Health & Medical Sub Functions: General Responsibilities
DPH	Department of Health and Human Services (HHS) in collaboration with the Department of Homeland Security (DHS)	Assess Public Health and Medical Needs Identify at-risk population groups. Identify language assistance services for limited English proficient groups. Accommodations and services for individuals with disabilities.
DPH <i>Local Health Departments</i>	HHS Centers for Disease Control and Prevention (CDC)	Health Surveillance Monitor health of general and medical needs population; carry out field studies; monitor injury and disease patterns, conduct blood and blood product bio-vigilance, maintain blood supply levels, offer technical assistance, consultation disease and injury prevention.
DPH	HHS - National Disaster Medical System (NDMS)	Medical Care Personnel Training of medical care personnel.
GEMA (Volunteer Management)	Medical Reserve Corps Department of Defense (DoD) Department of Veterans Affairs (VA)	Identify appropriately registered medical personnel to provide patient care. Provide specific information to providers via the Health Alert Network (HAN).

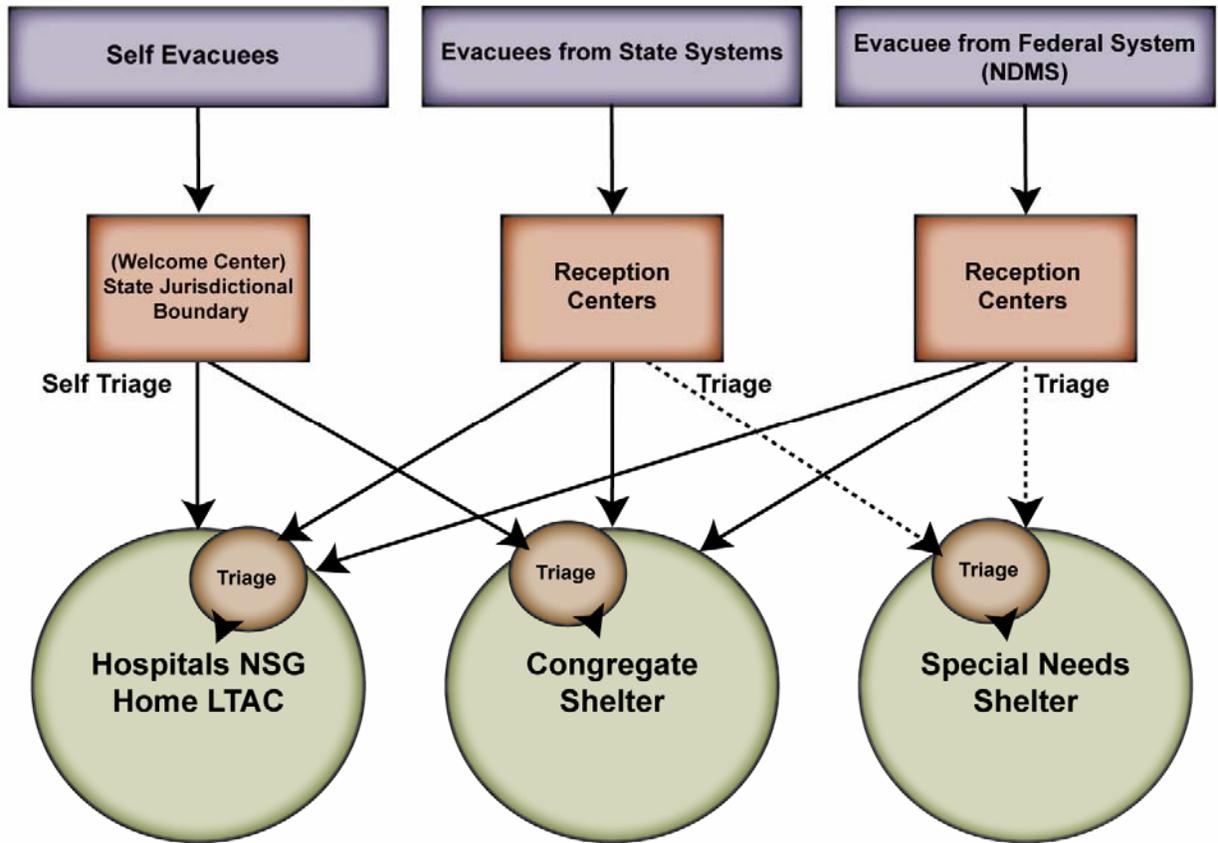
Georgia Agency Primary Agency	Corresponding Federal Agency	Public Health & Medical Sub Functions: General Responsibilities
GEMA	HHS	Medical Equipment and Supplies (Non-veterinary)
DPH	CDC	Deploy assets from SNPS, medical equipment, durable medical equipment and supplies in support of immediate medical response operations. Restock health care facilities in an area affected by a major disaster or emergency.
Department of Administrative Services	DoD	
<i>Local Health Departments</i>		
GDA	USDA - National Veterinary Stockpile	Veterinary Equipment and Supplies
<i>Non-governmental:</i>		Request and deploy assets from the National Veterinary Stockpile.
AVMA	DHHS: Veterinary Medical Assistance Teams (VMAT)	
Primary:	DoD	Patient Reception*
GEMA	HHS - NDMS	Transport seriously ill persons, injured persons or medical needs populations from casualty collection points to designated reception or medical facilities. May include request to DoD, VA or other federal transportation assets, and coordinated efforts with federal, state, tribal, territorial and local emergency medical services officials.
Supporting:	DHS/Federal Emergency Management Agency (FEMA)	
DHS		Patient reception is a modified sub function from the federal ESF sub function patient evacuation and has been included here as an evacuee population support segment.
HHS	ESF 1: Transportation	
DoD		
Local EMS agencies		
<i>Non-Governmental Agencies:</i>		
Georgia Mutual Aid Group		
GHA		
DPH	DHHS - Assistant Secretary for Preparedness and Research (ASPR)	Patient Care / Hospital Care
<i>Non-Governmental Agencies:</i>		Determine hospital surge capacity and capability.
GHA		Coordinate through GA Hospital regional response system.
		Support victim care, pre-hospital, triage, treatment, inpatient and outpatient care. May assist with isolation and quarantine measures, and PODs for mass prophylaxis and vaccination.

Georgia Agency Primary Agency	Corresponding Federal Agency	Public Health & Medical Sub Functions: General Responsibilities
DHR Georgia Drugs and Narcotic Agency (GNDA)	Food and Drug Administration (FDA) DHHS	Safety & Security of Drugs, Biologics and Medical Devices Ensure safety and efficacy of drugs, biologic materiel and medical devices. Advise industry regarding the necessary security measures for the regulation of human and veterinary drugs, biologics, medical devices.
DPH Office of Regulatory Services - Clinical Laboratory and Blood Bank <i>Quasi-governmental:</i> GA Chapter, ARC	ARC FDA	Blood and Blood Products Monitor and ensure safety, availability and logistical requirements of blood, organs and tissues. ARC Blood Services, Southern Region covers 140 hospitals across Georgia, including Beaufort and Hilton Head, South Carolina. ARC Blood Services imports up to 25% of the State of Georgia’s blood supply. Some of the blood bank efforts are shared with neighboring states, such as South Carolina.
GDA	DHHS USDA ESF 11: Agriculture and Natural Resources ARC	Food and Food Safety May request assistance from other federal partners to ensure safety and security of regulated foods and safe handling of food during preparation and serving (important during episodes where refrigeration, cooling, and ideal sanitation conditions do not exist).
Primary: GDA Supportive: DPH	USDA ESF 11: Agriculture and Natural Resources	Agriculture Safety and Security Ensure health, safety and security of food producing animals, animal feed and therapeutics.
DHR MHDDAD <i>Quasi- governmental:</i> ARC	DHHS VA	Behavioral Health Care Support Assess evacuee mental health and substance abuse needs, emotional, psychological, and psychological first aid. Provide disaster mental health services for workers and responders as needed. MHDDAD planner initiates request for federal funding support after a declared disaster.

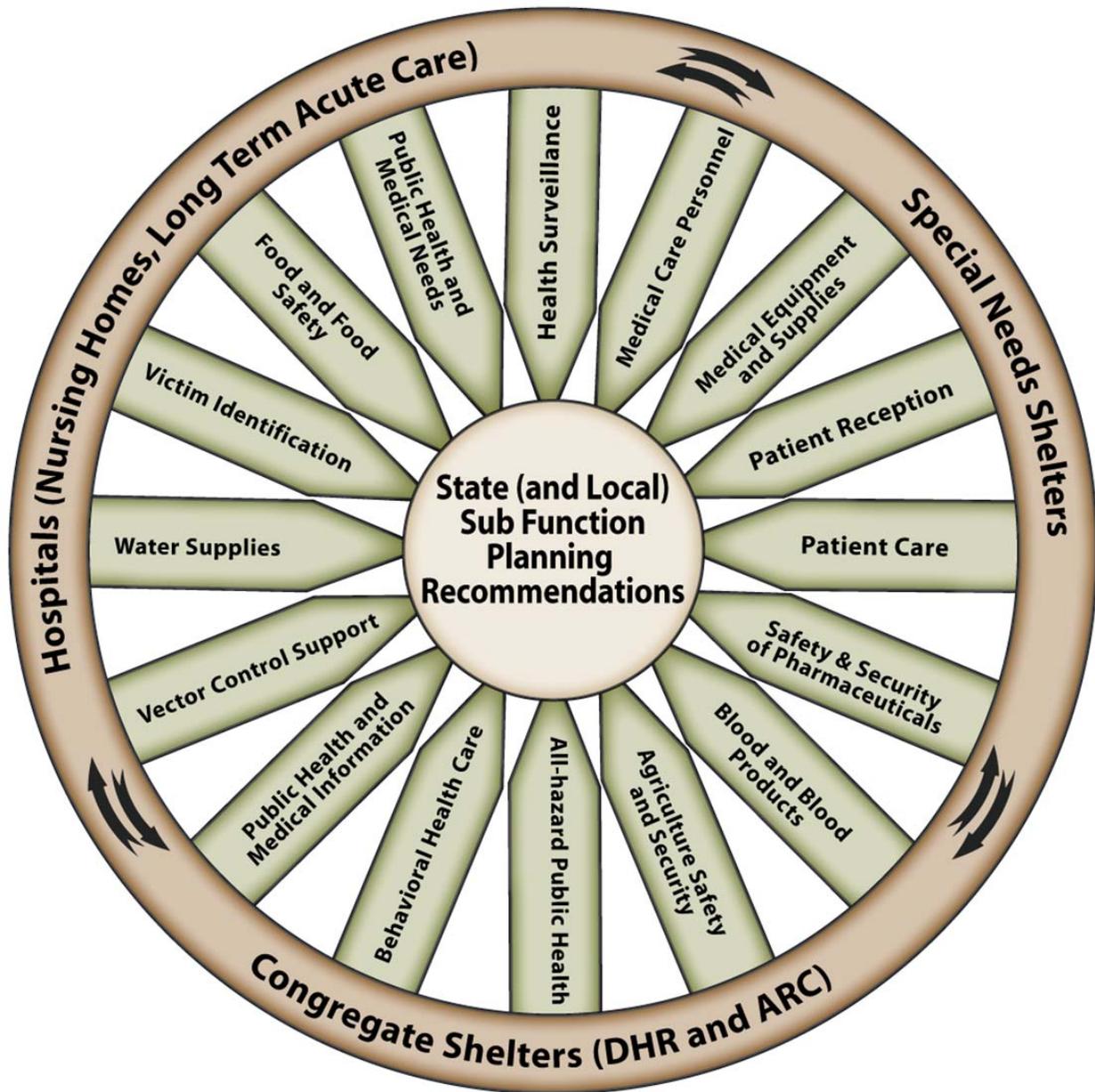
Georgia Agency Primary Agency	Corresponding Federal Agency	Public Health & Medical Sub Functions: General Responsibilities
Primary: GEMA Office of the Governor Supportive (Medical): DPH	DHS DHHS	Public Health and Medical Information Support Provide Public Health and injury prevention information using a variety of formats (written, electronic media, health alert network) to citizens and response personnel/organizations.
DPH GA Department of Natural Resources (animal issues)	DHHS - CDC	Vector Control Support Assess threat of vector-borne diseases, conduct field investigation, collect samples, provide equipment supplies, technical assistance, and consultation on medical treatment.
DPH	DHHS	Potable Water, Wastewater and Solid Waste Disposal Support (Public Health Aspects) Assist in assessing drinkable (potable) water, wastewater, solid waste disposal and other environmental health issues (this will be important during times of limited availability of fresh water, mass sheltering and feeding).
GA Bureau of Investigation <i>Non-governmental:</i> Georgia Funeral Home Directors Association	Department of Transportation: National Transportation and Safety Board (NTSB) HHS - Disaster Mortuary Assistance Team (DMORT) Department of Veteran Affairs Department of Energy (DOE)	Mass Fatality Management, Victim Identification and Decontaminating Remains* Assist jurisdictional medical-legal authority and law enforcement with tracking and documenting of human remains, decontamination of contaminated remains and associated personal effects, collection of ante-mortem data, assistance with identification of human remains, returning human remains and personal effects to family/authorized individuals, re-casketing and reburial. Provision of mental health support to responders and family members. *Mass Fatality Management is an unlikely scenario for an evacuee support state. However, this section has been included to reflect consistency with the National Response Framework's ESF8 Public Health and Medical Outline

Georgia Agency Primary Agency	Corresponding Federal Agency	Public Health & Medical Sub Functions: General Responsibilities
<p>GDA</p> <p><i>Non-Governmental agency:</i></p> <p>Georgia Veterinary Medical Association</p>	<p>ESF 11: Agriculture and Natural Resources</p>	<p>Veterinary Medical Support (Pets and Animals)</p> <p>Protect livestock, household pets, and companion animals' health during a mass reception of animals.</p>
<p>DPH</p> <p>District Health Directors</p> <p><i>Quasi-Governmental:</i></p> <p>GA Chapter, ARC</p>	<p>ARC</p> <p>ESF 6: Mass Housing, Emergency Assistance, Housing, and Human Services</p>	<p>Special Needs Population Support*</p> <p>Shelter Management: coordinate all local disaster planning and response, including the opening of shelters.</p> <p>Identify criteria for general versus medical special needs sheltering.</p> <p>Identify locations and participating community partners for medical special needs shelter.</p> <p>*Special Needs Population Support is not a federal ESF sub function but has been included here as an evacuee population support segment.</p>

Attachment 1: Flow of Evacuees into the State



Attachment 2: State and Local Sub Function Planning Recommendations



Tab: 2: Health and Medical Activities by Sub Functions: Planning Considerations

The following list summarizes the sub-functions planning recommendations for State ESF 8

Assessment of Public Health/Medical Needs

Guiding Definition¹: HHS, in collaboration with DHS, departments and agencies, deploys personnel to support national or regional teams to assess Public Health and medical needs, including the needs of at-risk population groups, such as language assistance services for limited-English-proficient individuals, and accommodations and services for individuals with disabilities. This function includes the assessment of the health care system/facility infrastructure.

Department of Human Resources – Division of Public Health /Environmental Health

- Define the sections within the Division of Public Health that are responsible for taking the leadership role for the identification of Public Health and medical needs.
- Build upon pre-defined process for assessing health and medical needs.
- Pre-arrange accommodations and services for individuals with disabilities.
- Provide language assistance for limited-English-proficient groups.

DPH-Medical Needs:

- Define appropriate segments to perform assessments.
- Incorporate assisted living, nursing home communities, and corresponding capacity requests.
- Incorporate Emergency Medical Services (EMS) capacity requests and medical volunteer resources with physicians, nurses, midlevel providers and/or emergency medical technicians (EMTs) from the community.
- Develop mechanisms for organizing, tracking, and verifying credentials of medical volunteers.
- Develop a system for information documentation.
- Develop a system for tracking resources (e.g., pharmaceutical, durable medical equipment, shelters, decontamination equipment).

Communications

- Identify a Public Information Officer (PIO)/Risk Communicator (RC) for DPH who provides continuity of information to the EOC and the media as needed.
- Determine a provision for a joint information system (JIS) and a joint information center (JIC) that can coordinate communications regarding health needs.

¹ National Response Framework, Emergency Support Function 8 – Public Health and Medical Services Annex.

- Determine how medical/Public Health needs are communicated to the health department from support services such as law enforcement or public works.
- Establish MOUs with local and state communications providers.

Safety / Security

- Identify and secure security resources (e.g., National Guard, local/state police, local security resources).

Hospitals / Healthcare Systems

- Determine policy and processes for Special Needs Population (SNP) and their relationship to hospital patients during a disaster.
- Determine policy and processes for SNP and processes for sheltering, including resources needs that support dialysis patients, those requiring mechanical ventilation, refrigerated medication, etc.
- Ensure that hospital capability and capacity assessments and medical plans are communicated to the health department.
- Develop a tracking system for both hospital and healthcare systems that report the numbers of individuals coming through their respective system that require care.

Health Surveillance

Guiding Definition²: HHS, in collaboration with DHS, departments and agencies, enhances existing surveillance systems to monitor the health of the general and medical needs population; carries out field studies and investigations; monitors injury and disease patterns and potential disease outbreaks, blood and blood product bio-vigilance, and blood supply levels; and provides technical assistance and consultations on disease and injury prevention and precautions.

State of Georgia: Monitor health of general and medical needs population; carry out field studies; monitor injury and disease patterns, blood and blood product bio-vigilance, blood supply levels, technical assistance, consultation disease and injury prevention.³

Health Surveillance Requirements

- Develop surveillance systems for use during evacuee support situations that consider uniqueness of disaster-related incidents: bioterrorism, chemical terrorism, nuclear terrorism, and natural hazards.
- Develop annual epidemiological surveillance for: influenza, respiratory syncytial virus, and zoonotic/vector-borne infections.

² National Response Framework, Emergency Support Function 8 – Public Health and Medical Services Annex.

³ Georgia Division of Public Health, Epidemiology. Accessed 7/30/2008 from: <http://health.state.ga.us/epi/>.

Department of Human Resources – Division of Public Health / Epidemiology

- Determine specific roles during evacuee support disasters.
- Refine the process for reporting Public Health surveillance findings.

Blood Supply

- Develop a process for monitoring local, regional and blood supply.
- Determine the role of the ARC as a quasi-governmental agency in blood supply.
- Determine inter-state relationships that contribute to maintaining Georgia's blood supply.

Medical Care Personnel

Guiding Definition⁴: HHS, in collaboration with DHS: 1) ESF 8 may request Department of Defense (DOD) support for casualty clearing and staging, patient treatment, and support services such as surveillance and laboratory diagnostics; 2) ESF 8 may seek individual clinical Public Health and medical care specialists from the VA to assist State, tribal, and local Public Health and medical personnel; and 3) ESF 8 may engage civilian volunteers, such as Medical Reserve Corps, to assist State, tribal, and local Public Health and medical personnel.

Medical Care Personnel

- *State of Georgia*: Identify credentialed/licensed medical personnel to provide patient care.⁵

Medical Care Personnel Resources and Requirements

- Provide training-specific forums to medical care personnel in bioterrorism, pandemic influenza, chemical terrorism, nuclear terrorism, and natural hazards.
- Provide training to include home care procedures for family providers⁶.
- Identify badging and prior credentialing of state sources of medical personnel through the state Medical Reserve Corps and other sources, such as faith-based or other volunteer organizations (ARC), Georgia VOAD Association^{7, 8}.
- Incorporate policies and procedures for interface with federal resources such as the NDMS and their DMATs, and the VA.

⁴ National Response Framework, Emergency Support Function 8 – Public Health and Medical Services Annex.

⁵ Georgia Division of Public Health, Epidemiology. Accessed online 7/30/2008 at: <http://health.state.ga.us/epi/>.

⁶ Georgia Pandemic Influenza Plan. Accessed online 7/30/2008 at: <http://health.state.ga.us/pdfs/epi/GafluPandemicPrepPlan.pdf>.

⁷ <http://health.state.ga.us/programs/emmerprep/index.asp>. Accessed 7/30/2008.

⁸ Medical Reserve Corp. Accessed online 7/30/2008 at: <http://www.medicalreservecorps.gov/state.asp?state=13>.

Communication

- Refine alert and notification of medical personnel role processes in disaster situations (e.g., HAN).
- Develop process for reporting to disaster sites.
- Coordinate resources through DHR / State EOC.

Health /Medical/Veterinary Equipment and Supplies

Guiding Definition⁹: HHS, in collaboration with DHS, departments and agencies, may request DOD or the VA to provide medical equipment, durable medical equipment, and supplies, including medical, diagnostic, and radiation-detecting devices, pharmaceuticals, and biologic products in support of immediate medical response operations and for restocking health care facilities in an area affected by a major disaster or emergency. When a veterinary response is required, assets may be requested from the National Veterinary Stockpile, which is managed by USDA Animal and Plant Health Inspection Service (APHIS).

Health/Medical / Veterinary Equipment and Supplies

- Identify resources to supplement local evacuee support medical care. Resources include facilities, personnel, equipment, vehicles, and supplies available for use in evacuee medical support.
- Identify resources to support laboratory testing necessary for evacuee support of health activities.
- Identify pharmaceutical resources for both human and animal support. Federally supported pharmaceutical stockpiles such as the SNS and ChemPack require prior local planning.
- Identify Veterinary National Stockpile assets that are designed to respond to animal diseases which threaten the U.S. economy. The National Veterinary Stockpile operates the nation's repository of vaccines, personnel protective equipment, and other critical veterinary supplies, equipment, and services for augmenting within 24-hours State and local resources in the fight against dangerous animal diseases.¹⁰ Their response program and assets are part of the USDA.
- Identify locations for alternate care medical care sites.

Supply Delivery

- Develop documentation system for supplies and resources.¹¹

⁹ National Response Framework, Emergency Support Function 8 – Public Health and Medical Services Annex.

¹⁰ National Center for Animal Health Emergency Management. Accessed 7/31/2008 at: <http://www.aphis.usda.gov/vs/ep/functions.html>

¹¹ Georgia Emergency Operations Plan, revised January 2008.

Patient Reception

Guiding Definition: Federal ESF 8 is responsible for transporting debilitated, ill or injured patients, and medical needs populations from casualty collection points in the impacted area to designated reception facilities. ESF 8 coordinates the federal response in support of emergency triage and pre-hospital treatment, patient tracking, and distribution. This effort is coordinated with federal, state, tribal, territorial, and local emergency medical services officials.

Federal ESF 8 may request DOD, VA, and DHS/FEMA (via the national ambulance contract) to provide support for evacuating ill or injured patients. Support may include providing transportation assets, operating and staffing NDMS Federal Coordination Centers, and processing and tracking patient movements from collection points to Georgia host-state reception facilities.

DOD is the only recognized federal partner responsible for regulating and tracking patients transported on DOD assets to appropriate treatment facilities (i.e., NDMS hospitals).

Patient Reception (Division and District)

- Coordinate with Districts and GHA, develop hospital plans to receive volunteers of the community that present.
- Coordinate with Districts and GHA, develop hospital plans to be comprehensive so that they addressed the facility both as provider of care as well as (potentially) a victim in need of assistance.
- Coordinate with Districts and GHA, develop and regularly test, and improve their evacuee support annex.
- Coordinate with DPH, develop procedures for tracking employees/associates.
- Coordinate with community evacuee support management entities.
- Develop procedures for limitations of equipment, supplies and medications for the patient surge demand.
- Develop supplemental evacuee support staffing capabilities and modifications to patient tracking systems.
- Clarify hospital Incident Command Systems (ICSs) role.
- Identify procedures for emergency credentialing of volunteer evacuee professionals.

Patient Care

Guiding Definition: Federal ESF 8 may task HHS components to engage civil service personnel, officers from the U.S. Public Health Service Commissioned Corps, the regional offices, and states, to engage civilian volunteers and request the VA and DOD to provide available personnel to support pre-hospital triage and treatment, inpatient hospital care, outpatient services, pharmacy services and dental care to victims who are seriously ill, injured, or suffer from chronic illnesses who need evacuee support in the host state.

Georgia DPH will coordinate with appropriate agencies and organizations to ensure operational readiness. DHR and DPH will develop and maintain SOPs. Upon state request, local agencies of DHR and DPH will report to the local EMA to assess health and medical services needs associated with evacuee support and coordinate assistance through the EMA.

Patient Care (Division and District):

- Develop and/or maintain relationships with professional associations and private agencies/organizations, including hospitals, that may be of assistance in providing medical services.
- Identify and document resources to supplement local evacuee support medical care. Resources include facilities, personnel, equipment, vehicles, and supplies available for use in a medical evacuee support emergency.
- Plan for temporary medical facilities where hospitals and medical centers are not available
- Assist hospitals and long-term health care facilities, including nursing homes and assisted living centers, in patient reception and relocation planning.
- Continue development of the DHR Emergency Management Team and identification of accompanying resources within DPH, MHDDAD and private agencies/organizations resources.
- Identify, train, and provide technical assistance to professional staff and volunteers of evacuee support medical services.
- Participate in and/or conduct training, exercises and tests for evacuee support.
- Provide personnel to designated shelters and other facilities for the provision of health and medical services to evacuees.
- Collaborate with private agencies and organizations to develop appropriate MOU/MOA regarding patient transfer agreements, sharing of staff, and supplies.
- Define the essential elements of the “standard of patient care” for evacuee support.
- Anticipate patient care surge requirements which may accompany the flow of evacuees to Georgia.

- Identify the circumstances where the “standard of patient care” may require modification, as it pertains to evacuee support.

Safety and Security of Drugs, Biologics and Medical Devices

Guiding Definition¹²: HHS, in collaboration with DHS, other federal departments and agencies, are responsible to ensure the safety and efficacy for regulating human and veterinary drugs including biologics (blood and vaccines), medical devices (including radiation emitting and screening devices) and other HHS-regulated products.

Federal regulation of the safety of drugs, blood products and medical devices becomes critically important during times of disaster. Power interruptions, heat, or water damage of sensitive products, particularly during times of patient reception, may affect the safety of the products listed above. In the aftermath of Hurricane Katrina, the FDA issued numerous recommendations regarding the handling of drugs, biologics and medical devices that may have been harmed by exposure to floodwaters or loss of refrigeration, as well as guidance in ensuring the safety of food.¹³ Blood products and biologics are under the direction of the Georgia DHR, Office of Regulatory Services.

Anticipation of Need: Ensuring safety and security of drugs, biologics and medical devices (Division and District)

- Develop a process for monitoring local, regional and blood supply in collaboration with the ARC
- Define and document local and state resources for drugs, biologics and medical devices.
- Establish appropriate MOU/MOA with local and out of state partners for acquiring and sharing resources during a disaster.
- Coordinate with hospitals to document “routine” inventory of drugs, biologics and medical devices.
- Identify the role of the Laboratory Research Network (LRN) as a resource to blood bank personnel in identifying and reporting infectious diseases.¹⁴
- Develop a process for blood and blood product distribution to healthcare centers through public and private transportation resources, especially in times of emergency need.
- Establish MOU/MOA with local vendors to ensure an uninterrupted supply of medical devices such as intravenous (IV) pumps, ventilators, hospital beds, in times of disaster.

¹² National Response Framework, Emergency Support Function 8 – Public Health and Medical Services Annex.

¹³ Congressional Research Service. Report to Congress on Hurricane Katrina: The Public Health and Medical Response. September 21, 2005. Accessed online 7/31/2008 at: <http://www.au.af.mil/au/awc/awcgate/crs/r133096.pdf>

¹⁴ U.S. Department of Health and Human Services. Center for Disease Control. Laboratory Resource Network. Accessed online 7/31/2008 at: <http://www.bt.cdc.gov/labissues/>

Blood and Blood Products

Guiding Definition¹⁵: HHS, in collaboration with the DHS, departments and agencies, are responsible to ensure the safety and efficacy for regulating human and veterinary drugs including biologics (i.e., blood and vaccines).

Blood and Blood Products

Blood and blood products means the procurement and distribution through voluntary human donation of human blood. Blood banking involves specific testing, separation into specific blood components, storage and distribution according to federal regulatory requirements. Blood and blood products include whole blood, red blood cell components, fresh frozen plasma, granulocytes (platelets), cryoprecipitate, factor concentrates and cytomegalovirus (CMV) negative, irradiated, and leukoreduced preparations¹⁶. Within the state of Georgia, blood banking is a regulated function and is managed under the DHR, Clinical Laboratory, Blood Bank Advisory Committee Clinical Laboratory, Blood Bank Advisory Committee.¹⁷

Blood and Blood Product Requirements (State)

- Develop a process for monitoring local, regional and blood supply
- Define and document inter-state relationships that contribute to maintaining Georgia's blood supply.
- Establish appropriate MOU/MOA with local and out of state partners.
- Coordinate with media and established donations centers to provide donor blood and appropriate supply at specific intervals.
- Identify licensed public and private laboratories that may support blood banking procedures in times of disaster; establish appropriate MOU/MOA with laboratories.
- Determine the role of LRN as a resource to blood bank personnel in identifying and reporting infectious diseases.¹⁸
- Identify of public and private secure refrigeration sources which could be used for blood and blood product storage.
- Develop a process for blood and blood product distribution to healthcare centers through public and private transportation resources, especially in times of disaster.

¹⁵ National Response Framework, Emergency Support Function 8 – Public Health and Medical Services Annex.

¹⁶ Blood Components. Accessed 7/31/2008 online at: <http://www.bloodbook.com/products.html>

¹⁷ Georgia Department of Human Resources. Accessed 7/31/2008 online at:

<http://ors.dhr.georgia.gov/portal/site/DHR->

[ORS/menuitem.a7e86d3fa49a7a608e738510da1010a0/?vgnnextoid=f4ed0a8004bfff00VgnVCM100000bf01010aRCRD](http://ors.dhr.georgia.gov/portal/site/DHR-ORS/menuitem.a7e86d3fa49a7a608e738510da1010a0/?vgnnextoid=f4ed0a8004bfff00VgnVCM100000bf01010aRCRD)

¹⁸ U.S. Department of Health and Human Services. Center for Disease Control. Laboratory Resource Network. Accessed online 7/31/2008 at: <http://www.bt.cdc.gov/labissues/>

Food Safety & Security

Guiding Definition¹⁹: Federal ESF 8, in cooperation with ESF 11, may task HHS components and request assistance from other ESF 8 partner organizations to ensure the safety and security of federally regulated foods.²⁰ (Note: HHS, through the FDA, has statutory authority for all domestic and imported food except meat, poultry, and egg products, which are under the authority of the USDA Food Safety and Inspection Service. The EPA establishes tolerance levels for pesticide residues.)

Education – Pre-Incident (State)

- Incorporate the USDA, Food Safety and Inspection Agency sources of education for food safety in areas of distribution of tip²¹ discarding food, cleaning, and sterilization of contaminated appliances.

Education – Post-Incident (State)

- Develop materials for: steps to follow after a weather emergency, steps to follow for other non-weather emergencies: biological, nuclear, chemical, radiological.
- Develop training materials for providers of mass care.
- Develop materials for transportation plans, distribution plans, and storage plans.

Education – Public Service Announcements (State)

- Develop pre-scripted messages for communities that incorporate language considerations, e.g., for non-English speakers, blind.

Agriculture Safety and Security

Guiding Definition²²: Federal ESF 8, in coordination with ESF 11, may task HHS components to ensure the health, safety, and security of food-producing animals, animal feed, and therapeutics. (Note: HHS, through the FDA, has statutory authority for animal feed and for the approval of animal drugs intended for both therapeutic and non-therapeutic use in food animals as well as companion animals.)

Department of Agriculture Responsibilities (State):

- Identify veterinary services and contract with organizations that can provide appropriate facilities for service and companion animal quarantine and care.

¹⁹ National Response Framework, Emergency Support Function #8 – Public Health and Medical Services Annex.

²⁰ The activities associated with this sub function will closely interface with the Georgia Evacuee Support Plan Appendix 8: Pets and Service Animals.

²¹ After several hours without electricity or a cold source, perishable foods can become unsafe. Bacteria in food grow rapidly in temperatures between 40 °F and 140 °F. Retrieved from, http://www.fsis.usda.gov/News_&_Events/NR_052908_01/index.asp, July 31, 2008.

²² National Response Framework, Emergency Support Function #8 – Public Health and Medical Services Annex.

- Provide service and companion animals' coordination at debarkation sites and/or reception/welcome centers.
- Ensure that appropriate food, water, and related equipment (e.g., soft-sided animal confinement bags or other carriers, leashes, muzzles, etc.) are provided for service and companion animals.
- Coordinate service and companion animals' transportation, sheltering, and housing.
- Assist pet owners in arranging veterinary services.

Agriculture Safety and Security Partnerships (State)

- Develop awareness of the GDA's Existing Planning Efforts (such as their plan for Highly Pathogenic Avian Influenza in Poultry)²³.
- Develop a process to detect, control, and eradicate an outbreak.
- Incorporate NIMS specifications into plans.
- Incorporate USDA, Animal and Plant Health Inspection Service, Veterinary Services (USDA APHIS VS) Existing Planning Efforts.
- Crosswalk existing Georgia Department of Health Surveillance Systems.
- Crosswalk State Veterinarian or the USDA Area Veterinarian in Charge (AVIC).
- Crosswalk Division of Public Health, Athens and Tifton Diagnostic Laboratories, etc.
- Crosswalk USDA National Veterinary Services Laboratory (NVSL).

Population Impact (State)

- Anticipate Public Information Notifications: alerts, safety and security precautions.
- Incorporate Business Continuity of Operations.

Environmental Health(State)

- Assess planning partners' address environmental health hazards: food, water, etc.

Processes (State)

- Define declaration policies
- Define chains of command

²³ Georgia Department of Agriculture's Plan for Highly Pathogenic Avian Influenza in Poultry. Retrieved from http://agr.georgia.gov/vgn/images/portal/cit_1210/42/0/98984701GA%20Response%20Plan%20for%20HPAI%20in%20Poultry%20Executive%20Summary%207-13-07.pdf, July 29, 2008.

All-Hazard Public Health and Medical Consultation

Guiding Definition²⁴: Federal ESF 8 may task HHS components and regional offices and request assistance from other ESF 8 partner organizations in assessing Public Health, medical, and veterinary medical effects resulting from all hazards. Such tasks may include assessing exposures on the general population and on high-risk population groups; conducting field investigations, including collection and analysis of relevant samples; providing advice on protective actions related to direct human and animal exposures, and on indirect exposure through contaminated food, drugs, water supply, and other media; and providing technical assistance and consultation on medical treatment, screening, and decontamination of injured or contaminated individuals. While State, tribal, and local officials retain primary responsibility for victim screening and decontamination operations, ESF 8 can deploy the NMRTs to assist with victim decontamination.

Capabilities (Division and District)

- Develop rapid population assessment protocols for Public Health and medical populations such as children, pregnant women, parents, individuals with disabilities, and individuals who need long-term nursing care, and mental health.
- Develop Medicare and Medicaid existing processes for waivers to simplify the enrollment and financial processes.
- Engage local behavioral and primary care professionals who convene in an attempt to coordinate support and assistance in providing resources to the evacuees.²⁵
- Coordinate with HHS, the evacuees that would arrive via bus, airplane, etc.
- Document by using Rapid Tracking and Treatment Systems: intake forms, tracking forms and inventory systems.

Public Health (Division and District)

- Consult population access to Public Health routine information, population access to Public Health incident specific information, vulnerabilities of those at greatest risk, and prevention education and training.
- Develop technical assistance for surveillance identification, notification and alert process, food, drugs, water supply; and human and veterinary protection.

Medical

- Consult Public Health for: awareness of resources, access to resources, and treatment of sick and injured.

²⁴ National Response Framework, Emergency Support Function 8 – Public Health and Medical Services Annex.

²⁵ Example: Deployment Process Development meeting, organized at the Capital Area Services District (“CASD”), in the wake of Katrina. A Continuing Storm: The On-Going Struggles of Hurricane Katrina Evacuees *A Review of Needs, Best Practices, and Recommendations* REPORT APPENDICES August 2006, p. 48.

- Consult technical assistance for: rapid tracking, treatment, and discharge systems.
- Support interface with other local hospitals and clinical resources.

Behavioral Health Care Support

Guiding Definition²⁶: Federal ESF 8 may task HHS components and request assistance from other ESF 8 partner organizations in assessing mental health and substance abuse needs, including emotional, psychological, psychological first aid, behavioral, or cognitive limitations requiring assistance or supervision; providing disaster mental health training materials for workers; providing liaison with assessment, training, and program development activities undertaken by federal, state, tribal, or local mental health and substance abuse officials; and providing additional consultation as needed.

Immediate Services (State and Community Service Boards)

- Develop and/or coordinate interface of hospitals response system with mobile teams and crisis intervention units to alleviate reliance on emergency rooms and the limited number of acute and intermediate care psychiatric beds.
- Plan and coordinate assistance for those with specific needs, e, g., children and adolescents; physically disabled persons; mentally retarded persons; and care providers such as first responders, hospital staff, public health staff, and shelter staff.

Temporary and Relationship to Housing Locations

- Identify community space for those needing: behavioral health care, case management, mental health care, addictive disorders treatment, developmental disabilities care, on-site primary care, primary health prevention, chronic disease management, pharmaceutical access, childcare/after-school care, elderly services, communication resources, recreation/education services, food resources, transportation resources, counseling and referrals, and methadone maintenance programs. Coordinate with agencies such as United Way and American Red Cross.

Long-Term Services

- Develop procedures for privacy, and policy issues when transitioning individuals into local or statewide system.

Outreach Services

- Develop protocols for substance abuse treatment and efforts to reduce inappropriate institutional care by directing patients to community-based services.
- Identify needed services and potential funding sources for these services.
- Consider mental health services correlation between homelessness and psychological issues.
- Plan for staffing of resources to meet demand of 24-hour accessibility.

²⁶ National Response Framework, Emergency Support Function #8 – Public Health and Medical Services Annex.

Services – Coordination

- Develop coordination of various mental health and frontline disaster relief organizations.
- Locate medical treatment near schools (to make physical and behavioral health services more easily accessible for children, incorporate medical clinics into or near schools so that appointments are more likely to be made and kept and treatments are more likely to be received).
- Develop a medication dispensing system.
- Develop processes for restoration and resumption of existing programs and services that may have been suspended.
- Develop a process for liability concerns that incorporate Health Insurance Portability and Accountability Act (HIPAA), Emergency Medical Treatment and Active Labor Act (EMTALA), and of other Emergency Powers Acts that care providers must be aware of.
- Train staff for recognition and treatment of Post Traumatic Stress Disorder symptoms (e.g., nightmares, flashbacks, dissociation, and sleeplessness).

Public Health and Medical Information Support

Guiding Definition²⁷: Federal ESF 8 provides Public Health, disease, and injury prevention information that can be transmitted to members of the general public who are located in or near areas affected in languages and formats that are understandable to individuals with limited English proficiency and individuals with disabilities.

- Division and District Public Health need to develop systems that account for patient tracking, patient documentation, standardized reporting, compatible, medical record retrieval / recovery, recreating medical records if originals are lost, damaged, destroyed.
- Division and District Public Health need to develop communication capabilities to those with needs beyond the English-speaking language.
- Division and District Public Health need to consider patient privacy regulations, as described in current HIPAA regulations.

Note that specific regulations exist for the sharing of patient information during a disaster situation²⁸ for:

- Public Health
 - Between individual clinics/County/District/DPH
 - Among clinics

²⁷ National Response Framework, Emergency Support Function #8 – Public Health and Medical Services Annex.

²⁸ Department of Health and Human Services. Office for Civil Rights. Summary of the HIPAA Privacy Rule. Accessed online 7/31/2008 at <http://www.hhs.gov/ocr/privacysummary.pdf>

- Hospitals
 - Between hospitals, hospital association, DPH
 - Among hospitals
- Shelters: General
 - Between general shelters, regional shelters (if applicable), DPH, American Red Cross
 - Between general shelters and clinics, other general shelters, and hospitals
- Shelters: Special Needs Populations
 - Between special needs shelters, regional shelters (if applicable), and ARC (understanding that ARC does not have SN shelters, individuals may move from one to the other due to a change in health status / need for different resource)
- Assisted living, Home Health, Others
 - Given the growing percentages of the aging population, the health and medical information aspects of these populations must also strive towards being coordinated with the other Public Health and medical entities listed above.

Vector Control Support

Guiding Definition²⁹: Federal ESF 8 may task HHS components and request assistance from other ESF 8 partner organizations, as appropriate, in assessing the threat of vector-borne diseases; conducting field investigations, including the collection and laboratory analysis of relevant samples; providing vector control equipment and supplies; providing technical assistance and consultation on protective actions regarding vector-borne diseases; and providing technical assistance and consultation on medical treatment of victims of vector-borne diseases.

Lead/Support Entities (Division and District)

- Determine processes to prevent communicable diseases and contamination of food and water and develop and monitor health information, inspection and control of sanitation measures, inspection of individual water supplies, disease vector and epidemic control, laboratory testing, and facility and shelter inspections.
- Develop evacuee support immunization protocols and develop protocols for identification of disease, vector and epidemic control.
- Develop and monitor health information, inspection and control of sanitation measures, inspection of individual water supplies, disease vector and epidemic control, laboratory testing, and facility and shelter inspections.
- Define monitoring criteria.
- Define vector increase measurement: how is it measured and what is the trigger point for alert?

²⁹ National Response Framework, Emergency Support Function 8 – Public Health and Medical Services Annex.

- Develop and coordinate notification systems: locally, statewide, national (CDC), if applicable.
- Define the appropriate time periods.
- Define appropriate treatment procedure(s), e.g., pesticide spraying: processes, procedures.
- Incorporate roles and guidelines of EPA and the U.S. Fish and Wildlife Service.
- Identify areas of concern for spraying.
- Identify requests for spraying county-wide, instate, regionally, etc.

Potable Water/Wastewater and Solid Waste Disposal Support

Guiding Definition³⁰: Federal ESF 8 may task HHS components and request assistance from other ESF 8 organizations to assist in assessing potable water, wastewater, solid waste disposal, and other environmental health issues related to Public Health in establishments holding, preparing, and/or serving food, drugs, or medical devices at retail and medical facilities, as well as examining and responding to Public Health effects from contaminated water; conducting field investigations, including collection and laboratory analysis of relevant samples; providing equipment and supplies as needed; and providing technical assistance and consultation.

Define Lead/Support Responsibilities (Division and District)

- Develop a system that provides appropriate food, water, and related equipment (e.g., soft-sided animal confinement bags or other carriers, leashes, muzzles, etc.) for service and companion animals.
- Develop policies for ensure the safety and well-being of evacuees that arrive in the state prior to, during, and after a disaster event.
- Develop guidelines for the protection of people upon arrival in Georgia before, during, or after a catastrophic disaster situation.
- Develop guidelines on the provision of basic needs (food, water, initial medical triage).
- Outline State and local government responsibilities.
- Provide information and recommended actions to assist local governments in accomplishing these tasks, such as: DNR / Public Works, DOD (if applicable, for water purification), Georgia Water Quality, Sewerage and Water Board, Georgia Environmental Health.
- Engage National VOAD systems in planning process.
- Define time line and determine logistics to set up potable water plan
- Create and maintain inventory system.

³⁰ National Response Framework, Emergency Support Function 8 – Public Health and Medical Services Annex.

- Determining food and water requirements for both people and pets.
- Consider liability issues (addressed in advance Renaissance Park attempts to provide potable water fountains were rejected because of potential liability).³¹

Mass Fatality Management Support

Guiding Definition³²: Federal ESF 8, when requested by State, tribal, or local officials, in coordination with its partner organizations, will assist the jurisdictional medico-legal authority and law enforcement agencies in

- tracking and documenting of human remains and associated personal effects;
- reducing the hazard presented by chemically, biologically, or radiologically contaminated human remains (when indicated and possible);
- establishing temporary morgue facilities;
- determining the cause and manner of death;
- collecting ante-mortem data in a compassionate and culturally competent fashion from authorized individuals;
- performing postmortem data collection and documentation;
- identifying human remains using scientific means (e.g., dental, pathology, anthropology, fingerprints, and, as indicated, DNA samples);
- preparing, processing, and returning human remains and personal effects to the authorized person(s) when possible; and
- providing technical assistance and consultation on fatality management and mortuary affairs.

In the event that caskets are displaced, ESF 8 assists in identifying the human remains, re-casketing, and reburial in public cemeteries. ESF 8 may task HHS components and request assistance from other ESF 8 partner organizations, as appropriate, to provide support to families of victims during the victim identification mortuary process.

Define Lead/Support Entities that (State and District):

State:

- Engage Georgia Bureau of Investigation (GBI).
- Define state and local Medical Examiner role.
- Define state code provides that role(s) to assume jurisdiction.
- Issue death certificates during emergency.
- Develop a process for identifying human remains.

³¹ In the Wake of Katrina. A Continuing Storm: The On-Going Struggles of Hurricane Katrina Evacuees A Review of Needs, Best Practices, and Recommendations. Report Appendices. August 2006, p. 10.

³² National Response Framework, Emergency Support Function #8 – Public Health and Medical Services Annex.

- Incorporate policies for federal assistance and interface with DMORTs.
- Develop tracking, notification and public information request systems.

State and Districts

- Develop morgue reporting structure within emergency managers

Districts

- Designate morgues and identify physical capabilities (refrigeration and storage capacities).
- Designate Family Assistance Centers
- Identify the role of local funeral home and crematory facilities.
(Useful tool / examples:
http://www.vdh.state.va.us/medExam/documents/Mass_Guidelines.pdf)
- Develop Care / Treatment Protocols.
- Train appropriate personnel.

Veterinary Medical Support

Guiding Definition³³: Federal ESF 8 will provide veterinary assistance to ESF 11. Support will include the amelioration of zoonotic disease and caring for research animals where ESF 11 does not have the requisite expertise to render appropriate assistance. ESF 8 will assist ESF 11 as required to protect the health of livestock and companion and service animals by ensuring the safety of the manufacture and distribution of foods and drugs given to animals used for human food production. ESF 8 supports DHS/FEMA together with ESF 6 – Mass Care, Emergency Assistance, Housing, and Human Services, ESF 9 – Search and Rescue, and ESF 11 to ensure an integrated response to provide for the safety and well-being of household pets and service and companion animals.³⁴

*Identify Support Entities*³⁵ (State)

- Engage statewide partners, such as GVMA, Pet Friendly Shelters, Animal Care/Control by county
- Engage Medicine Boards, such as Georgia Board of Veterinary Medicine for credential verification policies and potential volunteers
- Engage Other Veterinary Associations such as American Association of Veterinary State Boards (<http://aavsb.org/>), American Veterinary Medical Association (<http://www.avma.org/>)

³³ National Response Framework, Emergency Support Function 8 – Public Health and Medical Services Annex.

³⁴ The activities associated with this sub function will closely interface with the Georgia Evacuee Support Plan Appendix 8: Pets and Service Animals.

³⁵ For specifics on pet planning activities, see Georgia Evacuee Support Plan Incident Annex S Georgia Support, Appendix 8: Pets and Services Animals, Organization and Assignment of duties, p. 82.

Maintain Mutual Aid; Memorandums of Agreement/Understanding

- Create mutual aid agreements between local animal host jurisdictions and service providers to supply appropriate sheltering and screening for pets and service animals.
- Develop agreements or arrangements that anticipate that pet ownership and service animals will have to be factored into the living arrangements of the evacuees as they transition from sheltering to temporary housing, and finally to permanent housing.
- Consider the use of fairgrounds for animal shelters, and the structuring of MOA/MOUs among local animal host jurisdictions and fairground operators.

Special Needs Populations

Special Needs Population Defined

Instate definitions of “medical special needs” and “special needs” may vary from state to state. Consider how in-state policies and triage criteria may differ from evacuees arriving from another state.

Sample definition: “These shelters were designed for evacuees who were homebound, chronically ill or with disabilities, all without any other place to receive care³⁶.”

Memorandums of Understanding (Division and District): Regular Maintenance

Districts

- With ARC
- With other congregate sheltering entities?
- With local hospitals, if applicable:
- With faith-based organizations
- With Nursing Homes
- With Long-Term Acute-Care facilities.
- With mega care facilities, such as stadiums, auditoriums, etc.

Staffing Special Needs Shelters (Division and District)

- Identified human resources (clinical and nonclinical skill sets)
- Defined call policies in place for both immediate and long term
- Volunteer Community: Organizing, tracking, verifying credentials, etc.

³⁶ Louisiana Department of Health and Hospitals. Appleseed Report, p. 67.

Safety & Security (Division and District)

- Incorporate safety and security measures, such as National Guard resources to foster a safe and secure well being among staff and evacuees.

Hospitals (State)

- Identify potential reimbursement streams if hospitals shelter evacuees (but do not admit them as patients).

Mental Health Services³⁷ (Division)

- Train staff on recognition of evacuee signs of behavioral health concerns.

Equipment & Supplies (Division and District)

- Identify private sector suppliers, such as those for oxygen and dialysis. Acquire insurance reimbursement forms in advance.

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³⁷ Baton Rouge Hospital (Our Lady of the Lake) used mobile health care services for this issue.

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Appendix 5: Security/Law Enforcement

Purpose

The movement of residents from one community or state to Georgia during the evacuation phase of a catastrophic event will call for a myriad of law enforcement activities ranging from traffic control to safety and security. This appendix is intended to address the law enforcement and security needs of the Evacuee Support Plan from the point in which evacuees enter the state either by government transportation or by own means. In addition to law enforcement, the Georgia Department of Transportation and Emergency Support Function (1) partners at the state and local level will all play an integral part in the safety, security, and movement of evacuees during the initial phases of the evacuee support process.

Situation and Assumptions

- Emergency Support Function 13 (Security and Law Enforcement) from the state and local jurisdictions (expected to be impacted), shall be immediately included in all operational planning meetings when the activation of this plan is anticipated.
- Evacuees will have to be assessed for past criminal activity to be eligible for entry into shelters.
- According to the FEMA Catastrophic Evacuation Plan, all evacuees transported to a host state under this plan shall be properly screened by Transportation Security Administration (TSA) screeners.
- An amnesty box system may be considered; however its usefulness may be negated if Government Transported evacuees are properly screened. Self evacuees who have their own transportation would not be expected to voluntarily bring illegal or dangerous contraband to a reception location where such amnesty boxes would be anticipated.
- Some evacuees may be undesirable for various reasons and will need to be processed to avoid direct contact with the general shelter population. This may require law enforcement support in relocation with others who have similar situations.
- Congregate shelter sites, reception centers and service centers may require a law enforcement presence during operations.

Concept of Operations

- To assure the safety of all sheltered evacuees, shelter registration data will be screened and if necessary, a physical and database search of each evacuee should be accomplished before entry into congregate shelters.
- A similar concept of operations in the state's EOP for response will also apply to evacuee support.

Organization and Assignment of Duties

Agency	Responsibility
Local Emergency Management Agencies	<p>Should be actively involved in planning activities with state counterparts in potentially impacted jurisdictions.</p> <p>Local Emergency Management Programs should involve all local ESF's, to include ESF 13, into the planning process so coordination can be made between local and state law enforcement agencies to prevent jurisdictional conflicts and to overcome potential resource shortfalls.</p> <p>Are encouraged to develop mutual aid agreements with neighboring jurisdictions to support this plan if necessary.</p> <p>Should exhaust all local resources first, public and private.</p> <p>Coordinate the documentation for all activities, to include law enforcement, for cost tracking and reimbursement purposes.</p>
Georgia Department of Public Safety, Georgia Department of Corrections, and the Georgia Bureau of Investigation	<p>Coordinate law enforcement activities at the debarkation sites, welcome/reception centers, congregate care locations, and all designated incident support facilities.</p> <p>Facilitate the issuance of evacuee identification badges in conjunction with those agencies responsible for the registration and case management portion of this plan. (Note: The Case Management Appendix to this plan should address how Evacuees are registered and their status maintained. This plan is currently under development – October 3, 2008)</p> <p>Issue Georgia State ID as warranted.</p> <p>Issue Georgia State driver's license upon verification of identity with home state and/or proof of valid out-of-state driver's license.</p> <p>Provide law enforcement support as needed.</p>
Georgia Emergency Management Agency	<p>Will process requests for state assistance and request assistance from the Federal Emergency Management Agency when appropriate.</p> <p>Will assist local governments when the emergency or disaster exceeds local capabilities.</p> <p>When states capabilities are exceeded assistance may be requested from other states through Emergency Management Assistance Compact (EMAC).</p> <p>Governor may request assistance be provided through ESF 13 – (Public Safety and Security Services)</p>

Agency	Responsibility
FEMA	Assistance will supplement state and local governments and shall be provided under governing authorities.
Department of Defense (DOD)	Provide personnel, facilities, security, communications, and equipment.
US Immigration and Customs Enforcement - ICE'S Federal Protective Service (FPS)	Provide law enforcement/security personnel.
Transportation Security Administration (TSA)	Provide law enforcement/security personnel and screening support.
Department of Homeland Security (DHS)	Provide law enforcement/security personnel.
Department of Justice (DOJ)	Provides support to the State of Georgia and local law enforcement entities for securing and protecting evacuees while in transit, at debarkation points, and at congregate care sites as needed. This assistance may include screening evacuees for weapons, illegal drugs, and outstanding felony warrants or other potentially dangerous situations.
Department of Agriculture (USDA)	Provide personnel and vehicles.

Planning and Assumptions

- Public Safety - protect the State by maintaining safety and security for the citizens of the state of Georgia..
 - Continue normal law enforcement activities at all jurisdictional levels
 - Provide for the safety and security of evacuees and personnel at all designated incident facilities that may be activated to support the concepts of this plan.
- Traffic Control - ESFs 1 and 13 will remain in close coordination through the State Operations Center to ensure pre-existing state plans as well as those of local Transportation and Law Enforcement Agencies are seamlessly integrated based on current situational awareness assessments and immediate operational needs. Plans, processes, and procedures related to transportation and traffic control that will be closely monitored include but are not limited to:
 - Public Information

- Evacuation routes
 - primary - interstate, federal and state highways
 - secondary - local, county roads
- Road capacity issues
- Traffic count monitoring
- Entry points into the state of Georgia
- Perimeter control on inbound routes
- Contra flow (generally need 78 hrs advance notice to activate)
- Breakdowns (need for gas/diesel fuel)
- Establishment of rest areas or comfort stations to direct self and transported evacuees.
- Emergency medical stops
- Traffic control points
 - manned traffic control - where traffic makes major direction change, officers/security may also give brief directions and/or printed material
 - unmanned (passive) - barricades, parked units, signs
 - emergency stop locations - predetermined
 - Security at Designated Incident Facilities - utilize all available law enforcement and security personnel as necessary at:
 - Welcome centers
 - Debarkation locations
 - Shelters
 - Medical facilities
 - Service and Recovery Centers
 - Other facilities and locations as needed
- Screening - needed to ensure safety of evacuees as they travel and shelter.
 - Transported evacuees - will take place at all embarkation sites (per FEMA Evacuation Strategy and Plan)
 - Self-evacuees - will take place prior to entry to any shelter
 - Other considerations:
 - amnesty box - terms or conditions
 - collaboration with

- state's attorney, local prosecutors
- law enforcement
- memorandum of understanding
- o contraband
 - weapons
 - drugs
 - other
- Background Checks - maintain database, possible use of NCIC or other tool. Process is normally slow and time consuming.
 - To be done at time of reception and registration
 - Include all evacuees entering shelter
 - Volunteer surge support prior to working in shelters (Katrina Lesson Learned)
 - Establish procedures for the following:
 - o sex offenders - Lychner Act of 1996 (National Sex Offender Registry)
 - requires all registered sex offenders to register with FBI and local law enforcement within 10 days of moving to a new state
 - segregate from general population
 - o violent offenders
 - segregate from general population
 - o long criminal history
 - o drug offenders
- Crowd Control - personnel and equipment may be needed at all facilities.
 - Barricades
 - Fencing
 - Variable message boards

Organization and Assignment of Duties

Organization

To Developed by ESF 13 – January 2009

Assignment of Duties

To Developed by ESF 13 – January 2009

Mutual Aid; Memorandums of Agreement/Understanding

Not Applicable at This Time

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Appendix 6: Communications

Purpose

Effective communications between personnel carrying out this plan and the numerous designated incident facilities, expected to be activated during evacuee support operations is crucial to the plan's overall success. The plan currently calls for over forty local, state, federal, volunteer and non-governmental partners to work seamlessly to deliver the various services and resources citizens will need following a catastrophic disaster.

Situation and Assumptions

- Communications equipment and processes currently used to support shelter operations by ESF-6 in Georgia must be identified and linked through multi-agency coordination centers, i.e., Local Emergency Operations Centers (EOCs) and the State Operations Center (SOC). Personnel supporting coordination and reception of government transported and self transported evacuees at points of entry into Georgia must be linked with overall incident command staff in the SOC to ensure that the most accurate and effective messages are provided to those evacuees and transporters entering the state.
- Evacuee Support Operations may require a significant number of personnel to operate in a large and open debarkation site, such as an airport, bus terminal or train station. The most likely facility will be a municipal or military controlled airfield. During such operations, Georgia Emergency Management Agency will be expected to provide a mobile command vehicle with communication integration capability and portable communication devices to support 25 – 30 ground personnel 24-hours per day for a 7 – 14 day period.
- The focus Evacuee Support Operations will, in a matter of days, shift from reception and congregate sheltering operations to the establishment and support of Disaster Recovery or Service Centers for Evacuees. These centers will be established in accordance with the Georgia Emergency Management Agency- Field Operations "Disaster Recovery Center (DRC) Operations Manual," dated July 2007. This manual specifies the various types of support resources to include telecommunications equipment (see Concept of Operations).

Concept of Operations

The State will make available all types of communications options, such as: two-way radio, telephone, internet connectivity, and satellite in support of the evacuee event. Local communications resources to support operations at State Points of Entry, Reception Centers, Congregate Shelters and Disaster Recovery Centers, may be requested by the GEMA Director or his / her designee. These requests will be made directly to the Local Emergency Management Agency Director for the county in which the designated incident facility is located in. Any communication resource requests which cannot be met

with state or local assets will be forwarded to FEMA, or whenever practical be filled by commercial communications providers in accordance with applicable state purchasing policies and disaster financial reimbursement guidelines.

Organization and Assignment of Duties

Primary Agency: Georgia Emergency Management Agency
Support Agencies: Georgia Department of Public Safety
Georgia Department of Administrative Services
Georgia Technology Authority

Roles and Responsibilities

- Provides communications and communications support to activated agencies
- Maintains state communications system to accommodate expansion due to evacuee support operation, if necessary
- Creates a listing of all incident specific communication devices, numbers and electronic address by position, by person and by incident facility
- Provides training to support personnel on equipment usage, as necessary
- Coordinates with private vendors, create contracts for supplemental equipment
- Identifies point of entry, reception center, shelter and recovery center communication resources and gaps
- Supplies in-house or contract for, interagency communications systems (2-way short range radios, internet connectivity, telephones – landline, cellular, satellite, National Weather Service radios)
- Works with local officials to develop/adapt community emergency warning plan to include evacuee population
- Maintains communication systems at facilities; adjust equipment needs as necessary or oversees vendor service plan
- Develops communications demobilization plan
- Coordinates with federal ESF-2 to tie local / federal communications infrastructure
- Maintains documentation for cost recovery process

Mutual Aid; Memorandums of Agreement/Understanding

Not applicable at this time.

Appendix 7: Nongovernmental Organizations and Donations/Volunteers

Purpose

During a disaster, the State of Georgia relies upon the support and assistance of volunteer and religious based organizations to assist GEMA in the support and care for citizens in need of assistance. Under Georgia’s Evacuee Support Plan, similar support from volunteer and service organizations will be necessary for evacuees. GEMA has initiated mutual aid agreements with several volunteer organizations to assist the agency with providing key services. In addition, it is anticipated that other unsolicited volunteers and donated goods and supplies will be abundant after a catastrophic disaster. This appendix addresses the planning to manage both solicited and unsolicited resources.

Situation and Assumptions

- The State of Georgia and agencies will receive an influx of volunteers in the aftermath of a disaster. Volunteers who spontaneously offer their help in the wake of a catastrophic event are known as emergent or convergent volunteers and need to be placed according to their skills and abilities.
- Many individuals donate goods or offer volunteer services that are not needed by disaster victims. Hosting such goods or volunteers use valuable resources. Additionally, disposing of large quantities of unneeded and/or unused goods can be a lengthy and very costly process.
- In some cases, the amount of donations received by a jurisdiction may relate more to the media attention the event receives than the magnitude of the disaster or the number of victims.
- The problem of unneeded donations can be reduced, but not eliminated, by: developing and maintaining a current list of disaster needs, screening donation offers, and providing information to potential donors through the media on the current needs of victims as well as those items and services that are not required.
- Donated goods may arrive in the local area without warning, day or night. Delivery drivers will want to know where they should deliver their load and who will unload it. They typically want their cargo off-loaded quickly so they can minimize downtime.
- Donations will frequently arrive unsorted and with minimal packaging and markings. Donations may be packed in boxes, crates, barrels, or garbage bags; some items may be in bins or on pallets. Upon receipt of such goods, they must typically be sorted, repackaged, labeled, temporarily stored, and then transported to distribution points to be picked up by disaster victims.
- Charitable and religious organizations will offer assistance in managing and operating distribution centers at the local level.

Concept of Operations

Donations and Volunteer management will be a key component of a host-state's ability to support evacuees after an event. Coordination with local, state, and national media will be necessary to inform potential donors of the disaster victims' needs. Donors will be directed to the correct agencies for receiving, processing, and distributing goods that can be used to recover from a catastrophic event. Examples of such agencies are Adventist Community Service, American Red Cross, Salvation Army, and the network of organizations that are already in place through the Georgia Volunteer Organizations Active in Disaster (GAVOAD) and the Georgia Citizen Corps Council. Offers of volunteer services that will contribute to the recovery process should be managed through the Volunteer Call Center and the Georgia Commission for Service and Volunteerism (GCSV). Finally, an effective public outreach campaign will help discourage the donations of goods and volunteer services that are not needed, so that such offers do not become a major problem.

Organization and Assignment of Duties

Primary Agency Responsibilities – Georgia Emergency Management Agency

1. Serve as lead agency to coordinate the activities of this annex to manage, maintain and control donations and volunteers as described.
2. Establish a State Volunteer and Donations Management Coordinator to:
 - Act as the leader of Volunteer and Donations Management and supervise the overall State Volunteer and Donations Management Team.
 - Coordinate with appropriate agencies/coordinators to determine available resources and needs.
 - Maintain contact with county liaisons.
 - Coordinate and arrange for transportation as required during the reception, movement and distribution of donations.
3. Identify any additional GEMA staff to work the Volunteer and Donations Management function.
4. Provide telephone numbers and other pertinent information to local government, FEMA, and volunteer agencies in order to begin an effective communications process.
5. Provide directions and materials to those transporting donated goods and volunteering services. The circulation of information will include welcome centers, weigh stations, visitor information centers, and the Georgia 911 Web site.
6. Establish a 24-hour, toll-free telephone number for all citizens and agencies desiring to donate money, services or other in-kind donations.

7. Activate toll-free number at the request of the State Volunteer and Donations Management Coordinator for accepting offers from outside sources.
8. Maintain communication with state staff, county liaisons, and local EMAs in the impacted area to determine any unmet needs.

Supporting Agencies

1. Provide representative to be available to assist with the Volunteer and Donations Management Team
2. Provide transportation for donated goods.
3. Provide warehousing, equipment and operators in support of reception centers.
4. Assist in Public Information effort.
5. Coordinate the flow of disaster relief traffic/operations with the State Volunteer and Donations Management Coordinator.

Organization

The Support Agencies listed below will assist in the management and coordination of volunteers, organizations, and solicited and unsolicited donated goods.

Agency	Responsibility
Georgia Commission for Service and Volunteerism	Assist with unaffiliated/ unsolicited volunteers from both within and outside the state during a disaster or emergency by maintaining volunteer database for relief agencies and organizations.
Local Emergency Management Agencies	Identify and secure personnel, resources and goods to meet evacuee needs and provide coordination in the local area
GAVOAD and Other Non-governmental Agencies	Provide a wide variety of volunteer and donations support services to evacuees
Georgia Department of Administrative Services	Locate and secure office supplies and warehouse space in cities across the state for use in handling donated goods
Georgia Department of Corrections	Provide both personnel and resources to assist in handling and storage of donated goods.
Georgia Department of Human Resources	Provide health guidelines and medical rules/regulations, provide professional input on communicable disease control, and provide the database system for registration of volunteers.

Agency	Responsibility
Georgia Department of Natural Resources	Assist with expediting the permitting process for disposal of waste and debris. Provide personnel to assist in managing donations operating facilities.
Georgia Department of Public Safety	Provide traffic management direction, checkpoints and convoy support for shipments of donated goods.
Georgia Department of Transportation	Identify and manage checkpoints and staging area for incoming donations, provide direction for transportation resources entering state, provide expedited permits to allow intake and distribution of donated goods.
Georgia Public Broadcasting	Maintain facilities and systems necessary to operate and support telephone bank.
Office of Planning and Budget	Provide support in managing any cash donations sent directly to state. Provide financial and accounting assistance, if needed.
Federal Emergency Management Agency	Provide financial support, disaster operations guidance and programmatic assistance related to donated goods and volunteers.

Assignment of Duties by Agency

Descriptions of detailed duties for the agencies identified in the table above are noted below.

1. Georgia Department of Administrative Services:
 - Locate and secure office supplies and warehouse space in cities across the state for use in handling donated goods, in compliance with the specifications provided by the State Volunteer and Donations Coordinator. Take into account the possibility of the need for refrigeration, security, etc. and examine the possible prearranging of site-use agreements.

2. Georgia Department of Corrections
 - a. Provide personnel to assist in loading/ unloading, sorting, packaging and otherwise handling donated goods, as required.
 - b. Provide state owned resources to assist in the storage, warehousing and movement of donated goods, as required.

3. Georgia Department of Human Resources

- a. Provide health guidelines and medical rules/regulations for acceptance and handling of donated goods.
 - b. Provide professional input concerning communicable disease control as it relates to redistribution of donated goods.
 - c. Provide database system for the registration of volunteers.
4. Georgia Department of Natural Resources
- a. Provide expedited permits for disposal of waste and debris, if necessary.
 - b. Provide personnel to assist in managing donations operating facilities if required.
5. Georgia Department of Public Safety
- a. Coordinate with Georgia Department of Transportation (GDOT) to identify and manage checkpoints and staging areas for incoming donations.
 - b. Check incoming commercial shipments of donated goods at weigh stations.
 - c. Assist GDOT in directing vehicles and trucks bringing donations into the State.
 - d. Provide or coordinate convoy escorts as needed.
 - e. Coordinate the flow of disaster relief traffic with the State Volunteer and Donations Management Coordinator.
 - f. Provide and coordinate and necessary security needs at the facilities
6. Georgia Department of Transportation (GDOT)
- a. Identify and manage checkpoints and staging area for incoming donations.
 - b. Post signs/directions as needed to direct vehicles and trucks bringing donations into the state.
 - c. Coordinate procedures for securing transportation resources upon request from the State Volunteer and Donations Management Coordinator for the movement of goods.
 - d. Provide expedited transportation/ load movement permits if required.
 - e. Coordinate activity/ instruction with the donations coordination center (DCC) when and if unsolicited donated goods are encountered at checkpoints or staging areas.
7. Georgia Public Broadcasting — Maintain facilities and systems necessary to operate and support telephone bank.
8. Office of Planning and Budget (OPB)

- a. Cash donations will be encouraged to be sent to the donor's choice of volunteer organizations assisting in the disaster, however if cash donations are being sent to the State of Georgia, OPB is to provide support in managing cash donations.
 - b. Provide financial and accounting assistance, if needed
9. The Federal Emergency Management Agency (FEMA) will provide resource tracking and coordination support, disaster operations guidance and programmatic assistance related to Volunteer and Donation management.

Volunteer-Donations Activities by Types of Emergencies

There are three types of emergencies that draw upon donations management. Each type is based on the disaster size and magnitude. GEMA, through its normal decision making process, and in consultation with the lead support agencies and the Statewide Volunteer and Donations Management Coordinator, determines which volunteer/donations management type to activate.

Type I: Small Disasters

- Applies to disasters that are small, limited, or localized. Donations are few and sporadic.
- The Statewide Volunteer and Donations Management Coordinator handles any matters regarding donations or provides donations management guidance to the GEMA Duty Officer, if necessary. Absent the GEMA Donations Management Coordinator, the GEMA Duty Officer may consult this annex for guidance or contact the Executive Officer of GAVOAD for assistance.

Type II: Larger Disasters that require SOC Activation

- Relates to larger disasters when the State Operations Center (SOC) is activated. A state declaration and federal declaration of disaster are possible, but not required.
- Donations activity is significant but does not require activation of most of the components contained in this annex. One of several people can manage donations. By the use of some components of this annex and the combination of others.

Type III: Catastrophic Disasters

- Applies to catastrophic disasters or disasters that generate a great amount of media attention or public interest.
- This annex speaks primarily to catastrophic-scale activation of donations management operations and the use of most of the components detailed in this annex.

Volunteer-Donations Activities by Phases of Emergency Management

There are three phases for evacuee support volunteers and donations management. The phases are preparedness, response and long-term recovery. GEMA and other host state agencies will initiate each phase through normal decision making process, and in consultation with other partner or support entities.

Preparedness Phases

Donations Management and the Volunteer Call Center, as a function, primarily operate during the recovery phase of a catastrophic event. However, coordination and planning should occur during the preparedness phases of emergency management.

The following actions will be taken during the preparedness emergency management phase with regards to Georgia Volunteer and Donations Management.

- Identify sites for the Volunteer Call Center (VCC), the DCC, and the Adventist Community Services distribution center, and/or donations warehouse.
- Develop operating procedures for the Call Center and set up an agreement with the Adventist Community Services to run the warehousing and distribution center, and determine how these facilities will communicate and streamline receipt, identification and inventory of received goods.
- Identify and coordinate with volunteer organizations that provide assistance (through GAVOAD, GCSV, and Georgia Citizen Corps Council) in operating the Georgia Volunteer and Donation Management program.
- State primary and support agencies will work to develop and maintain a list of available support services.
- Maintain and distribute a roster of agency contacts and support personnel, as necessary.
- Voluntary agencies will coordinate with local chapters and groups to determine availability of personnel and resources and keep this information current.
- Implement a database for managing available resources and donations.
- Develop mechanism to direct the transportation of goods coming into the state to regional or local staging and distribution areas.
- Primary and support agencies will participate in disaster operations planning meetings, training activities, and exercises.
- Develop pre-scripted press releases.

Response/Recovery Phases

The following actions will be taken during the response/recovery emergency management phases with regards to Georgia Volunteer and Donations Management.

- Activate the Volunteer and Donations Management Annex and notify all annex agencies of activations
- Activate State Volunteer and Donations Management Team, which will manage public donations.
- Assist in the coordination of field activities related to donated goods including donations hotline, database, staging area(s) and volunteer/donations liaisons.
- Initiate the management system to catalog, update, and maintain a database of offers of services, goods, and direct monetary donations, and compile an inventory of donations.
- Locate actual sites for DCC(s), as needed. Begin assembling needed equipment and supplies for the DCC.
- Manage disbursement of donated goods in an expeditious and organized manner to relief agencies in the impacted area.
- Activate the toll-free telephone number.
- Contact and interact with the FEMA Donations Coordinator.
- Maintain a daily log of activities and action plans.
- Implement a public information campaign at the onset of disaster to encourage donations of specific goods and services needed to address the particular nature of the disaster.
- Insure the public information effort will include donations management content and issues on a continuing basis throughout the disaster operations
- Assess continuing needs of agencies involved in recovery and work with the Public Information Officer (PIO) to communicate those needs.
- As calls for volunteers begin to abate, hours for the call center are reduced. As donations drop off, centers can be consolidated and hours shortened. Maintain accounts of expenses, individual work hours, etc.

Mutual Aid; Memorandums of Agreement/Understanding

Mutual Aid Agreements (MAA) or Memorandum of Agreement and/or Memorandum of Understanding (MOA/MOU) that will facilitate the support and management of Volunteers and Donations will be developed to support this function. The MAA and MOA/MOU which currently exist between GEMA and other organizations to support the Volunteer and Donations function, include:

- Adventist Community Services MOU (See Attachment A)
- Aidmatrix Foundation MOU (See Attachment B)

ATTACHMENT A

**ADVENTIST COMMUNITY SERVICES MOU
MEMORANDUM OF UNDERSTANDING
BETWEEN
GEORGIA EMERGENCY MANAGEMENT AGENCY (GEMA)
AND
ADVENTIST COMMUNITY SERVICES**

PURPOSE

The following agreement between the Georgia Emergency Management Agency (herein referred to as GEMA) and the Adventist Community Services (herein referred to as ACS) establishes the roles and responsibilities of each party during the use of the activation of the Volunteer and Donations Management Annex during a State of Emergency declared by the Governor or Presidential Declaration for a disaster. The Adventist Community Services will be used to support the donated goods and services effort of areas impacted by the disaster.

PROPOSAL

Therefore, we propose the following terms that if agreed upon will initiate a contract between the ACS and GEMA outlining the same, effective June 1, 2007.

ACS will:

- Provide leadership and training for community based volunteers to coordinate the flow of incoming donated goods.
- Provide management of a multi-agency warehouse and supervise local volunteers in receiving, sorting, packing, and inventorying donated goods.
- Make all goods available to recognized local organizations carrying on a distribution services to survivors.
- Utilize Volunteer and Donations management systems adopted by GEMA.
- Supply upon request a copy of the most current inventory to local, state, and FEMA officials.
- Consult with GEMA as to the best method of closing down, turning over to another agency, or otherwise terminating their part in the operation.

GEMA will:

- Alert ACS in anticipation of the request to activate the Volunteer and Donations Management Annex
- Ensure where donated resources cannot meet the need for the support of donations operation, ESF 7 (Resource Support) will coordinate acquisition of the following to include but not be limited to:
 - Warehouse Space (100,000 -250,000 sq. ft.) depending on the scope of the disaster
 - Utilities and Phone Service (8 voice lines, 2 fax/modem line)
 - High speed DSL internet connection to use Inventory, Donation, and Volunteer Management software Systems
 - Forklift (4) and fuel
 - Trucking (for delivery of goods to distribution centers)
 - 1-cargo van and 2-24' straight trucks with lift gate, and fuel
 - Tables and chairs (25 tables [8'] and 20 chairs)
 - Stretch Wrap
 - Five computers and two printers
 - Operational Expense for Inventory, Donations, and Volunteer Management Software systems
 - Copier and Fax machine (1 each) and paper
 - Boxes (20" x 20" x 12 5/8") and tape (2000 boxes + 100 rolls at 50 yds. each)
 - Pallets and Pallets jacks (200 pallets and 6 pallet jacks)
 - Dumpster Service (20-30 cu. yds.)
 - Office supplies – paper, pens, marker, etc.
 - Desks

CANCELLATION

Either party may terminate this proposal at anytime upon written notice from either agency head, which will become effective sixty (60) days upon receipt of notification.

#####

Allan Williamson
Adventist Community Services

Charley English, Director
Georgia Emergency Management Agency

Date

Date

ATTACHMENT B

AIDMATRIX MOU

MEMORANDUM OF UNDERSTANDING

This Memorandum of Understanding ('MOU') entered into on the ____ day of March 2007.

by and between

The Aidmatrix Foundation, Inc.
(hereinafter called Aidmatrix)

and

The State of Georgia

Both or either referred to hereinafter as 'the parties' or 'the party', as the case may be.

**MEMORANDUM OF UNDERSTANDING
BETWEEN
THE STATE OF GEORGIA
AND
THE AIDMATRIX FOUNDATION, INC.**

As of March __ , 2007

The Aidmatrix Foundation, Inc. ("Aidmatrix") and the State of Georgia ("Georgia") have engaged in discussions regarding extending the relationship between Aidmatrix and Georgia, the subject matter of which involves the provision of certain Aidmatrix solutions to Georgia via the Internet. The following outlines the terms & conditions of the definitive agreement ("Agreement") to be executed:

I. Aidmatrix Consideration

Upon execution and delivery of this Agreement, Aidmatrix intends to remit the following consideration to Georgia:

- (a) Aidmatrix plans to provide GEORGIA with access to end user services associated with Aidmatrix's Donations Management Program, as consistent with the features

and functions developed via Aidmatrix's Cooperative Agreement CFDA 97.098 entered into with the Federal Emergency Management Agency on or about September 29, 2006. Services will be provided via the Internet powered by compatible software (collectively, the "Deliverables") and/or via a marketplace hosted by Aidmatrix.

- (b) The basic solution as developed under the federal program outlined in Section I(a) shall be for primary use by GEORGIA for an initial one (1) year term, at no cost to the state. The program shall renew under similar terms and conditions in alignment with Section III(a) of this MOU. Enhancements to the program may be contracted between the parties under separate agreement and may contain costs.

II. GEORGIA Consideration

Upon execution and delivery of this Agreement, GEORGIA agrees to remit the following consideration to Aidmatrix:

- (a) GEORGIA will provide and input only accurate information into the system.
- (b) GEORGIA will allocate resources to define service requirements, manage the project internally, to allow only named users to access the system, train their network of users, to operate call centers and to qualify and manage the flow of donation offers to appropriate End Users.
- (c) GEORGIA agrees to partner with Aidmatrix to publicize and promote the network.
- (d) GEORGIA recognizes that all technology and other materials received by the organization or their agents, remains the property of Aidmatrix and will not replicate or disperse this information without the consent of Aidmatrix.

III. Additional Terms & Conditions

The following outlines additional terms and conditions:

- (a) Term and Termination. The initial term of the Agreement shall be 12 consecutive months, terminable upon 90 days notice. The Agreement shall automatically and continuously renew for one (1) year periods, unless either party provides written notification of termination at least one (1) year before the end of the initial term or six months prior to any such annual renewal date.
- (b) Ownership of Intellectual Property. Excluding any GEORGIA confidential information and any pre-existing intellectual property, Deliverables and Enhancements shall remain the sole property of Aidmatrix.
- (c) Limitation of Liability. Except for liability arising under confidentiality or indemnification obligations, Aidmatrix shall not be liable for loss of profit, loss of revenue, or any other special consequential, indirect or exemplary damages arising in any way out of the Agreement. Except for liability arising under confidentiality or indemnification obligations, GEORGIA shall not be liable for loss of profit, loss of revenue, or any other special consequential, indirect or exemplary damages arising in any way out of the Agreement.
- (d) Aidmatrix warrants that the Deliverables and Enhancements provided by

Aidmatrix under this MOU do not and will not infringe any copyright or patent or trade secret or other proprietary rights of any third party and complies with all applicable laws and regulations. Furthermore, Aidmatrix agrees to defend and indemnify GEORGIA for any claim of copyright infringement or other infringement of proprietary information arising out the Deliverables and Enhancements.

Aidmatrix Inc.

State of Georgia

By: _____ By: _____

Name: _____ Name: _____

Title: _____ Title: _____

Date: _____ Date: _____

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Appendix 8: Pets and Service Animals

Purpose

Many evacuees will arrive with pets and/or service animals. These animals will have basic needs for food, water, shelter, and medical care. The Georgia Department of Agriculture (GDA) has been designated by the Georgia Emergency Management Agency's (GEMA) Director as the agency responsible for coordinating actions necessary to ensure the safety of domesticated, research, and service animals in the state prior to, during, and after a disaster event.

The purpose of this Appendix is to accomplish the following:

- Provide guidance for the protection of people and their animals upon arrival in Georgia during or after a catastrophic disaster situation.
- Provide guidance on the provision of basic needs (food, water), veterinary care, and identification of displaced pets.
- Ensure the effective sheltering and temporary housing of service animals until they can return to their place of origin.
- Outline state and local government responsibilities to accomplish the above.
- Provide information and recommended actions to assist local governments in accomplishing these tasks.

Situation and Assumptions

Situation

- Populations evacuating to Georgia will likely arrive with pets and/or service animals. Recognizing this fact, it is essential that local officials make arrangements to shelter the animals.
- State and local governments that receive evacuees from areas declared a major disaster or emergency can seek reimbursement for eligible pet sheltering and evacuation support costs under the FEMA Public Assistance program.
- The only pets universally permitted in shelters are service animals such as guide dogs for the blind, dogs that assist the hearing impaired, or dogs for wheelchair bound persons.
- Most animal shelters will only shelter pets for a maximum of 10 days.
- Many public lodging facilities (e.g., motels, hotels) will not accept animals.

Assumptions

- Operations involving host-state sheltering and housing of people from risk areas will also involve the sheltering of their service and companion animals.
- The GDA has been designated by the State of Georgia as the agency most appropriate to coordinate the sheltering of animals.
- Because of the human-animal bond, many people evacuating from a disaster will want to remain with their animals for the duration of the emergency.
- Those same amenities that are considered for evacuees should also be considered for service and companion animals (e.g., adequate food, clean water, sanitary conditions, appropriate bedding, relief and exercise areas, etc.)
- Evacuees who bring pets will be encouraged by the impact-state to bring leashes and crates, muzzles, feeding dishes, food, and medications with their animals. They should also have immunization records and identification tags on the pet.
- Service and companion animals will accompany their owners in impact-state-provided or contracted transportation vehicles, if possible.
- Pets and other animals may be transported separately from their owners to the host-state. Because some animals will arrive separately from their owners, close coordination with the impact-state and special processing considerations will be required in order to reunite evacuees with their animal(s).
- Persons having their own transportation out of the risk area, and taking along a service and/or companion animal(s), will take that animal(s) with them in their own vehicle(s).
- In spite of some travel and lodging prohibitions, some evacuees will not want to be separated from their companion animal(s) while being sheltered or temporarily housed.
- Animals posing a threat to people or other animals aboard public transportation will be appropriately restrained and muzzled, or confined.
- For shelter management efficiency and effectiveness, large and small animals will generally be kept in separate shelters or separate areas of the same shelter.
- Depending on many factors, animals may need to be handled differently based on their species. Some companion animals will need special care and/or isolation or separate facilities from other animals and/or humans (e.g., dogs, cats, snakes, fish, etc.).
- Some communities will have insufficient shelter space, operational personnel, or support services and equipment to cope with and handle all the animals that are evacuating to their jurisdiction from an impacted area.
- Some personnel providing care for evacuated animals will not be trained or skilled in the animal care function.
- Some people will attempt to steal animals that are being evacuated and/or sheltered, under the guise of providing care for them.

- Animal caregivers sometimes feel that the animal for which they are caring, especially if it has been rescued, should be given to them. These persons may be very reluctant to part with the animal if the owner returns or is located.
- Pet owners may be referred to local kennels or animal shelters. A list of pet shelters should be available at reception centers.
- Some shelters may be able to provide space for pets in covered exterior corridors or adjacent support building where pets on leashes or in carriers may be temporarily housed.
- Tents may be utilized, providing the weather is suitable (no high winds).
- Livestock barns, fairgrounds, or rodeo arenas may open facilities to evacuees with pets.
- Pet owners may be required to sign contracts that limit the liability of the facility.
- Some reception centers may provide transportation of pets to appropriate facilities.
- Under the right circumstances and using proper procedures, animals and people can be sheltered together in “pet friendly” shelters.
- Some animals may die during the evacuation, sheltering, or return process, and their carcasses will be properly handled and disposed.

Concept of Operations

Specific responsibilities of agencies and organizations are also outlined in the Organization and Assignment of Duties Section.

General

1. Activities will be conducted pursuant to the National Incident Management System (NIMS). Animal care operations will include work in an Incident Command System (ICS) environment. Final decisions regarding animal issues within a jurisdiction (unless the issue is disease-related) rests with the jurisdiction’s chief elected official.
2. The animal care and welfare function, for the purposes of the state emergency management system, will fall under the GDA’s ESF 11 responsibilities in conjunction with ESF 6 according with Georgia’s Emergency Operations Plan and the authority vested by the Governor in GEMA’s Director.
3. Requests for assistance regarding the rescue, evacuation, or sheltering of companion and other animals should follow the normal emergency management procedures and channels:
4. First, use locally available government and non-government resources, including assistance from animal humane organizations.
5. If these are not available, look to mutual aid from other nearby jurisdictions.
6. If this does not work, cities should check with their respective counties for assistance.

7. If neither the city nor the county has the needed resource(s), each should then make a formal request to GEMA with approval by the jurisdictional commander or his designee.
8. Finally, if the appropriate next-level jurisdiction is unable to assist, then the request for assistance would be forwarded to FEMA Region IV via GEMA/GDA.
9. Each local animal hosting jurisdiction is encouraged to develop an Animal Issues Committee (AIC) made up of people who have an interest in, or responsibility for, the welfare of animals in the community.
10. Each jurisdiction's AIC should, in turn, prepare an evacuation and shelter plan, as appropriate, for animals that may be affected by a catastrophic disaster (refer to the North Carolina Animal Disaster Sheltering Resources Web site: <http://www.ncargis.com/sheltering/ShelteringPlan> and FEMA Independent Study IS-11 course materials).
11. The GDA will provide a current directory of recognized animal health care responders and licensed veterinarians residing in the state to GEMA and to their local government counterparts. This directory of recognized animal health care responders and licensed veterinarians will be the GDA's Resource Directory for animal health care.
12. The GDA will maintain a list of facilities to be used for the sheltering and medical care of animals during a disaster.
13. The GDA and/or their area representatives or local counterparts will procure necessary equipment to adequately support an animal response operation within the local animal hosting community. The GDA will first call on GEMA and then on FEMA Region IV if additional equipment or supplies are needed to adequately support an animal response operation.
14. The GDA and/or their local counterparts will coordinate the security of shelters and veterinary medical supplies.
15. The evacuation jurisdiction(s) shall determine the approximate number of animals expected to evacuate from their risk area(s) that will require shelter in Georgia and report that information to GEMA and/or the GDA.
16. Once the anticipated number of evacuating animals needing shelter is reported, Georgia will prepare to host the animals and activate their animal care emergency operations plan(s).
17. Evacuees, together with their service and/or companion animal(s), will first need to be transported from their point of origin (e.g., normally their home residence) to a central evacuation hub/location within the host jurisdiction. This will normally be accomplished via the use of public or government-provided transportation (e.g., vehicles that have been pre-approved to transport both people and animals within the impact-jurisdiction).
18. The impact-state authority in conjunction with their Department of Transportation (GDOT) will provide animal-transport vehicles, along with drivers, at the evacuation

- hubs to carry those animals that are not permitted to board the evacuee transport vehicles.
19. GEMA, in concert with local governments and/or the GDA, will establish rest or comfort areas along evacuation routes so both animals and people, whether separate or together, can obtain water and a place for personal relief. These will be staffed by GEMA, the GDA, and others.
 20. The GDA, in conjunction with GEMA, will coordinate pet activities at debarkation sites and/or welcome/reception centers.
 21. The GDA will assist pet owners in arranging veterinary services.
 22. Upon arrival at the host area, one or more of the following types of shelters will be established by the GDA for the animals:
 23. A pet-friendly shelter (e.g., one that houses evacuees along with their service and/or companion animals, all in the same location). This is recommended.
 24. A pet-only shelter (e.g., a separate shelter for pets). In this situation, the shelter(s) could be adjacent to the evacuee shelter(s) so the owners could take care of their pets on a regular basis, or it could be located at some distance from the evacuation shelter(s), in which case transportation would need to be provided so the evacuees could be with their animal(s) on a periodic basis to help in caring for them and be assured of their safety.
 25. The GDA will aid with carcass disposal.
 26. After the disaster event has passed and the evacuees are permitted to return to their place of origin, the procedures outlined above should be handled in reverse order to ensure both evacuees and their animals are returned to their points of origin or home residences safely.

Activities by Phases of Emergency Management

The following activities and operations are those that should occur to mitigate, prepare for, respond to, and recover from a catastrophic disaster involving hosting service and companion animals. Specific responsibilities of agencies and organizations are outlined in the Organization and Assignment of Duties section.

Mitigation (pre-disaster activities to lessen the impact or likelihood of recurrence and post-disaster activities to enhance preparedness and response in future operations)

1. Establish a state of Georgia AIC and/or GEMA regional area AICs or local AICs.
2. Meet periodically to consider animal hosting issues.
3. Select key personnel who would be in charge of the various functions involving animals being evacuated or sheltered.
4. Select an overall incident commander(s) for the catastrophic animal response within the host jurisdiction(s).

5. Determine who on the AIC should be a staff member of Georgia's SOC when it is activated for an impending catastrophic disaster or for hosting evacuees from a disaster, and coordinate with the SOC prior to the incident.
6. Take actions to procure necessary equipment and identify appropriate personnel (paid or volunteers) to adequately support an animal response or hosting operation.

Preparedness (planning, training, and exercising)

1. Write an animal issues plan for either the evacuation or hosting of animals.
2. Train personnel on their duties and responsibilities as outlined in the plan.
3. Periodically conduct tabletop exercises in the evacuation and hosting communities to discuss and test the validity of the catastrophic animal disaster response and hosting plan.
4. As needed, conduct a functional exercise to ensure all the personnel assigned to a particular function know where to go and what to do.
5. Revise the plan as necessary, but at least once every two years.

Response (reacting to and handling the event in the most efficient and effective manner possible)

1. If appropriate, establish an animal incident command post (ICP), and take actions to activate the various functions as outlined in the plan.
2. Coordinate with governmental authorities in the establishment of emergency aid stations and the staging of emergency relief.
3. Coordinate with governmental authorities in matters of evacuation.
4. Cooperate with governmental authorities in matters of equipment use and provision of transportation.
5. Cooperate with mutual aid partners.
6. Cooperate in matters of salvage and restoration of order.
7. Maintain security of veterinary medical facilities and supplies.
8. Coordinate with public information operations to communicate alert status, volunteer mobilization, and casualty and damage information.
9. Temporarily arrange for or provide food, water, and shelter for small and large animals.
10. Provide care for sick and/or injured animals.
11. Report ongoing important animal-related information to Georgia's SOC and/or local EOCs, as appropriate.
12. Report ongoing important animal-related information to the Georgia's SOC and/or entities in the respective impact-state jurisdiction(s), as appropriate.

Recovery (short-term and long-term activities to help restore the situation to an acceptable level similar to what it was prior to the event)

1. After the catastrophic disaster event is over, from a response perspective, assemble all the major participants and conduct an after-action critique of what went right and what went wrong.
2. Ensure all animals and related equipment are returned to their rightful owners.

Organization and Assignment of Duties

Organization

1. The chief elected official of the host-state jurisdiction is ultimately responsible for the proper care of people and their service and companion animals in Georgia during emergency and disaster situations.
2. GEMA and all its support agencies and organizations, working from Georgia's SOC, will sustain Georgia's emergency management system.
3. The GDA has been designated by GEMA's Director as the agency responsible to coordinate actions necessary to ensure the safety of domesticated, research, and service animals in the state prior to, during, and after a disaster event.
4. The GDA undertakes its responsibilities by coordinating with animal humane organizations, veterinary boards/committees, and others, and by supervising the actions of its response personnel.
5. The GDA performs animal control and rescue, triage and treatment, shelter and care, identification and reunification, damage assessment, carcass disposal, donations management, and public information.

Assignment of Duties

GEMA, in conjunction, with the GDA is responsible for the following:

1. Participating in multistate disaster response with other State Emergency Management Agencies and/or Veterinary Medical Associations.
2. Ensuring that State-contracted evacuee transportation vehicles are as "pet-friendly" as possible.
3. Ensuring that appropriate food, water, and related equipment (e.g., soft-sided animal confinement bags or other carriers, leashes, muzzles, etc.) are provided for service and companion animals at the evacuation hubs along with the necessary supplies for the evacuees.
4. Providing an appropriate number and type of animal-transport vehicles, along with drivers, at the shelter hubs to carry those animals that are not permitted to board the evacuee transport vehicles.

5. Providing vehicles to carry evacuees between the people shelter(s) and the community's animal shelter(s) so the evacuees can reunite with and possibly care for their animals, if only on a temporary basis.
6. Coordinating with designated state agencies and local jurisdictions along the shelter routes to identify and assist in staffing rest or comfort stops that can be used for animals and their owners to obtain necessary fluids and obtain appropriate relief.

The GDA is responsible for the following:

1. Providing GEMA, GEMA's regional area coordinators, or local jurisdictions with procedures on how to establish regional or local AICs.
2. Providing advice and assistance to local communities regarding the transportation, rescue, identification, sheltering, and care of service and companion animals, as well as appropriate donations management for those activities.
3. Providing information on the types of vehicles that would be appropriate for transporting (e.g., evacuating) animals.
4. Providing information on the types of supplies that would be needed to control and care for animals on pet-friendly transportation vehicles.
5. Coordinating the movement and sheltering of service and companion animals evacuating from the impact-state.
6. Advising local jurisdictions as to where they can obtain information and procedures for evacuating animals and/or establishing and operating various types of animal shelters.
7. Providing a model animal issues plan for local jurisdictions, and then provide advice to jurisdictions on the development of their individual animal-related emergency plans.
8. Providing a list of identified large-animal holding facilities to GEMA and local governments, as needed.
9. When requested, staffing the impact-state's EOC and Georgia's SOC with GDA staff members to handle and provide overall coordination of the animal evacuation and sheltering issues.
10. Providing ongoing and updated information, as available, to GEMA regarding the status of and issues related to animals being evacuated, transported, and sheltered in a disaster event.

The Georgia Department of Transportation (GDOT), in conjunction with GEMA and GDA, is responsible for the following:

1. Assisting host jurisdictions with signage showing where information can be found regarding the sheltering of large and small animals within that community, as well as people.

2. If a temporary comfort or rest stop(s) is established along a major roadway(s), then coordinating with the applicable jurisdiction to obtain support for the temporary facility, including the care of the animals that are accompanying the evacuees.

The Georgia Department of Natural Resources' State Parks and Historic Sites Division is responsible for the following:

1. Identifying for GEMA, the GDA, and appropriate local jurisdictions the state park lands that would be available in a catastrophic disaster to temporarily house animals.
2. Working with the local jurisdictions, GEMA, and the GDA to prepare for and house those animals during the disaster event.

The evacuation jurisdiction is responsible for the following:

1. Establishing an AIC.
2. Ensuring an animal-related official, or other government-designated person, is a part of the jurisdiction's emergency operations center (EOC) when it is activated.
3. Ensuring the animal-related official in the EOC maintains an awareness of any animal-related disaster activities and events taking place within the jurisdiction and reports the significant ones, as applicable, to the appropriate host jurisdiction.
4. Encouraging animal owners to prepare for private accommodations (e.g., a relative or friend, pet-friendly motels, veterinary clinics, kennels, etc.)
5. Preparing an evacuation plan for animals accompanying their owner(s) who do not have transportation from the risk area(s) to the appropriate host area(s). This plan, at a minimum, should include information on the following:
 6. The specific organizational structure of the group coordinating the animal evacuation, which should be in accordance with the National Incident Management System (NIMS).
 7. Procedures for contacting appropriate personnel, activating these individuals, and staffing a central staging area(s) within the at-risk jurisdiction from which animals and their owners will be transported to a specified host area(s).
 8. Procedures for selecting and training the individuals (employees, volunteers, etc.) who will staff and operate the central staging facility(s) and other functions related to the evacuation process.
 9. The process for identifying and reporting the number of animals who are expected to need transportation out of the risk area(s).
 10. The process for obtaining appropriate transport vehicles from the local, State, and/or federal government for transporting those companion animals who are not permitted to travel with their owners from their place of origin to the central staging facility(s), and then on to the host area(s).
 11. The process for obtaining drivers for the special animal transportation vehicles.

12. The process to be used for positively identifying and tagging each animal being transported out of the risk area(s) to make certain, if the animals are separated from their owners, that they can be reunited with them again in the host area(s).
13. The process used and the availability of qualified personnel (veterinarians, veterinary technicians, etc.) to medically evaluate, isolate, and separately transport those animals that may be sick or potentially diseased.
14. Releasing liability for those assisting in the animal evacuation process and transporting the animals.
15. Providing GEMA and the GDA with the numbers of animals they anticipate will evacuate and will need sheltering.
16. Communicating on a frequent basis with GEMA, the GDA, and local animal host jurisdictions regarding animal issues prior to, during, and immediately after a disaster.
17. Providing specific information to GEMA and the GDA regarding the positive identification of the animals and their owners that are being transported out of the risk areas to the specified host areas.
18. Advising GEMA, the GDA, and local animal host jurisdictions when animals, along with people, have begun evacuating in anticipation of a catastrophic disaster situation.
19. Identifying to GEMA and the GDA any operational, in-place animal shelters of last resort (e.g., any areas from which animals have not been sufficiently evacuated and are being sheltered in place).
20. Depending on the anticipated numbers of animals to be evacuated, ensuring sufficient supplies (e.g., confinement bags, portable cages, leashes, muzzles, and limited food and water) are available to support the evacuation operations.
21. Preparing a list of those materials and supplies that are scarce or not normally available and will be needed for evacuation staging area operations (e.g., appropriate animal transportation vehicles, appropriate food, clean water, collapsible feed/water bowls, portable cages, collapsible pet carriers, catch poles, cleaning and disinfecting supplies, leashes, muzzles, gloves, etc.).
22. Taking actions to obtain those needed animal-related materials and supplies from various sources within their area (e.g., government purchases, grant applications, local animal humane organizations, potential donor agencies and individuals, mutual aid assistance from adjoining jurisdictions, etc.).
23. Identifying any anticipated unfilled needs to the appropriate FEMA Region for possible assistance during a catastrophic event
24. Reporting the status of ongoing evacuation activities to the appropriate locally impacted jurisdictions and emergency authorities.

GEMA, the GDA, and local animal host jurisdictions are responsible for the following:

1. Establishing a local or regional animal issues committee.
2. Ensuring an animal issues official is a part of Georgia's SOC when it is activated.

3. Ensuring the animal issues official in the Georgia's SOC maintains an awareness of any animal-related disaster issues or activities taking place within impact-state jurisdictions and/or Georgia, and reports significant events, as applicable, to the appropriate authorities.
4. Obtaining, from the impact-state and/or their evacuation jurisdictions, the anticipated number of animals that may be evacuating to Georgia and expecting food and shelter.
5. Coordinating with jurisdictions in Georgia to ensure that nearby "overflow" jurisdictions are prepared to accept additional animals if initial animal host jurisdictions become overwhelmed. (Note: If animals need to be moved to an overflow jurisdiction because of space constraints and they are owned by evacuees who have no transportation, then these evacuees may also be moved to the overflow jurisdiction if possible to be near their animals.)
6. Working to establish rest or comfort areas, if the decision is made to do that, where evacuating animals can obtain clean water and relief.
7. Preparing an animal-related host plan to include the following, as a minimum:
 8. A specific organizational structure that will be in accordance with NIMS and include clearly defined functional responsibilities.
 9. Identification of the most likely routes entering the jurisdiction from the area(s) of risk.
 10. Provisions for assisting in the establishment and staffing of a comfort or rest area(s) along major evacuation routes within the jurisdiction where animals and their owners can obtain appropriate fluids and personal relief.
 11. Provisions to employ road signage and public service announcements (using low-power radios, etc.) to provide instructions to incoming evacuees for their service and companion animals.
 12. Provisions for establishing a welcome or reception center(s) to greet evacuees with their service and companion animals (or evacuee buses and animal transport vehicles) and to direct them to appropriate sheltering facilities (e.g., via the use of maps, specific addresses, written directions, applicable contact information, etc.).
 13. Provisions for identifying, obtaining, and training sufficient personnel (jurisdiction employees, community volunteers, etc.) to staff the road stop(s), welcome center(s), and the various animal shelters within Georgia's animal host communities on an around-the-clock basis.
 14. Provisions for determining the appropriate qualifications/certifications of personnel assigned to the various animal facilities and functions within the community.
15. A list of pet-friendly motels in the area for use by those evacuees who have their own transportation and arrive at the welcome center with service and/or companion animals.
16. Selection of facilities to house and/or enclose the anticipated number of incoming animals (e.g., animal-only shelters, pet-friendly shelters, large animal facilities, etc.).

17. Provisions to ensure that each designated animal sheltering facility will have sufficient power, clean water, and appropriate ventilation, heating, and/or air conditioning, as necessary, to properly protect the health and welfare of the animals being sheltered.
18. Provisions to maintain the proper separation and protection of the sheltered animals (e.g., portable fencing, individual kennels, portable screens, large paneling, appropriate cages and carriers, etc.).
19. Provisions for adequate food, rest, and exercise of the animals while housed in the shelter facility (e.g., appropriate food for each species, animal exercise areas, appropriate bedding materials, areas for the relief of animals, etc.).
20. Provisions for certified personnel (veterinarians, veterinary technicians, etc.) to evaluate and provide appropriate medical care for sick or injured animals housed within a sheltering facility(s) and/or area(s).
21. Development of specific rules, regulations, and policies governing the operation of animal sheltering facilities, to include, among other topics, animal triage and release of liability for shelter operational personnel, jurisdictional officials, and the jurisdiction as an entity.
22. Ensure appropriate transportation is available between the people shelter(s) and the community's animal shelter(s) so the evacuees can reunite with and possibly care for their animals, if only on a temporary basis.
23. Coordinate with donations management groups to identify specific animal-related sheltering needs, receive and process any donor offers, and establish a facility to appropriately store any donated materials received.
24. Provisions to ensure the precise identification (pictures, microchips, tags, etc.) of all incoming and departing animals to ensure they can be returned to their rightful owners.
25. Ensure appropriate communications are available throughout Georgia to coordinate all animal-related issues among the welcome center(s), the designated animal shelter(s), the people shelter(s), law enforcement authorities, animal issues committee personnel, the donations management group, and local animal host jurisdictional officials.
26. Ensure appropriate (e.g., 24-hour) security at all animal shelters to preclude the theft of animals and associated equipment, as well as to prohibit the entry of persons not certified to be working within that shelter area(s).
27. Identify any unfilled needs to the appropriate command structure for obtaining possible assistance during a catastrophic event.
28. Establish provisions for the proper disposal of animal wastes as well as animal carcasses.
29. Ensure appropriate clean-up personnel are identified who can return the animal sheltering facility to its former condition after the disaster is over.

30. Communicating frequently with the evacuation jurisdiction(s) regarding any animal issues that may impact their host arrangements and planning in conjunction with a disaster event.
31. Keeping the appropriate GEMA area coordinator and/or GDA area representative informed of the availability and location of road stops for supplying fluids and relief for the evacuees and animals.
32. Determining the most commonly traveled routes into Georgia and establishing appropriate welcome centers, which are equipped to direct persons accompanied by animals to an appropriate shelter facility.
33. Depending on the anticipated number of animals requiring shelter, preparing a list of materials and supplies that are scarce or unavailable and may be needed for shelter operations (e.g., appropriate animal transportation vehicles, animal food and forage, clean water, feeding dishes and containers, cages, pet carriers, catch poles, cleaning and disinfecting supplies, leashes, gloves, muzzles, portable kennels, large animal panels, portable fencing for enclosures, appropriate bedding, etc.).
34. Using the above list, taking appropriate actions to procure necessary materials and supplies (e.g., through government purchases or grant applications and from animal humane organizations, potential donor agencies and individuals, memoranda of understanding (MOUs) or mutual aid assistance, etc.).
35. If there are still deficits, reporting the needs to FEMA Region IV for a larger scale or scope of mutual aid assistance.
36. Prior to, during, and immediately after the disaster, reporting the status of sheltering activities to the appropriate authorities.

Each appropriate GEMA area coordinator and/or GDA area representative preparing for or responding to a catastrophic disaster is responsible for the following:

1. Requesting that a GDA or federal animal health/agricultural person is assigned to the area to assist in all animal-related issues within the disaster area.
2. Working with its local animal hosting jurisdictions to ensure all animal-related evacuation, transport, and sheltering operations are being carried out efficiently and effectively.
3. Coordinating with local animal host jurisdictions to ensure that any animal-related requests for assistance are being handled in accordance with the state emergency management system.
4. Requesting local animal host jurisdictions are updating and reporting their information on animal-related evacuation and/or sheltering operations to the area representative, as appropriate.
5. Reporting updated animal evacuation, transport, and sheltering information, received from its jurisdictions, to the representative in the Georgia SOC.

Each regional or local AIC is responsible for the following:

1. Seek a position within the local or regional EOC, then determine who on the regional or local AIC should be a staff member of the jurisdiction's EOC if a position is granted, when it is activated for an impending catastrophic disaster, and coordinate this recommendation with the EOC prior to the event.
2. Taking actions to procure necessary equipment and identify appropriate personnel (paid or volunteers) to adequately support an animal response operation within the community.
3. In coordination with GEMA and/or GDA, identifying the proper training and certification requirements for personnel identified to support community animal response operations.
4. Providing a list of pet-friendly motels in the area for use by those evacuees who have their own transportation and arrive at the welcome center with service and/or companion animals.
5. Activating a donations management group to identify specific animal-related sheltering needs, receive and process any donor offers, and establish a facility to appropriately store any donated materials received.

Mutual Aid; Memorandums of Agreement/Understanding

Private non-profits and contractors are not eligible applicants. However, their services may be eligible through a state or local government with a written statement from the eligible applicant that substantiates the services they performed on behalf of the state or local government and with documented expenses.

Memoranda of Agreement and/or Memoranda of Understanding (MOA/MOU) and mutual aid agreement considerations that may facilitate pet and service animal support and care could include the following:

1. Development of mutual aid agreements and conditions that anticipate the presence of pets or service animals in Georgia when evacuees are to be hosted.
2. Execution of MOA/MOUs between local animal host jurisdictions and service providers to supply appropriate sheltering and screening for pets and service animals.
3. Development of agreements or arrangements that anticipate that pet ownership and service animals will have to be factored into the living arrangements of the evacuees as they transition from sheltering to temporary housing, and finally to permanent housing.
4. Consideration of the use of fairgrounds for animal shelters, and the structuring of MOA/MOUs between local animal host jurisdictions and fairground operators. Fairgrounds may be useful locations to accept animals, provide care by veterinarians, and provide food and shelter for animals.

Appendix 9: Reunification

Purpose

Moving mass numbers of evacuees in a potential or actual disaster event can include confusion and disorder. As a result, children and adults requiring caregivers may become separated from their families, parents, guardians, and/or caregivers. Reunification and Tracking processes are intended to address the need to reunite these evacuees as swiftly and effortlessly as possible.

Assumptions

- Reunification and tracking systems may vary and compatibility issues may exist; some states may not have a tracking system
- Reunification and tracking will require coordination with potential impact states, host state, and FEMA Regional offices for system selection, implementation, and system-to-system compatibility
- Minors and those requiring a caregiver may be separated from their parent, legal guardian or caregiver and may need care, supervision, and reunification
- The National Center for Missing and Exploited Children (NCMEC) has a reunification tool called The National Emergency Child Locator System (NECLS).
- Reunification and tracking issues for evacuee support require specialized processes due to privacy issues and the need to ensure public safety.

Concept of Operations

Reunification and tracking when applicable will follow the established Georgia EOP. Mass evacuee support may not be part of Georgia’s standard EOP processes and, therefore, may require additional processes.

Table 1: Individual Agency Responsibility for Reunification

Agency	Responsibility
GEMA	Implement reunification plan and activate resources; and provide coordination and overall preparedness, response and recovery guidance related to reunification services; disseminate information to the public about reunification resources and make tools available
DHR/DFCS	Publicize to evacuees in shelters and in communities in which self-evacuees might be housed, information on reunification systems they can access; distribute tracking system components to appropriate agencies, staff, and locations; facilitate management of reunification activities

Agency	Responsibility
Local EMAs	Provide supervision to unaccompanied children, minors and individuals unable to care for themselves until reunification or other options are available
FEMA	Provide financial support, disaster operations guidance and programmatic assistance related to evacuee tracking and reunification; make the reunification tool, The National Emergency Family Registry and Locator System (NEFRLS), available for use in Georgia

Tracking and Reunification Activities by Phases of Emergency Management

There are three phases for evacuee support tracking and reunification operations including: preparedness and pre-planning, response and long-term recovery.

GEMA, DHR/DCFS, local EMAs, and other host state agencies will initiate each phase through normal decision-making process, and in consultation with other partner or support entities. Phases will often overlap due to variances in events and operations.

Phase I: Preparedness and Pre-planning Activities

Georgia's emergency preparedness and pre-planning activities are to ensure sufficient preparation for evacuee reunification and tracking operations prior to a large-scale or catastrophic event.

Preparedness activities and considerations include:

- Communication between the State of Georgia and potential impact-states from whom they may receive evacuees to discuss tracking system compatibility, embarkation and debarkation processes, return/reentry plans and general evacuee support planning
- Investigation of tracking systems and coordination between agencies and ESFs which would be involved in the process at time of event
- Purchase and implementation of tracking software and hardware; and distribution of these systems to appropriate parties
- Training and exercising in the use of reunification and tracking software and hardware systems
- Develop an awareness campaign to all involved agencies and organizations concerning reunification resources, plans and protocols
- Prepare pre-scripted MOU/MOAs with support organizations for supervision and care of unaccompanied minors and adults requiring care giving
- In developing, purchasing, and using a reunification and tracking system Georgia ought to determine what tracking system potential impact states may have and consider the use of the same or a compatible system.

- Coordination with potential impact area officials (and possibly FEMA Regional Office) may assist in the decision and planning process.

Other system considerations include:

- Equipment portability, ease of handling, user-friendliness; level of identifiers permanence of identifiers (e.g., wristbands, badges); and speed of processing use;
- Information being sought: Basic personal identification (name, address), criminal background, sex offender status, fingerprints, missing children, medical information¹

Examples of tracking systems include:

- Radio frequency identification (RFID) wristbands to track evacuees. This system requires both electronic scanner hardware and computer software in order to operate.
- Internet-based informational Web sites with evacuee information advising alive, well, or whereabouts. This system requires a computer and Internet access.
- Identification badge and bar-coded wristband system. This would require equipment to read barcodes.
- Unique identifier systems vs. personal data systems provide alternatives to how much information is collected and safely stored.
- Many hospitals, nursing homes, and assisted living facilities have tracking systems for patients and residents that could be used during an evacuation

Phase II: Response Activities

Response reunification and tracking activities are those that provide the state with a more comprehensive awareness of who has entered their state. The State of Georgia may want to track evacuees as they enter regardless of whether the impact state has implemented a tracking process.

Response tracking activities may include:

- Registration of evacuees upon arrival into the state
- Review criminal record and sex offender registries, and resolve the evacuee support requirements of these populations
- Keep sex offenders in separate shelter and/or housing accommodations
- Handling of evacuees without proper identification
- Assistance for evacuees unable to effectively express themselves (children, those with physical or mental disabilities)
- Personal information, security, HIPAA, and privacy law requirements

¹ Medical information is subject to Health Insurance Portability and Accountability Act (HIPAA).

Response reunification and tracking activities are those that will assist evacuees register or reunify with family members who have been separated during the evacuation process.

Response activities include:

- Access to internet, phone and other communication tools and system
- Support and care of unaccompanied minors and adults requiring caregiving
- Implementation of reunification programs, processes and protocols
- Use of public information to disseminate available assistance and reunification program information. This should be available and accessible in various formats and languages to accommodate persons with disabilities and limited English proficiency.
- Providing access to reunification programs and systems in place for use, such as the American Red Cross (ARC) Safe and Well Web site.

Until a child, minor, or an adult requiring care is reunited with their caregivers, they will need to be in a safe, secure environment. The State of Georgia can plan for this by taking the following into consideration:

- Work with Georgia social service agencies to develop a disaster protocol for temporary care of unaccompanied children/minors or adults requiring care until their parents, guardians, or caregivers can be located and reunited.
- Child support groups, non-profit, and faith-based groups may be able to provide childcare in times of disaster and may be a resource for full-time care prior to the location of parents or guardians, or until other long-term arrangements can be made.
- Adult care support groups, non-profit, and faith-based groups may be able to provide care in times of disaster and may be a resource for full-time care until guardians or caregivers can be located, or other long-term arrangements are made.

Phase III: Recovery Activities

In an evacuation and disaster operation, priority is given to supporting immediate emergency needs, thus reunification support often will not begin until after the initial movement of evacuees is complete. Reuniting children separated from their parents and evacuees separated from a required caregiver, however, is generally a priority.

Long-term recovery activities are a continuation of reunification activities begun during response and additional activities necessary for return of evacuees to the impact-state, relocation to another state or resettlement in the host state.

State of Georgia recovery evacuee reunification activities may include:

- Ongoing access to internet, phone and other communication tools and systems
- Involvement of regular state social services programs for the care and custody of unaccompanied minors and adults requiring caregiving who have not been reunited with families, parents, guardians or caregivers

Physically reuniting separated unaccompanied children/minors or adults requiring care with their parents, guardians or caregivers will potentially be an issue. The following possible strategies may assist with this:

- Involve the State of Georgia agencies with evacuee support responsibilities, along with child/adult welfare groups and other organizations in the disaster protocol development, planning, preparedness, response, and recovery to address these needs.
- Communicate with volunteer pilot groups, such as Mercy Medical Airlift/Angel Flight, to arrange air transportation in response to healthcare or other critical human needs such as reunification. (Implementing a pre-event MOU/MOA with this and/or other organizations could more effectively support the response/recovery processes.

Mutual Aid; Memorandums of Agreement/Understanding

List any MOU/MOAs the State of Georgia has with agencies and/or organizations which would support tracking and/or reunification of evacuee

Web sites and Organizations to Assist with Reunification

Some locations – shelters, reception processing sites, debarkation sites, Welcome Centers, FEMA-operated sites – may provide evacuees with access to internet services and telephones for reunification purposes.

National Center for Missing and Exploited Children (NCMEC)

The Center serves as a clearinghouse of information about missing and exploited children and networks with nonprofit service providers and state clearinghouses about missing-persons cases.

Location: <http://www.missingkids.com/>

National Emergency Child Locator System (NECLS):

To be established by FEMA to help children re-unify with their families separated after an emergency or major disaster. NECLC established under Stafford Act, subsection (b). The Center's operations are managed by NCMEC, with support from FEMA.

Location: www.missingkids.com/

Location: http://www.fema.gov/media/fact_sheets/dad.shtm

Phone: 1-866-908-9570

National Emergency Family Registry and Locator System (NEFRLS)

To be established by FEMA to help re-unify families separated after an emergency or major disaster. NEFRLS as defined under Stafford Act, section 689c(a). The Center's operations are managed by NCMEC, with support from FEMA.

Location: <http://www.missingkids.com/>

Location: http://www.fema.gov/media/fact_sheets/dad.shtm

Phone: 1-800-588-9822

Next of Kin Registry (NOKR)

Established as a free tool for daily emergencies and national disasters to help individuals and families locate missing, injured, or deceased next of kin. NOKR provides the public a free proactive service to store emergency contacts, next of kin, and vital medical information that would be critical to emergency response agencies.

Location: <http://www.nokr.org/nok/restricted/home.htm>

Note: In a mass evacuation operation run by the federal government, the above Web sites for tracking and registration may be accessible to evacuees at some reception sites.

Appendix 10: Case Management

Purpose

The evacuation of individuals and families as a result of the threat of or the occurrence of a catastrophic event requires a coordinated response to meet the disaster caused needs of evacuees.¹ In addition, evacuees displaced for an extended period of time from their pre-disaster community are likely to require access to the social services received prior to the event or may now be eligible for social services from local, state and/or federal agencies. The purpose of this annex is to describe the cooperation and coordination needed to ensure that an evacuee in need of services is able to access the myriad of available programs in an efficient, coordinated and timely sequence.

There is a need to structure the various types of aid available and match them to the needs of evacuees. Many of the needs will be common to disaster assistance providers, others will be common to social service providers and may be met quickly and are the only assistance an evacuee needs to accomplish their recovery.

In disaster case management, recovery planning is identified as more complex for an evacuee as they accept assistance to develop their recovery plan. Evacuees will need a clear understanding of services available, eligibility requirements, application processes and any time limitations to access disaster services.

Disaster Assistance

Disaster assistance often begins with the provision of life-sustaining and essential services for individuals and families forced to leave their home and community. When needed by an evacuee, these services are most often provided in congregate care settings. They should include life sustaining services including food, water, clothing, safe and sanitary shelter, first aid, crisis counseling, mental health and access to urgent and appropriate medical services.

As the scope and degree of damage to an evacuated area is known the disaster assistance required will increase to meet the needs of evacuees focusing on the degree of damage to their homes, the viability of their communities' infrastructure and the evacuee's personal resources.

Disaster casework services are usually provided during the response and relief phases in the aftermath of a disaster. The possible need for disaster recovery case management may be identified by a worker providing services.

Disaster case management is most often identified as the assistance needed for an evacuee to develop their disaster recovery plan.

¹ For the purpose of this annex evacuee(s) refer to individuals or family units.

Social Services Assistance

Many agencies and organizations with nondisaster social service programs do have separate programs in time of disaster. Accessing these programs may be through telephonic or Internet registration, application directly with the agency /organization in an assistance center. If an evacuee is not returning to their home community or state within a short time of the evacuation they may need to register in the host area for assistance they had been receiving prior to the evacuation.

During “normal” times there are systems in place for relocating individuals and families to gain access to services such as Medicaid, housing subsidies or government housing, unemployment benefits, mental health services , medical services, Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP – formerly Food Stamp Program), etc. The challenge for disaster evacuees and government agencies and nongovernment organizations rests is the significant increase in numbers seeking services simultaneously, host area eligibility requirements and other unique requirements.

Situation and Assumptions

Disaster casework services and other social services may be provided throughout the phases of disaster response, relief and recovery. The need for disaster case management is identified when an evacuee is unable to develop their recovery plan without assistance.

- The responsibility for disaster recovery rests with the evacuee.
- As noted in other annexes of this plan the coordination and integration of assistance efforts will rest in the immediate aftermath of the disaster incident with casework services providers and for recovery often with case managers.
- Whether providing disaster casework services or disaster case management workers will be familiar and current with available programs and assistance throughout the disaster relief and recovery spectrum.
- The majority of evacuees receiving case management services will be as a result of the need for major home repair or rebuilding, loss of employment, loss tools/equipment needed to continue self employment or illness or injury caused or significantly exacerbated by the disaster (there may be unusual situations where the evacuation may have caused or exacerbated a serious medical situation)
- The evacuated area must have received a federal; declaration for Individual Assistance (IA).
- Evacuees who by circumstance or choice remain in the host area will need to be integrated into the state’s communities. The case manager is able to assist evacuees to develop their recovery plan in their new community.
- There are times when some members of the evacuating family will remain in the host area for an extended period of time while other members return to their damaged community to repair and rebuild homes, return to their jobs, etc. It is possible that coordinated case management may be required between the impacted area and the host area.

- Some evacuees may qualify for social service benefits provided by or through agencies of the State of Georgia and/or host county or city agencies.
- As many as 20% of evacuees may qualify for services and benefits from the Veterans Administration (VA).
- Disaster case managers and their organization/agency will meet the guidelines of the Council on Accreditation for Disaster Recovery Case Management Services.
- Disaster caseworkers and case managers may be volunteer staff or agency/organizations employees.
- The Disaster Case Management program of the State of Georgia will easily integrate with implementation of disaster case management by FEMA
- Many nongovernmental organizations provide their assistance through donations of goods and material and cash donations. The funding of case management for nongovernmental organizations by government expands their capability to provide direct assistance since often both case management and financial assistance are provided through incident-specific cash donations.
- Emphasizing system-wide coordination, communication, and collaboration, among all response, relief and recovery entities is paramount at all levels of planning.

Concept of Operations

Effective casework and case management is likely to be a shared responsibility among government, faith-based, humanitarian and other nongovernmental agencies/organizations. The collaboration and coordination required will bring together entities with established disaster assistance programs, entities with social service programs needed by evacuees and entities new to the disaster assistance arena. Depending upon the incident characteristics (type and magnitude especially as the characteristics relate presence or absence of advance notification) response strategies will modify. As the situation in the impact-state emerges, the evacuees will determine whether they are going to resettle in Georgia, move to another location with family or friends, or return to the affected area. Disaster casework services may be required while evacuees are making these decisions and as available assistance is known. Evacuees will determine their need for case management when they determine assistance is needed to develop their recovery plan.

A combination of methods may be needed to provide services including caseworkers staffing congregate care facilities such as shelters, information centers and assistance centers. Telephonic and web based application systems may be in place. Inter agency referral of evacuees among organizations and agencies may be an effective way to ensure that evacuees are being helped by the most appropriate entity for their needs and situation.

It would seem that a Casework/Case Management Task Force could be considered to ensure the development and execution of the appropriate system(s) for referral and follow up.

Organization and Assignment of Duties

Organization

The Support Agencies listed in the following table will provide or assist with the provision of casework services and/or case management in support of evacuees in Georgia.²

Agency	Responsibility
Georgia Department of Emergency Management	<p>Provide coordination and overall preparedness, response, and recovery guidance related to casework services and case management.</p> <p>Provide leadership and support for voluntary organizations activity, volunteer and donations management</p> <p>Implement reunification plan for separated families and household pets.</p>
Georgia Local County/City Emergency Management Directors.	Provide coordination and overall preparedness, response, relief and recovery guidance to community agencies and organizations regarding casework services and case management.
<p><i>Georgia Department of Human Services(DHR)</i></p> <p><i>GA DHR Division of Family and Children Services</i></p> <p>(DFCS) State and County Level</p>	
<i>Georgia Department of Community Affairs (DCA)</i>	
<p>Georgia's Department of Education (GDOE)</p> <p>City/County Local School Districts</p>	<p>Provide coordination of all preparedness and response related to central point of contact for all Georgia public schools receiving evacuee students. Provides communication between host state DOE and impacted state DOE.</p> <p>Work with evacuee families within their jurisdiction to provide smoothest transition for incoming evacuee students. Coordinates with other school districts and GADOE regarding student well being.</p>

² Each annex to the Georgia Evacuee Support Plan references the need for case management to successfully accomplish the mission described. This chart lists the primary agencies noted in each annex. At the time of this writing we are still awaiting responses to questionnaire regarding case management activities for those agencies in italics

Agency	Responsibility
Nongovernmental Organizations/agencies, (e.g., United Way)	Provide a wide variety of social support services to the evacuees through all phases of response, relief and recovery.
Community Foundations (Public and Private)	Provide financial and in-kind donations that support direct services to the evacuees
<i>Georgia Voluntary Organizations Active in Disaster (GAVOAD)</i>	Members provide food, clothing, spiritual care, varied disaster assistance, (e.g., rent/deposit assistance, transportation, health and mental health, and facilities.). (United Methodist Disaster Services/United Methodist Committee on Relief/Lutheran Disaster Response, etc provide case management training and case management.)
Federal Emergency Management Agency	Provide financial support, disaster operations guidance and programmatic assistance for disaster recovery case management. At this writing two FEMA pilots are in progress for case management.
<i>GADHR Office of Mental Health Services</i>	Source of information regarding medical, health, crisis counseling and mental health issues
<i>Department of Labor</i>	Unemployment benefits and employment opportunities
<i>Veterans Administration</i>	Veterans benefits
Georgia Disaster Case Management Task Force (GDCMF)	Facilitates the delivery and management of casework and case management programs to support disaster evacuees in Georgia.

Assignment of Duties

Casework Services and Case Management by Phases of Emergency Management

There are four phases for evacuee support for casework and case management services: preparedness, response, relief and recovery. Host state agencies will initiate each phase through established decision-making process, and in consultation with other partner or support entities' standard operating procedures.

The following phased activities are still under construction as we verify who would be involved in providing casework and case management services to evacuees. The basics to be accomplished are identified but the specifics require more conversation and may be resolved during an exercise in the future.

Phase I: Preparedness and Planning Activities

The appointment of a lead agency or organization for disaster casework and case management activities will provide the platform for the four phases of evacuee support. The host state emergency preparedness and planning attempts to both qualify and quantify the casework/case management needs for state-wide evacuee support prior to a catastrophic event. The preparedness and planning approach improves upon evacuee support needs of all kinds by performing the following activities:

1. **Certification:** All emergency management entities are responsible for ensuring that applicable staffs have met the Incident Command Systems (ICS) certification requirements as outlined by the National Integration Center (NIC) Incident Management Systems Integration Division³. These include:
 - a. ICS-100 Introduction to Incident Command⁴
 - b. ICS-200 Single Resources and Initial Action Incidents
 - c. ICS-300 Intermediate ICS⁵
 - d. ICS-400 Advanced ICS
 - e. IS-700 National Incident Management System, An Introduction
 - f. IS-800 B National Response Framework, An Introduction

Additional recommended, but not required, trainings are available:
http://www.fema.gov/emergency/nims/nims_compliance.shtm.

2. **Training:** Existing case management training. Orientation to disaster assistance programs and organizations.
3. **Data Collection:** Decision makers must be in agreement regarding the activities and corresponding entities for its phased approach to planning. The prioritization of planning elements by data collection methodology should reflect the greatest care for the anticipated evacuee population.
4. **Tracking Systems:** Evacuee tracking systems, electronic, web-based, or other wise must continue their development to be flexible and adaptability across systems. Evacuation and congregate care entities have initiated this process; however, to continue to develop their respective efficiency, they must be tested regularly and enhanced to interface with other evacuee tracking systems, and developed in accordance within the phased priority planning.

³ National Integration Center (NIC) Incident Management System Integration Division, Retrieved July 21, 2008, from <http://www.fema.gov/emergency/nims/index.shtm>.

⁴ ICS-100, ICS-200, ICS-700 and ICS-800 are certifications that are available on the NIC Incident Management Systems Integration Division located at http://www.fema.gov/emergency/nims/nims_training.shtm#0 (retrieved, July 21, 2008).

⁵ ICS-300 and ICS-400 courses are courses conducted in a classroom. Both the Emergency Management Institute and the National Fire Academy sponsor NIMS compliant ICS-300 and 400 training. Local or the State Emergency Management Agency or State Fire Academy should be contacted for details about when and where these courses will be available.

- 5. Documentation Systems:** Evacuee documentation systems must be conceptualized, developed and tested long before an incident. These systems must also be maintained and readily available in multiple locations, should any single site be directly or indirectly impacted by the incident. These systems also should be tested regularly and enhanced to interface with other evacuee tracking systems, and developed in accordance within the phased priority planning.
- a. **Policy Development:** Written documents that outline the evacuee roles and responsibilities must be carefully developed as consensus is built among response entities. As greater awareness of evacuee planning matures, and as the data, tracking, and documentation timely manner.

Phase II: Response Activities

The lead agency for casework services and case management will call initiate contact among collaborating organizations and agencies with the Shelter and Housing Task Force to determine how casework services may be provided in congregate facilities. This would include the requirements needed to be met for agencies and organizations to gain access to congregate facilities to offer services as well as address referrals.

- Develop an centralized information system for services available for evacuees
- Decide how referrals will be made
- Designate space for agencies and organizations
- As evacuees move from congregate care to transitional housing decide how agencies/organizations will be notified and/or evacuees be made aware of services available

Phase III: Relief Activities

The lead agency for casework services and case management may be the clearing house for assignment of referrals to agencies and organizations able to help transitioning evacuees with utility deposits, rental deposits, etc. Building on the systems developed in response activities systems will be in place for either follow up with an evacuee and/or contact from an evacuee.

Phase IV: Recovery Activities

As evacuees begin to determine their future they will assess their resources and will need to know how to access assistance in developing a recovery plan. Again, information central may be the source for those seeking assistance. When an evacuee moves from transitional to temporary housing or receives the maximum assistance from the IHG program the lead agency could be advised and again act as the clearing house for assignment of cases for follow up.

Mutual Aid; Memorandums of Agreement/Understanding

Written agreements, be they mutual aid or memorandums of agreement or understanding, in theory, are a valuable mechanism that fosters aid between an entity in need and an entity with aid to provide during times of need. Such documents however may provide a

false sense of security, if the relationships between the signing entities are not maintained. Therefore as the State of Georgia planning process matures, written agreements must be at the forefront of all planning entities processes; not only will doing so help to maintain the acknowledgement of such commitment, but it collectively tracking such documents will help to ensure that such aid will not be over committed to multiple recipients simultaneously.

DRAFT

Appendix 11: Employment

Purpose

When displaced to—and potentially permanently relocating in—a new area, evacuees will need to seek and retain employment. Employment opportunities may differ depending on the area. Job skills of the evacuees may be different from the available jobs. Matching evacuees to the available job opportunities will be a high priority for the evacuees.

Situation and Assumptions

Lack of employment may not be an immediate response issue for some evacuees. Food, clothing, shelter, medical needs, a safe environment for children, and reuniting with family may need to be addressed first.

Concept of Operations

Employment for the evacuees will be a shared effort between the evacuees and the State of Georgia. Employment needs will arise later in the response effort. As the situation in the impact-state emerges, the evacuees will determine whether they are going to resettle in Georgia, move to another location with family or friends, or return to the affected area. Once those decisions are made, the evacuees who plan to resettle will commence or continue job hunting activities.

The State's lead organization will coordinate with local governments, community organizations, volunteer organizations, and private businesses to match the job skills of the evacuees with the employment needs of the communities in which they plan to resettle.

Organization and Assignment of Duties

Organization

The Support Agencies listed in Table 2 will assist in the employment support of evacuees in Georgia.

Table 2: Support Agencies

Agency	Responsibility
1. Georgia’s Department of Labor (GDOL)	Provide leadership and guidance to evacuees and local communities concerning programs for employment in Georgia
2. Regional Workforce Boards and Local Workforce Development Agencies	Provide employment services to evacuees in local or regional settings
3. Georgia Department of Emergency Management	Provide coordination and overall preparedness, response and recovery guidance related to employment services for evacuees
4. United States Department of Labor (USDOL)	Provide employment funding to GDOL and federal guidance to the state employment agency during catastrophic evacuee support operations
5. Federal Emergency Management Agency	Provide financial support, disaster operations guidance and programmatic assistance related to evacuee employment support

Assignment of Duties

Descriptions of duties for key agencies identified in the table above are noted below.

1. The Georgia Department of Labor (GDOL) may aid evacuees with the registration process for receiving disaster unemployment insurance and with unemployment insurance application help. The GDOL may assist in facilitating employer job fairs to help Georgia businesses with employee needs. The job fair services may include helping evacuees prepare resumes; practicing for job interviews, including proper attire; connecting, searching and responding to job bank opportunities; and assisting with job searches, skills training and/or continuing education for employment purposes. Also, the GDOL may support evacuees with reintegration services, including childcare, eye treatment, and dental care for eligible evacuees. The GDOL will rely upon expedited and streamlined federal responses to local, regional or state employment questions, and well defined financial reimbursement procedures for unbudgeted expenses incurred associated with providing host state employment services for evacuees.
2. Georgia regional workforce boards and local workforce development agencies may develop local employment information and implementation guidelines for evacuees hosted in their area. The employment information and implementation guidelines may focus upon unemployment assistance, work skills training, job fair services, and evacuee reintegration benefits.
3. The United States Department of Labor (USDOL) will provide employment and labor aid to GDOL and guidance to the state employment agency during catastrophic evacuee support operations. This may include authorizing and distributing host state recovery assistance and/or emergency employment grant funds (e.g., national

- emergency grants, NEG, and/or grants to fund reintegration efforts such as reintegration project funds).
4. GEMA, as the lead emergency agency in Georgia, will coordination and provide preparedness, response and recovery guidance related to employment support services for evacuees.
 5. The Federal Emergency Management Agency (FEMA) will provide financial support, disaster operations guidance and programmatic assistance related to evacuee employment assistance.

Employment Activities by Phases of Emergency Management

There are three phases for evacuee support employment services. The phases are preparedness, response and long-term recovery. GEMA, GDOL and other host agencies will initiate each phase through normal decision making process, and in consultation with other partner or support entities.

Phase I: Preparedness and Pre-planning Activities

The host state emergency preparedness and pre-planning is focused on ensuring that Georgia is prepared for evacuee employment support needs prior to a catastrophic event occurring. The preparedness and pre-planning approach seeks to foresee and improve upon evacuee employment needs by identifying key actions and criteria before an incident demands attention.

1. All GDOL business unit plans will be updated to address evacuee employment support, and all GDOL business functions will revise existing standard operating procedures to address evacuee employment services.
2. GDOL will renew work flow processes for key evacuee employment support job functions. These work flows may be utilized to train ancillary or temporary employees for evacuee support assistance.
3. GDOL will prepare and bring on-line an evacuee employment and job assistance website or an online job-matching database. The website/database will provide a means for evacuees to register for employment services and job placement, obtain career counseling and gain unemployment aid assistance.

Phase II: Response Activities

The host state evacuee employment support emergency response activities are focused on the immediate employment needs to assist evacuees.

1. The initial response activities include preparing GDOL rapid response units for deployment to “one-stop shops” (e.g., workforce investment desks), Georgia DOL career centers, or workforce development offices in participating cities to initiate evacuee employment support services.
2. The rapid response units will connect the on-line registration website/database for evacuee employment registration assistance and initiate evacuee support assistance, data collection, and employment service tracking.

3. GDOL will implement any special compensation/leave/benefit policies for employees providing evacuee support and report the status of those employees for the purpose of monitoring agency workforce levels and reporting such information to appropriate agencies.

Phase III: Recovery Activities

The host state recovery activities are focused on the long-term, enduring challenges that evacuee employment will place on state, regional and local systems and Georgia's permanent employment programs, systems and infrastructure.

1. The initial recovery activity will be to engage evacuees and assist them with job hunting and returning to work.
2. Additionally, programs will be activated to address social needs attendant to workforce participation; these may include childcare, transportation, health and hygiene, and educational assistance.

Mutual Aid; Memorandums of Agreement/Understanding

Mutual Aid Agreements (MAA) or Memoranda of Agreement and/or Memoranda of Understanding (MOA/MOU) that may facilitate evacuee employment support may be developed to encourage and facilitate interagency cooperation. MAA and MOA/MOU may be the best mechanisms for implementing interagency employment operations by defining specific points of service responsibility.

Appendix 12: Education

Purpose

Students who have been displaced by the disaster will need to be integrated into the local school systems. Georgia's public school system will provide the principle mechanism to coordinate education assistance for evacuee students with county/local schools.

As the evacuees make decisions regarding their resettlement, education of their children will influence these decisions. Case management will need to coordinate school selections with other evacuee issues (e.g., housing, transportation, potential jobs, etc.).

The National Center for Homeless Education can be accessed on the Internet at <http://www.serve.org/nche/>. Students displaced by disasters are eligible for federal services and rights under the McKinney-Vento Homeless Assistance Act (MV Act).

Situation and Assumptions

- Students who have evacuated may not have any identification or school records. The impact-state may not be able to provide records from the damaged areas.
- Local schools will have to communicate at the county and state levels to coordinate the influx of students.
- Placement of students may be spread around the school system so that fewer schools are over-burdened.
- Additional supplies and school staff will be needed, including teachers and counselors.

Concept of Operations

Education should be a shared effort between the local schools, the counties, and the State of Georgia. Education needs will arise before, during and after the response effort. As the situation in the impact-state emerges, the evacuees will determine whether they are going to resettle in Georgia, move to another location with family or friends, or return to the affected area. Once those decisions are made, the evacuees who plan to resettle will begin the process of placing their children permanently in local schools.

Organization and Assignment of Duties

Organization

The Support Agencies listed in Table 3 will assist in the educational support of evacuees in Georgia.

Table 3: Individual Support Agency Responsibilities

Agency	Responsibility
1. Georgia’s Department of Education (GDOE)	Provide guidance to local education agencies during an emergency evacuation
2. Georgia Local School Districts	Provide educational services to evacuee students and families
3. Board of Regents of the University System of Georgia (Public Colleges and Universities)	Provide higher educational and housing services to evacuee public college students
4. College Board	Provide accommodations on the SAT/PSAT, Advanced Placement, etc. to evacuee students
5. Documentation Recovery	Assist schools in placing students in the appropriate grade and identifying evacuee student needs
6. Georgia Department of Emergency Management	Provide coordination and overall preparedness, response and recovery guidance related to educational services for evacuee students
7. Private Colleges and Universities in Georgia	Provide higher educational and housing services to evacuee college students seeking private university/college education
8. Georgia Department of Technical and Adult Education	Provide adult and technical educational services to evacuee students
9. United States Department of Education (USDOE)	Provide educational funding to GDOE and guidance to the state educational agency during catastrophic evacuee support operations
10. Federal Emergency Management Agency	Provide financial support, disaster operations guidance and programmatic assistance related to evacuee student education

Assignment of Duties

Descriptions of detailed duties for the agencies identified in the table above are noted below.

1. The Georgia Department of Education (GDOE) may assist in distributing information to local school districts, such as the evacuee questionnaire, MV Act information, staffing suggestions, best practices for the affective support of evacuee students, certificate of occupancy waivers/conditions, and site conditions for temporary classrooms. The GDOE has an Incident Command Center protocol in place to receive calls from school districts, to send information to them in a timely manner and to receive waivers (for exemptions to state board of education rules/policies/procedures). Local school district questions related to federal requirements or regulations, such as student testing requirements of the No Child Left Behind (NCLB) Act may be handled by the GDOE Command Center’s federal liaison staff. The GDOE will rely upon expedited and streamlined federal responses to local school district questions, and well defined financial reimbursement procedures for unbudgeted expenses incurred associated with providing host state educational services to the evacuee students.
2. Georgia Local School Districts may develop information and implementation guidelines for hosting evacuee students. Schools will need to be prepared to establish a central student registration process to ensure equal distribution of evacuee students to schools throughout the district, if possible, so as to reduce the impact on individual schools and to aid the marshaling of resources. Additionally, centralized student evacuee registration should include a student data file separate from the school district data file (e.g., evacuee student identifier code) that will enable the school district to track and locate evacuee students. Schools will also need to establish “fast track” purchase order procedures for extra supplies, textbooks, school materials and other educational resource needs; and establish accounting files that will separate evacuee related expenses from all other school district expenses. This would include, but is not limited to, additional staff, overtime pay, school equipment, food, and transportation assets. Schools will be encouraged to establish an Incident Command Center protocol to centralize and coordinate all essential functions in response to an influx of student evacuees. This centralization will supports decision making consistency and trouble-shooting and it will establish a decision-making archive. Decisions made in isolation and inconsistent decisions across the school district can create problems for students and staff.
3. The Board of Regents (BOR) of the University System of Georgia (USG) has statutory authority over all 35 public colleges and universities. The BOR may approve measures waiving non-resident tuition for students enrolled in out-of-state colleges and universities affected by a catastrophic disaster. The board may also vote to defer tuition and housing costs for these students on a space-available basis. In addition to waiving out-of-state tuition and deferring the cost of tuition, room and board, the BOR may implement temporary policies to clear the way for USG institutions to defer the usual immunization requirements for evacuee students. The BOR may also formally approve a policy allowing USG institutions to use

- appropriate campus facilities as interim shelters for evacuee students – a measure already in practice – noting that non-students should not be housed in the same facilities as students, due to liability issues. The BOR may take the lead in responding to questions from all public and/or private colleges and universities in Georgia, and in disseminating information concerning evacuee student higher educational needs. The BOR may establish a website for these purposes. Colleges and universities will need to centralize their response and preparations, as well as develop a separate finance/budget accounting system to document costs related to an influx of college age evacuee students.
4. The College Board may help high school seniors from catastrophic disaster afflicted areas by administering free SAT exams. Also, the College Board may offer no cost Preliminary Scholastic Aptitude Test/National Merit Scholar Qualifying Test (PSAT/NMSQT) to high school tenth- and eleventh-grade evacuee students. The College Board may ask schools that want to participate in these test offerings to contact a hotline number. The College Board may utilize a hotline number for students and parents who want SAT scores sent to colleges, and establish a frequently asked question (FAQ) source within the hotline system. Student Search Service, CSS/Financial Aid PROFILE, the Advanced Placement Program (AP) and several other College Board programs may also make adjustments to help evacuee students and host state schools.
 5. Documentation Recovery methods may be implemented to facilitate and expedite student data transfer and record processes for the receiving (e.g., host) and sending (e.g., impacted or at risk) states. The impacted state(s) could ramp up their student data retrieval system prior to catastrophic disaster (if a notice event), or soon after the disaster if a no notice event, in anticipation of students leaving the local school district to enroll in host state schools.
 6. GEMA, as the lead emergency agency in Georgia will coordination and provide preparedness, response and recovery guidance related to educational services for evacuee students. This may include provisions for a GDOE staff member to be present at the SOC and/or provide the GDOE with access to the state’s ETeam software during a large scale catastrophic disaster. Additionally, GEMA will coordinate educational service information and actions related to the event. GEMA may identify possible legal protection mechanisms for agencies involved in educational support.
 7. Private colleges and universities in Georgia may provide higher educational and housing services to evacuee college students seeking private university/college education, while the Georgia Department of Technical and Adult Education may provide adult and technical educational services to evacuee students.
 8. Georgia Department of Technical and Adult Education provides adult and technical educational services to evacuee students.
 9. The United States Department of Education (USDOE) will provide educational aid to GDOE and guidance to the state educational agencies during catastrophic evacuee support operations. This may include authorizing and distributing host state recovery assistance and/or emergency educational grant funds. Additionally, agencies in

Georgia will rely on the USDOE for interpretation and direction as it relates to compliance with the MV Act or other federal education law requirements for evacuee students.

10. The Federal Emergency Management Agency (FEMA) will provide financial support, disaster operations guidance and programmatic assistance related to evacuee student education.

Educational Activities by Phases of Emergency Management

There are three phases for evacuee support educational services. The phases are preparedness, response and long-term recovery. GEMA, GDOE and other host state agencies will initiate each phase through normal decision making process, and in consultation with other partner or support entities.

Phase I: Preparedness and Pre-planning Activities

The host state emergency preparedness and pre-planning is focused on ensuring that Georgia is prepared for evacuee student educational support needs prior to a catastrophic event occurring. The preparedness and pre-planning approach seeks to foresee and improve upon evacuee student education needs by identifying key actions and criteria before an incident demands attention.

1. An educational leadership community should be established to provide educational services to evacuee students and families. The educational leadership community should come together prior to the catastrophic disaster and the community will plan, organize, manage, and monitor the provision of educational services and the offerings to evacuees. The pre-disaster activities of this educational leadership community will be very useful to school districts that may receive evacuee students.
2. A questionnaire should be developed for future enrollment of an influx of evacuee students and used to gather educational information on evacuees for placement, services, and archival needs. The questionnaire may seek information regarding grade level placement; academic needs or skills (e.g., does the student have an Individual Education Plan – IEP, or special education needs); health needs or concerns such as physical accommodation needs (health history, IEP or 504 Plan), immunization and current overall health; student identification number; type of school previously attended (e.g., public, private, charter, alternative, adult education); any previous or current disciplinary problems or sanctions; any previous or current criminal charges or probationary status; contact information; temporary housing information; available contact information; photo identification of parent/guardian (or any identification – such as SSN).
3. Electronic files, including an off-site backup system, should be developed to establish a student evacuee database accessible to local school districts, the GDOE, and the federal agencies involved in evacuee student education. Georgia will build upon existing student data systems. These enhanced systems will allow local school districts and the GDOE to monitor student academic performance. Local school districts have software programs that monitor student information and these programs should be improved to address evacuee student needs.

Phase II: Response Activities

The host state evacuee educational support emergency response activities are focused on the immediate school space and resources available to assist evacuee students. The initial response activities include evacuee student registration, placement in a school system, and arrangement of the transportation needed for evacuee students in Georgia.

1. Immediate emergency implementation policies or procedures should be developed for evacuee educational support. The procedures may define requisites for enrolling “new” students include proof of residency; proof of immunization (health records); school records – academic and disciplinary records; and emergency contact information. These policies and procedures should not become an impediment to enrolling students in emergency situations. MV Act requirements and details should be available to local school districts and the MV Act’s applicability in evacuee support situations should be followed.
2. The sudden influx of evacuee students will have varying local staff impacts depending on the size of the school district and the needs of the evacuee students. Smaller school districts will more likely experience serious teacher shortages, while larger school districts may adapt more smoothly with teacher assignments. It may be difficult for many school districts, regardless of size, to meet the full suite of evacuee student needs (e.g., counseling, special education, mental health, etc.). Therefore, local districts may need staff support for schools facing a sudden influx of evacuee students. Georgia may utilize “Teach for America (TFA)” or other staffing source solutions to meet these educational needs. Regardless of the size of the school district, financial reimbursement for additional staff, transportation assets, and other resource costs must be expedited. Additionally, lists of retired teachers and other staff may be developed for quick access during a catastrophic emergency. Local school districts have substitute teacher lists, but the use of substitute teachers over a long period of time is expensive and rules for the number of school days a substitute can teach in a classroom may have to be waived.

Phase III: Recovery Activities

The host state recovery activities are focused on the long-term, enduring challenges that evacuee students will place on local school systems and Georgia’s permanent educational programs, systems and infrastructure.

1. An “ambassador” program should be established so current students can help evacuee students acclimate to their new school and help evacuee students make the transition to a new school setting under difficult emotional and physical circumstances. “Best Practices” for helping students acclimate to a new school during emergency situations should be identified. The National Association of School Psychologists and the American School Counselors Association may have such practices included in their professional materials, some of which can be found on their respective websites.
2. Afternoon or evening educational programs should be initiated to establish non-traditional educational services and support for evacuee students. Non-traditional education strategies and programs may be necessary to accommodate the needs of evacuee students. Most Georgia school districts already have after-school and before-

- school tutoring programs, as well as an alternative school. Some of the after-school programs, however, are fee-based, which may require a waiver from the provider for evacuee student needs and funding concerns may need to be addressed through Federal Title I.
3. Teacher certificate reciprocity for evacuee professionals may need to be streamlined, both to utilize evacuee teachers to fill the needs of school districts with a sudden influx of students; and provide employment for evacuee teachers. The teacher certification agency in Georgia is the Professional Standards Commission. Reciprocity guidelines for accepting teaching certification across state lines typically allow a certified teacher from another state to receive temporary certification. The individual then has one year to meet the certification requirements in Georgia. The Professional Standards Commission may need to institute expedited teacher reciprocity certification procedures during a catastrophic emergency. Care should be exercised for the protection of students; for example, some consideration should be given to helping school districts expedite background checks on evacuee teachers.
 4. Georgia may need to build temporary classrooms, hire substitute teachers and add classes to meet evacuee needs to assist schools in accommodating a sudden influx of evacuee students. Certificate of Occupancy (CO) for schools is different than for any other occupancy certifications. Fire Marshal inspections and approval are very strict. Also, there are classroom size requirements at the state level. Discussions regarding the CO and Fire Marshal inspections of temporary classrooms should take place as soon as possible, preferably before the event. Another challenge would be the actual location of the temporary classrooms (e.g., space limitations on campus; access to restrooms; access to labs; etc.). A quick checklist of conditions could be shared with school districts in an emergency so that they could quickly access the possible sites before any temporary classrooms are committed to a school site (e.g., level elevation; safe access to the main building, utility access, etc.). Also, companies that build temporary classrooms may need to be pre-approved by GEMA/FEMA to avoid poor construction, deficient structures, and other problems that might occur when selecting a vendor during an emergency. This would also allow GEMA to demonstrate actual sample structures to school districts and Fire Marshals for feedback.
 5. Benchmarking and assessing the achievement goals for evacuee student progress should be established in Georgia to ensure that evacuee students are responding well to the transition. Schools may monitor the academic (and behavioral) progress of evacuee students using these benchmarking methods. A separate student database may be required for this benchmarking. If evacuees are not doing well academically or behaviorally, or if they have poor attendance, these students may be referred to support services using established procedures.

Mutual Aid; Memorandums of Agreement/Understanding

Mutual Aid Agreements (MAA) or Memoranda of Agreement and/or Memoranda of Understanding (MOA/MOU) that may facilitate evacuee educational support will be developed to encourage and facilitate interagency educational cooperation. MAA and MOA/MOU may be the best mechanism for implementing interagency educational operations by defining specific points of service responsibility. The MAA and MOA/MOU could include the following:

1. Development of mutual aid agreements and conditions that anticipate the presence of evacuees when evacuees are to be provided educational services while hosted in Georgia.
2. Execution of MOAs/MOUs between local host jurisdictions or entities and state providers to support or supply appropriate evacuee student educational care needs.

Appendix 13: Legal Services

Purpose

Evacuees who have been displaced by the disaster will need to be provided with services to meet many varied legal needs. The Disaster Relief Assistance Committee of the Young Lawyer’s Division of the State Bar will provide the principle mechanism to provide legal services to those in need by seeking to establish cooperative agreements with those in the position to supply funding and manpower.

Evacuees will have both immediate legal needs and long term legal needs. The Young Lawyer’s Division, ideally in conjunction with many different agencies, will work to provide a means for evacuee clients to have both types of needs met.

After a disaster occurs, evacuees can contact the Young Lawyer’s Division (YLD) Disaster Assistance Hotline by calling 1-866-584-8027. During times of non-disaster, those with questions may contact the Chair of the Disaster Relief Assistance Committee, Amy R. Stone by calling 229-387-6488 or via email at AmyReneStone@gmail.com.

Situation and Assumptions

- Evacuees will have immediate and urgent legal needs.
- Immediate legal needs will be met through Georgia Legal Aid’s Disaster Mobile Law Unit Systems (MLUs) that FEMA has indicated Georgia Legal Services (GLS) is currently purchasing. GLS may provide these services in conjunction with local bar associations, law school legal aid clinics and larger law firms state-wide.
- Long-term legal needs will be met by a referral made by the YLD’s Disaster Relief Assistance Chairperson. With encouragement from the State Bar of Georgia, the committee will be able to maintain a list of attorneys willing to provide services pro bono.

Concept of Operations

Providing legal services to evacuees will be a multi-faceted effort that will involve people from many areas of the legal community, along with assistance from state governments, not only in Georgia, but in potentially affected states. There are two important areas of services to be addressed: immediate legal needs and long-term legal issues facing evacuees.

Organization and Assignment of Duties

Organization

The Support Agencies listed below are those agencies the Committee hopes to establish cooperative agreements with in order to provide comprehensive legal support to evacuees in Georgia.

Agency	Responsibility
Georgia Legal Services	Provide immediate legal assistance to evacuees during an emergency evacuation.
Georgia Bar Association	Provide funding and support, particularly through the Young Lawyer's Division Committee and manning the 1-800 number. Support training efforts through CLEs at Bar events. Provide incentive to those providing services.
American Bar Association	Provide support and assistance in helping establish reciprocity agreements between potentially affected states. Draft and support legislation to provide malpractice protection to volunteer attorneys.
Public Interest Groups at Georgia Law Schools	Provide training to students and attorneys. Provide students to work in the event of a disaster.
Local Bar Associations	Provide resources and contacts in affected areas.
Larger Law Firms	Dedicate associates and resources in the event of a disaster.
Federal Emergency Management Agency	Provide financial support, disaster operations guidance and program assistance related to evacuee legal needs.
Georgia Department of Emergency Management	Provide in-field coordination in order to make services accessible to evacuees.
Georgia Public Defender Standard Council	Provide staff members to assist those evacuees in need of criminal services (clearing up outstanding warrants, providing assistance regarding probation/parole, sex offenders, etc).

Agency	Responsibility
State Bar Associations of states likely to be effected by disasters (Florida, Alabama, Louisiana, Mississippi, Texas, North Carolina, South Carolina, Tennessee)	Establish reciprocity agreements allowing Georgia lawyers to practice in affected states in the event a federal disaster is declared.

Assignment of Duties

Descriptions of detailed duties for the agencies identified in the table above are noted below.

1. Evacuees will face emergency legal needs, specifically in the areas of FEMA benefits, shelter and housing concerns, landlord/tenant issues and criminal law.
2. Evacuees will face immediate legal needs that are not necessarily an emergency in nature, but require rapid attention such as; child custody issues and assistance with educational issues for children (particularly those with special needs), unemployment benefits, etc.
3. Evacuees will face long term legal needs that will require commitment from volunteer attorneys to follow through with evacuees over the course of a period of time such as; litigating issues with insurance companies, credit issues that involve collateral (mortgages, car notes, etc.), employment, child support and social security benefits.
4. In the event of a disaster, members of the Bar in the home state may be affected. They face the risk of losing office space, equipment, files and every other element of their law practice.
5. Documentation recovery methods may be implemented to assist both these displaced members of the bar and evacuees. Legal services will need to be provided to expedite certain legal matters in evacuee re-settlement.
6. Each Georgia law school has some form of public interest program or club. Ideally, the law schools will provide training and will cooperate with students who wish to assist in providing legal services to evacuees.
7. The Georgia Bar Association and Institutes of Continuing Legal Education (ICLE) can assist with this project by coordinating training and providing CLE credits for those interested in being trained to provide legal services in the event of a disaster.
8. GEMA, as the lead emergency agency in Georgia, will provide coordination of agencies in order to provide legal services to those in need.
9. The Federal Emergency Management Agency (FEMA) will provide financial support, disaster operations guidance and programmatic assistance related to evacuees in need of legal services.

Legal Services Activities by Phases of Emergency Management

There are three phases for evacuee support legal services. The phases are preparedness, response and long-term.

GEMA, FEMA, the Georgia State Bar Association and other host state agencies will initiate each phase through the normal decision making process, and in consultation with other partner or support entities.

Phase I: Preparedness and Pre-planning Activities

The host state emergency preparedness and pre-planning is focused on ensuring that Georgia is prepared for evacuee legal support needs prior to a catastrophic event occurring. The preparedness and pre-planning approach seeks to foresee and improve upon evacuee legal needs by identifying key actions and criteria before an incident demands attention. The organizational chart listed above provides a guide for developing relationships that would make Georgia prepared in the event of a disaster.

Phase II: Response Activities

The host state evacuee legal support emergency response activities are focused on the immediate needs of evacuees dealing with issues requiring pressing services.

Phase III: Recovery Activities

The host state recovery activities are focused on the long-term, enduring legal issues that evacuees have in regards to on-going issues of litigation.

Appendix 14: Resource Management

The ability to provide a source of material, transportation capabilities, personnel, technical expertise, and a wide variety of other services that are needed to support evacuees is a critical element for the State. Resource management provides the acquisition, tracking, and dispersal of resources in support of the evacuees in the following areas:

- Material resources (e.g., instrumentation, office supplies, etc.)
- Office and workspaces for disaster relief workers
- Temporary housing for incoming emergency relief personnel
- Transportation resources (e.g., specialized vehicles)
- Communications equipment
- Personnel including persons with specialized technical knowledge if necessary

Discussion and planning considerations in this appendix should include the following:

- Coordinate staging areas for resources and supplies with convenient access to shelters and temporary housing.
- Consider a centralized donations center for shelter operations. Items may be shared or distributed as needs arise in shelters. Staff dedicated to donations at a central location will free the shelter staff from this distraction.
- Consider involving evacuees in assisting with the daily tasks in the shelter. They can coordinate with the shelter staff for duties and relieve the staffing burden of the shelter.

Concept Of Operations

When applicable, all Logistics Management processes will follow the established state EOP. Mass evacuee support may require additional processes.

Organization and Assignment of Duties

Organization

The Support Agencies listed Table 3 will assist in the educational support of evacuees in Georgia.

Table 4: Individual Support Agency Responsibilities

Supplying Agency/ Function	Tasks
ESF-6	Determine resource needs and warehousing for kitchen sites; acquire, store, and deliver as needed
ESF-8	Determine resource needs and warehousing for medical triage, shelter, and reception sites; acquire, store, and deliver as needed
ESF-11	Determine resource needs and warehousing for pet transport and sheltering sites; acquire, store, and deliver as needed
ESF-1, ESF-6, ESF-8, ESF-11, ESF-13	Determine resource needs for each ESF mission and acquire resources as needed
ESF-5, FEMA	Request and integrate IA-TAC support personnel and/or management personnel to support operations including, but not limited to: <ul style="list-style-type: none"> ▪ Evacuation support ▪ Transportation ▪ Supply ▪ Procurement ▪ Communications ▪ Facilities ▪ Information technology ▪ Warehousing

Roles and Responsibilities

- Procures, supplies, and manages resources
- Sets up operational facilities as required
- Communicates status of logistical operations to other ESFs, as needed
- Secures contracting services

Mutual Aid; Memorandums of Agreement/Understanding

Mutual Aid Agreements (MAA) or Memorandum of Agreement and/or Memorandum of Understanding (MOA/MOU) that may facilitate acquisition, tracking, and dispersal of resources in support of the evacuees may be developed to encourage and facilitate interagency cooperation.

SAMPLE MOU

Memorandum of Understanding
Between
Your Organization
And
Partnering Organization
For Application To
Specific program, if necessary

This Memorandum of Understanding (MOU) establishes a type of partnership between your organization and partnering organization.

I. MISSION

Brief description of your organizations mission. You might want to also include a sentence about the specific program if applicable.

Brief description of partnering organization’s mission.

Together, the parties enter into this Memorandum of Understanding to mutually promote describe efforts that this partnership will promote e.g. healthcare or workforce development. Accordingly, your organization and partnering organization, operating under this MOU agree as follows:

II. PURPOSE AND SCOPE

Your organization and partnering organization – describe the intended results or effects that the organizations hope to achieve and the area (s) that the specific activities will cover.

1. Why are the organizations forming collaboration? Benefits for the or the organization?
2. Who is the target population?
3. How does the target populations benefit?

Include issues of funding if necessary. For example, “Each organization of this MOU is responsible for its own expenses related to this MOU. There will/will not be an exchange of funds between the parties for tasks associated with this MOU”

III. RESPONSIBILITIES

Each party will appoint a person to serve as the official contact and coordinate the activities of each organization in carrying out the MOU. The initial appointees of each organization are:

List contact persons with address and telephone information

The organizations agree to the following tasks for this MOU:

Your organization will:

List tasks of your organization as bullet points

Partnering organization will:

List tasks of partnering Organization as bullet points

Your organization and partnering organization will:

List shared tasks as bullet points

IV. TERMS OF UNDERSTANDING

The term of this MOU is for a period of insert length of MOU, usually 1-3 years Form the effective date of this agreement and may be extended upon written mutual agreement. It shall be reviewed at least insert how often, usually annually to ensure that it is fulfilling its purpose and to make necessary revisions.

Either organization may terminate this MOU upon thirty (30) days written notice without penalties or liabilities.

V. AUTHORIZATION

The signing of this MOU is not a formal undertaking. It implies that the signatories will strive to reach, to the best of their ability, the objectives stated in the MOU.

On behalf of the organization I represent, I wish to sign this MOU and contribute to its further development.

Your organization:

Name

Title

Organization

Date

Partnering Organization:

Name

Title

Organization

Date

ACTIONS

A. PREPAREDNESS

1. Develop methods and procedures for responding to and complying with requests for resources.
2. Develop procedures for reimbursing private vendors for services rendered.
3. Provide lists of private vendors and suppliers and their available resources to Operations to be included in the WebEOC Vendor Listings section.
4. Establish pre-planned contracts where necessary to ensure prompt support from vendors during emergencies.
5. Develop and train ESF personnel on state emergency procurement procedures for acquiring supplies, resources, and equipment.
6. Participate in state exercises and conduct, at least annually, an ESF-7 exercise to validate this annex and supporting SOPs.
7. Annually review the Department of Homeland Security Universal Task List and Target Capabilities List and integrate tasks as appropriate.
8. Ensure all ESF-7 personnel integrate NIMS principles in all planning. All ESF personnel must complete all required NIMS training, as outlined in the Department of Homeland Security (DHS) training guidance.
9. Ensure procedures are in place to document costs for any potential Federal reimbursement.
10. Support the Emergency Management Assistance Compact (EMAC) by ensuring ESF personnel are trained on EMAC responsibilities, by pre-identifying assets, needs and resources that may be allocated to support other states, and by maintaining related information in WebEOC.
11. Provide ESF-7 representative to the Recovery Task Force.

B. RESPONSE

1. Alert those agencies whose personnel, equipment, or other resources may be used.
2. Establish a resource tracking and accounting system, including management reports.
3. Assess initial reports to identify potential resource needs.
4. Identify procurement resources and potential facility locations in the disaster area of operations.
5. Provide data to ESF-15 for dissemination to the public.

6. Locate, procure and issue necessary resources to state agencies to support emergency operations. Coordinate with GEMA to identify auxiliary components of statewide logistics systems in the event of damage or destruction to primary components.
7. Coordinate support with the GSA Regional Administrator, as required.

C. RECOVERY

1. Continue to conduct procurement activities as long as necessary and until procurement needs have been met.
2. Anticipate and plan for arrival of, and coordination with, FEMA ESF-7 personnel in the GEMA EOC and the Joint Field Office (JFO). Through coordination with Georgia Department of Administrative Services assist FEMA in locating office space suitable for JFO operations.
3. ESF-7 will support long-term recovery priorities as identified by the Long-Term Recovery Committee and the Recovery Task Force.

D. MITIGATION

1. Support and plan for mitigation measures including monitoring and updating mitigation actions in the State Hazard Mitigation Plan.
2. Review, evaluate and comment on proposed State Hazard Mitigation Plan amendments, upon initiation and within review period.
3. Support requests and directives resulting from the Governor and/or FEMA concerning mitigation and/or re-development activities.
4. Document matters that may be needed for inclusion in agency or state/federal briefings, situation reports and action plans.

Appendix 15: Evacuee Return/Re-entry

Purpose

Evacuees who leave an impacted area will eventually be able to return to assess property damage and determine the recovery requirements of the affected community or state. Some evacuees may need transportation or financial assistance to return to their homes once recovery is underway and return is safe. Returning evacuees may need shelter or housing.

If transportation-assisted evacuees are able to return home, they will do so on a pre-determined government-organized mode of transport, much like their arrival into Georgia. Self-evacuees will return home by their own means. At any time, eligible evacuees may receive return transportation assistance. In the long-term, evacuee return may occur at any time, by any means, and will not necessarily require GEMA coordination.

GEMA will coordinate organized modes of transport for transportation-assisted evacuees to their home state. The process converts a reception site into an embarkation site (see figure below).

Situation and Assumptions

- The affected area is deemed habitable and safe for return.
- Evacuees will be anxious to return home.
- Evacuees will be returned to their points-of-origin through mass transportation similar to that used during the evacuation.
- Transportation-assisted evacuees may return home using personal funds and other means of transport.
- Evacuees eligible to receive FEMA Individual Assistance may return prior to a government-organized return.
- Transportation-assisted evacuee tracking information may need to be updated.
- FEMA may coordinate return/re-entry transportation-assistance for evacuees relocated by the Federal government.
- Embarkation site support needs may include canteens, sanitary facilities, basic first-aid, and basic communications, such as phone and Internet access.
- Evacuees might return as they arrived, with little or no money, few or no personal items, and limited or no identification.
- There will be a reduction in urgency during embarkation in the return/re-entry of evacuees.

- Emergency supplies may be needed for evacuees while en route back to their place of residence,
- Pets separated from their owners may need to be reunited with their owners.

Concept of Operations

A reception site may be converted to an embarkation site for return of citizens to their pre-evacuation departure point.

Organization and Assignment of Duties

The Support Agencies listed below will assist in the return/re-entry of evacuees hosted by Georgia.

Agency	Responsibility
Georgia Department of Transportation (GDOT)	<p>Provide transportation support during evacuee return/re-entry</p> <p>Coordinate transport for transportation-assisted evacuees from shelters and/or pickup points to embarkation sites</p> <p>Provide egress road/air/rail updates as needed</p> <p>Coordinate with the FAA and/or NTSB for air and rail embarkation</p>
Local Emergency Management Agencies	<p>Locate facilities and staff, stock/restock supplies for opening of embarkation sites and/or pickup points</p> <p>Determine specific embarkation site needs of evacuees including those from diverse cultures and/or with limited or non-English speaking abilities and people with disabilities</p>
Georgia Department of Human Resources (DHR)	<p>Provide coordination for mass care at embarkation sites (and in transport returning to affected-state, if applicable)</p>
DHR/Georgia Department of Public Health	<p>Coordinate the return of evacuees from medical shelters to health and medical facilities in the affected-state (For those in healthcare facilities, this is generally done through direct facility-to-facility coordinated transfer)</p> <p>Health screening coordination at embarkation sites if applicable</p>
Georgia Department of Emergency Management	<p>Provide coordination and overall preparedness, response and recovery guidance related to government-organized return transport for transportation-assisted evacuees</p> <p>Provide media and public information regarding impact-area situational awareness and return plans for evacuees in Georgia</p>

Agency	Responsibility
Affected-State Department of Emergency Management	Overall reception support for returning evacuees; and liaison with GEMA and FEMA
Federal Emergency Management Agency	Provide financial support, disaster operations guidance, and programmatic assistance related to evacuee return/re-entry

Return/Re-Entry Activities by Phases of Emergency Management

There are two operational phases for evacuee return to impact-state. The phases are Preparedness and Pre-planning and Recovery. GEMA, GDOT and other state agencies will initiate each phase through normal decision making process, and in consultation with the impact-state (and FEMA, if applicable). After all evacuee return activities are completed, the embarkation site staff will be demobilized and the site will close. Refer to Appendix 1: Reception of Evacuees for additional applicable preparedness and response processes.

Phase I: Preparedness and Pre-planning Activities

The host state emergency preparedness and pre-planning is focused on ensuring that Georgia is prepared pre-event to support the return/re-entry of transportation-assisted evacuees to their home state. The preparedness and pre-planning approach seeks to foresee and improve upon the evacuee return/re-entry process by identifying key actions.

- Emergency management agencies that make embarkation sites available for evacuee return/re-entry will develop planning requirements (e.g., standard operating procedures) for canteening¹, sanitary facilities, basic first-aid, and traffic movement and flow monitoring, security screening, impact-state status updates, and procedures for closing and decommissioning embarkation sites.
- A logistical plan for returning evacuees to the affected-state may be prepared. [The federal plan for returning evacuees involves reversing the embarkation process. Once an impact area within the affected-state has been declared safe, accessible, and the infrastructure (police, fire, EMT, utilities) useable, evacuees from the area will be allowed to return.]
- A transportation plan for retrieval and movement of transportation-assisted evacuees from sheltering facilities and/or pickup points to embarkation sites may be developed. Vehicle roundtrip timelines and capacity limitations may be included in this transportation plan.
- A comprehensive public messaging campaign regarding the conditions and status of the impact area and means of returning to the affected-state may be implemented. Strong communication with the affected State’s Public Information Officers and Emergency Operations Center will support this messaging campaign.
- The best egress routes may be verified and mapped.

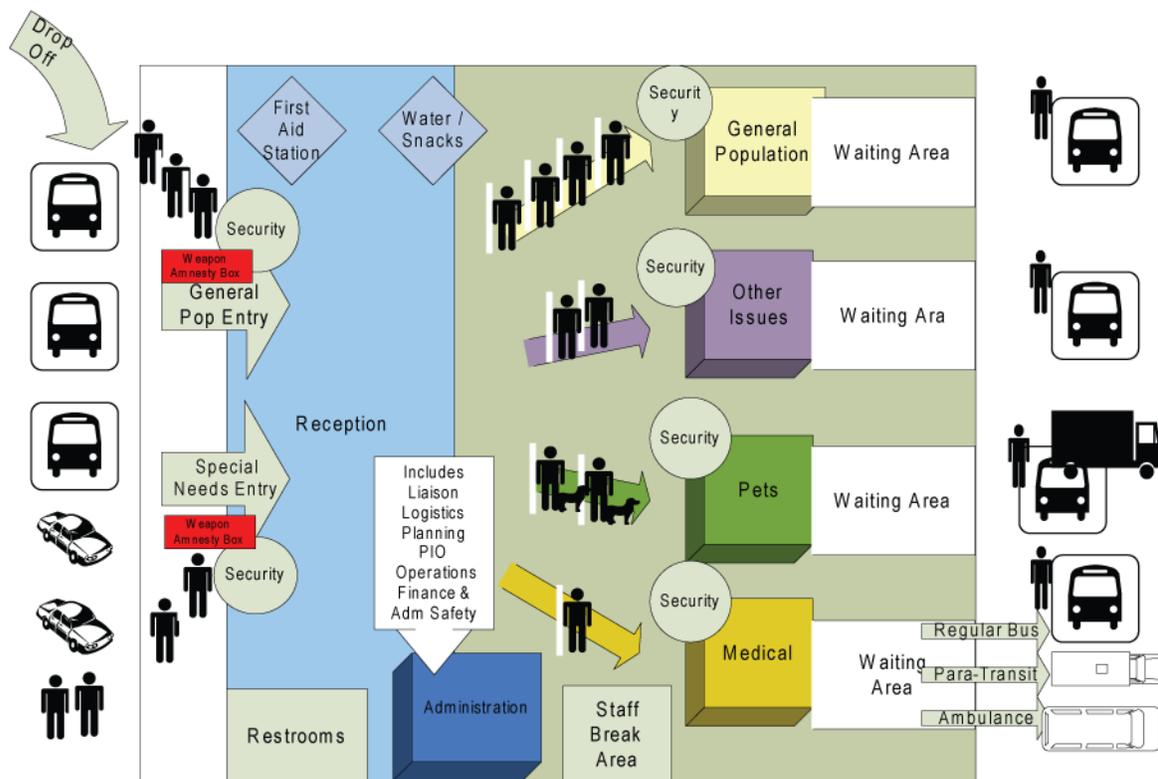
¹ Canteening: provision of water, rations, etc.

- Roads: The most likely Georgia road points of egress are Interstates I-20, I-75, I-85, and I-95 and U.S. Highways 1, 17, 19, 23, 25, 27, 29, 41, 76, 78, 80, 82, 84, 123, 129, 221, 278, 301, 319, 321, 378, 411, and 441
- Air: The most likely air points of egress are the Hartsfield-Jackson Atlanta International Airport, Macon’s Middle Georgia Regional Airport, Savannah International Airport, and Columbus Metropolitan Airport.
- Additionally, but less likely, military installations that may be used for air points of egress include Dobbins Air Reserve Base in Marietta, Robins Air Force Base in Warner Robins, and Hunter Army Airfield in Savannah
- Rail: Rail transport options are not under consideration at this time.

Phase II: Recovery Activities

This example diagram depicts how an Embarkation site may be set up. Returning of Evacuees from Georgia

Figure 25: Returning Evacuees from Host States (Embarkation Reversed)



The host state evacuee return/re-entry recovery activities are focused on the process to return transportation-assisted evacuees in Georgia to the affected state.

- Coordinate process of transportation-assisted evacuee receipt with the affected state (and FEMA if applicable).

- Transmit information to transportation-assisted evacuees on when, where, and how they will be returned to their home state. Broadcast messaging in formats applicable to the returning evacuee population.
- Implement the developed logistical and transportation plans and retrieve transportation-assisted evacuees from shelter/housing locations and/or pickup points, and then move the citizens to embarkation sites.
- Embarkation sites should be operational prior to the estimated departure time of evacuees. As evacuees assemble at pre-designated embarkation sites, they will go through a reverse, simplified reception process (tracking information updated, transport assignment, and transport to appropriate affected-state locations). Queues will include:
 - General Population - evacuees able to proceed directly to transport (including those with service animals)
 - Medical - evacuees with medical issues requiring attention
 - Household Pets - evacuees whose household pets were evacuated
 - Other Issues - evacuees who have any issue(s) not addressed above
- Evacuees requiring immediate medical attention will be treated, and then transported.
- FEMA may coordinate return/re-entry transportation-assistance for evacuees relocated by the Federal government. If GEMA is operating the evacuee return/re-entry process with FEMA assistance, FEMA personnel will integrate into GEMA's structure and Concept of Operations.

Mutual Aid; Memorandums of Agreement/Understanding

Mutual Aid Agreements (MAA) or Memoranda of Agreement and/or Memoranda of Understanding (MOA/MOU) may facilitate evacuee return and MAA or MOA/MOU may be developed to support evacuee return/re-entry. The MAA and MOA/MOU could include the following:

1. Development of MAAs and conditions that anticipate the need of returning evacuees to their home state; and
2. Execution of MOA/MOUs between local host jurisdictions or entities and state or private providers to support evacuee return/re-entry.

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Appendix 16: Reimbursement, Finance, and Administration

Purpose

Prior to and following a disaster, planning and recovery efforts include finance, administrative and reimbursement operations. This involves assistance from state agencies, local governments, and the private sector. It also provides for emergency work including eligible costs under protective measures for evacuee support, public health and safety, and response agencies.

Situation and Assumptions

- FEMA can reimburse eligible applicants in the affected area for expenses incurred outside the affected area for sheltering and evacuation costs (PA).
- FEMA is also able to directly reimburse sheltering and evacuation assistance outside the affected area (PA). (Site Most Recent FEMA Policy)
- The state identifies its State Administrative Option to confirm which option applies for the delivery of assistance to households and individuals; either by FEMA, the state or by the state's amendment, according to 44 CFR 206.119-120.
- As evacuees transition to interim and permanent housing, each individual or household will register for and be approved for other benefits (e.g., Individual and Household Program (IHP), small business loans, insurance benefits, etc.). It will be the responsibility of each individual or household to manage his/her sources of funding.
- Case management (currently under development: October, 2008).
- Local governments identify what resources they lack and request those resources from the state.
- The state identifies resources they lack and requests assistance from the Federal government.
- Sources of grant funding must be identified during the planning process so that grant applications are made in a timely manner and the reimbursements are known by the grantee.

Concept of Operations

When applicable, all finance, administration and reimbursement processes will follow the established Georgia EOP.

All accounting records, processes and procedures for operational costs to support this plan shall be coordinated through the Georgia Emergency Management Agency. A clear understanding of the mutual aid agreements that may be negotiated for hosting the

evacuees will provide critical guidelines and criteria. As recovery progresses, each evacuee or household will transition from FEMA’s PA to FEMA’s Household and IHP Program. The state’s role in finance and administration may diminish as a result, depending on the State’s Administrative Option. Conversely, as recovery ramps up, the state’s governmental departments will begin a new role in assisting the evacuees (i.e., through education, health and human services, public health and welfare, employment assistance, etc.). Each new organization that may become involved in supporting this plan will coordinate all cost accounting and purchasing processes and procedures through the Georgia Emergency Management Agency. GEMA and the Office of Planning and Budget will work closely with each state department to assist in the identification of eligible expenses for evacuee support.

Additional evacuee support standard emergency operation procedures may be required.

Agency	Responsibilities
GEMA	<ul style="list-style-type: none"> ▪ Provide coordination and overall preparedness, response and recovery guidance related to Finance, Administration and Reimbursement operations ▪ Review FEMA evacuee support reimbursement policies ▪ Assumes primary responsibility for Finance, Administration and Reimbursement functions ▪ Disseminate information to the partner agencies about reimbursement resources and available tools ▪ Track reimbursable expenses and resources used ▪ Maintain complete evacuee support-specific cost records and receipts ▪ Provide financial tracking guidance, personnel and systems to state and local agencies ▪ Coordinate for the availability of financial technical assistance to state and local agencies supporting the EVSP. ▪ Coordinate and or provide project management services as necessary
Office of Planning and Budget	<ul style="list-style-type: none"> ▪ Provide interim funding prior to receipt of reimbursements ▪ Procure or make available required financial tracking systems ▪ Obtain required financial reimbursement documentation from local and state emergency management and support agencies/ organizations for reimbursement request purposes
Local EMAs	Procure, track, monitor and document allowable, eligible evacuee support expenses and costs; provide needed financial reimbursement documentation to authenticate reimbursement requests

Agency	Responsibilities
FEMA	Provide financial support, disaster operations guidance and programmatic assistance

State agencies, local governments, and private agencies/organizations are responsible for collecting, reporting, and maintaining records of expenditures—including costs for personnel—incurred as a result of an emergency or disaster. These records shall serve as supporting data in order to determine the need for and preparation of requests for Federal assistance.

Federal funds provided to the State of Georgia will be coordinated through the Governor or his designee. Use of federal funds is subject to verification and state and federal audit. State agencies, local governments, and private agencies/organizations are responsible for establishing reporting and accounting systems for emergency and disaster purposes.

The State of Georgia has piloted the Host State Evacuee Support Project and has engaged state agencies, federal partners, non-governmental agencies and non-profit organizations during the development of the State’s Evacuee Support Plan. Georgia has conducted multiple functional evacuee support workshops/seminars involving the agencies and organizations mentioned. As a result of the work that the state has accomplished, Georgia has become a model state for jurisdictions that agreed to be host evacuee support states. Considering the amount of effort and time invested in the Evacuee Support Project, a beneficial pilot cost share formula should accrue to Georgia. Therefore, anytime Georgia is an affected/impacted state or involved in any action or function associated with the Georgia Evacuee Support Plan or any draft of this plan, Georgia will receive a favorable Federal/State cost share match ratio of 90% - 10% (i.e. Federal: State match of 90:10).

Federal law prohibits the duplication of benefits. Individuals, businesses, or other entities shall not receive Federal disaster assistance when compensation for the loss has been received from insurance or other sources.

The Governor’s Office of Consumer Affairs will monitor emergency/disaster response and recovery, and provide protection to consumers.

The Georgia Department of Natural Resources maintains information on the protection of the environment. All actions taken pursuant to repair and restoration will comply with state and Federal environmental laws and regulations.

Finance, Administration and Reimbursement Activities by Phases of Emergency Management

Phases for these activities include:

1. Preparedness, Pre-planning and Response
2. Long-term Recovery

Phase I: Preparedness and Pre-planning Activities

Preparedness activities include:

- Identify key staff positions for emergency assistance.
- Establish and categorize purchasing and procurement procedures.
- Develop procured supplies tracking methods and systems.
- Identify potential sourcing and service contracts before the disaster event.
- Analyze and address insurance/liability issues; evaluate responsible party liability insurance needs or limitations; and determine additional private insurance or self-insured vehicle needs.
- Identify agencies, organizations, and individuals to support the finance, administration and reimbursement operations.
- Prescribe the administrative procedures to deliver disaster assistance.
- Participate in and/or conduct exercises and tests.
- Exercise plan for the EVSP will be developed and adopted in January 2009.

Phase II: Recovery Activities

Long-term recovery activities include:

- Correctly track, monitor, and account for expenditures, including, but not limited to:
 - Ensuring that the billing is correct for what was received (in terms of supplies)
 - Make certain that the service contracts of personnel working hours are correct
 - If any injuries on the job, worker's compensation claims (do these need to also be pre-established? work comp contracts?)
- Process final paperwork for Federal reimbursement, when applicable
- Key evacuee support reimbursement policies are noted below.
 - Eligible Costs Related to Evacuations and Sheltering – DAP 9523.15
 - Host State Evacuation and Sheltering Reimbursement – DAP 9523.18
 - Critical Needs Assistance for Displaced Individuals and Households-DAP 9462.1
 - Pre-Disaster Emergency Declaration Requests - DAP 1001

- Mutual Aid Agreements for Public Assistance and Fire Management Assistance
– DAP 9523.6
- Other Federal Assistance Guidance

The Reference Section, Planning Support Links Subsection, FEMA Reimbursement List in this document provides detailed evacuee support reimbursement policy details.

Mutual Aid; Memoranda of Agreement/Understanding

Necessary MOUs and MOAs will be examined during the update period of the Georgia Emergency Operations Plan. The plan is expected to be updated by and published on June 1, 2009.

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Glossary of Terms

The following definitions are based on federal assistance and guidance verbiage in the context of host state evacuee support.

Capability. The attributes for rapidly providing evacuee support including food, water, medicine, sheltering and housing, medical care, staffing (including disaster assistance employees), and other resources.

Capacity. The maximum amount that can be accommodated to rapidly and substantially increase the provisioning and infrastructure for evacuee support - food, water, medicine, shelter and housing, medical care, security, staffing, and other resources.

Catastrophic Event (Disaster, Incident). Any natural disaster, act of terrorism, or other man-made disaster that results in extraordinary levels of casualties, damage, or disruption severely affecting the population (including mass evacuations), infrastructure, environment, economy, national morale, or government functions in an area.

Competence. Application of strategies and methods to meet evacuee support necessities capably and satisfactorily. Implicit in executing competently is the exercise of clear, critical thinking to achieve support requirements.

Competent Care. The treatment provided by medical professionals of essential/life sustaining services to individuals and families during disaster or emergencies.

Congregate Care. The provision of essential/life sustaining services to individuals and families during disasters or emergencies in a central facility or facilities.

Congregate Care Activities. Activities include, but are not limited to, sheltering, feeding, distribution of emergency/essential and/or life-sustaining items, reunification services, emotional support and counseling services, information and referral, access to case management services, first aid in congregated care facilities, and additional activities identified in the NRF as “Emergency Services.”

Congregate Care Facility. Include, but are not limited to: general population shelters, respite centers, reception centers, heating/cooling centers, medical support shelters, other special needs shelters, and unconventional sheltering facilities, such as berthing ships, base camps.

Congregate Pet Shelters. Any private or public facility that provides refuge to the household pets of evacuees, but day-to-day serves a non-refuge function. Examples include animal rescue shelters, humane societies, veterinary offices, boarding kennels, and breeder facilities.

Debarcation Site. Site designated to receive transportation-assisted evacuees. Means of transportation may be by air, rail, bus, or maritime, as needed.

Declared Event. A major disaster or emergency that receives a Presidential Disaster Declaration.

Disaster Case Management. Casework to identify and address immediate or eventual unmet needs of disaster victims. It may be provided by various organizations and may include financial support, referrals and resource assistance.

Displaced Person. An individual displaced by an emergency or major disaster.

Eligible Applicant (Individual). Any applicant within a Presidentially-declared emergency or major disaster area that, upon registration with FEMA and identity verification, is determined to be eligible for Individuals and Households Program (IHP) assistance under Section 408 in accordance with the provisions (including relevant regulatory guidance) of the Stafford Act.

Embarkation Site. Intake, processing, and departure site designated for the sustained movement of government transportation-dependent evacuees, their pets and their belongings. Embarkation modes of transportation may be by air, rail, bus, or maritime, as needed.

Emergency Management Assistance Compact (EMAC). Administered by the National Emergency Management Association (NEMA), EMAC is a congressionally ratified organization that provides form and structure to interstate mutual aid. Through EMAC, a disaster-affected state can request and receive assistance from other member States quickly and efficiently, resolving two key issues up front: liability and reimbursement. All 50 states, Puerto Rico, the U.S. Virgin Islands, and the District of Columbia have ratified EMAC.

Emergency Medical Care. Medical treatment or services provided for disaster-related injuries, illness, and conditions requiring non-deferrable medical treatment or services.

Emergency Support Function (ESF). Under the NRF, ESFs provide the structure for coordinating federal interagency support for a federal response to an incident. They are mechanisms for grouping functions most frequently used to provide federal support to states and federal-to-federal support, both for declared disasters and emergencies under the Stafford Act and for non-Stafford Act incidents.

ESF 6. Under the NRF, Mass Care, Housing and Human Services, ESF 6, coordinates the delivery of federal mass care, emergency assistance, housing, and human services when local, tribal, and state response and recovery needs exceed their capabilities. ESF 6 is organized into four primary functions: Mass Care, Emergency Assistance, Housing, and Human Services. FEMA coordinates and leads federal resources, as required, to support

local, tribal, and state governments and voluntary agencies in the performance of mass care, emergency assistance, housing, and human services missions.

ESF 8. Under the NRF, Public Health and Medical Services, ESF 8, provides the mechanism for coordinated federal assistance to supplement State, tribal, and local resources in response to a public health and medical disaster, potential or actual incidents requiring a coordinated federal response, and/or during a developing potential health and medical emergency. Support coordination includes National Disaster Medical System (NDMS), Federal Medical Stations (FMS), Disaster Medical Assistance Teams (DMAT), Medical Support Corps (MSC), and others. Public Health and Medical Services include responding to medical needs associated with mental health, behavioral health, and substance abuse considerations of incident victims and response workers. Services also cover the medical needs of members of the “at risk” or “special needs” population described in the Pandemic and All-Hazards Preparedness Act and in the NRF Glossary, respectively. It includes a population whose members may have medical and other functional needs before, during, and after an incident.

ESF 11. Under the NRF, Agriculture and Natural Resources, ESF 11, supports State, tribal, local authorities, and other federal agency efforts to provide nutrition assistance; control and eradicate, as appropriate, any outbreak of a highly contagious or economically devastating animal/zoonotic (e.g., transmitted between animals and people) disease, or any outbreak of an economically devastating plant pest or disease; ensure the safety and security of the commercial food supply; protect natural and cultural resources and historic properties (NCH) resources; and provide for the safety and well-being of household pets during an emergency response or evacuation situation. ESF 11 includes five primary functions: providing nutrition assistance; responding to animal and plant diseases and pests; ensuring the safety and security of the commercial food supply; protecting NCH resources; and providing for the safety and well-being of household pets. The U.S. Department of Agriculture (USDA) is the coordinator for ESF 11. It organizes and coordinates the capabilities and resources of the Federal Government to facilitate the delivery of services, technical assistance, expertise, and other support for incidents requiring a coordinated federal response.

ESF 13. Under the NRF, the Department of Justice, ESF 13, coordinates support, including, but not limited to, force and critical infrastructure protection, security planning and technical assistance, technology support, and general law enforcement assistance in both pre-incident and post-incident situations. ESF 13 is activated in situations requiring extensive public safety and security and where State, tribal, and local government resources are overwhelmed or are inadequate, or for federal-to-federal support or in pre-incident or post-incident situations that require protective solutions or capabilities unique to the Federal Government.

Evacuation. Organized, phased, and supervised withdrawal, dispersal, or removal of citizens from dangerous or potentially dangerous areas, and their reception and care in safe areas.

Evacuation Support. The resources, systems and assets utilized to direct, control and manage the movement of citizens away from an area threatened by a disaster or the actual perils that accompany a disaster and its impacts. Embarkation is the concluding action associated with evacuation support.

Evacuee. A person who is departing or has departed a danger zone due to the threat or occurrence of a natural or man-made incident.

Evacuee Support. The resources, systems and assets utilized to meet the human care needs of citizens once they are in a safe, whole location. Reception and/or debarkation are the initiating actions associated with evacuee support.

Expedited Assistance. The option for an eligible applicant to receive (should the Expedited Assistance Program be implemented) an expedited payment of no more than \$500 for serious emergency needs and necessary expenses in advance of a Small Business Administration (SBA) loan determination. This option may be implemented in catastrophic disasters, and when eligible applicants lack access to funds for immediate needs from their own or other sources. Expedited Assistance will be provided under the provisions of the Other Needs Assistance (ONA) authority. It will require the consent of the state before the assistance is provided, and will only be provided by mailed check or electronic funds deposit (RS-2006-1).

Facilities. Includes buildings, shelters, utilities, and land (except as otherwise provided in this title).

Gap analysis. Determines the ability and capacity of a host state to support short-term, intermediate, and long-term evacuee needs. Useful for assessing resources and planning needed.

Host State. A state, territory, commonwealth, or tribe that, by agreement with an impact-state or FEMA, is providing evacuation and sheltering support to individuals from another state that has received a Presidential emergency or major disaster declaration due to an incident.

Impact State. A state that has received a Presidential emergency or major disaster declaration in response to the threat or occurrence of a natural or man-made incident.

Individual Assistance - FEMA. Assistance to eligible individuals and families to rent a different place to live, or a government provided housing unit for up to 18 months, when rental properties are not available. May include assistance with the necessary expenses and serious needs caused by the disaster, such as disaster-related medical and dental costs; clothing; household items (room furnishings, appliances); tools (specialized or protective clothing and equipment) required for work; necessary educational materials (computers, school books, supplies); and other necessary expenses or serious needs as determined by FEMA or are authorized by law.

Ineligible Applicant (Individual). Any applicant within a presidentially declared emergency or major disaster area that, upon registration with FEMA, is determined to be ineligible for IHP assistance in accordance with the provisions of the Stafford Act. Said ineligible applicant may receive congregate and transitional sheltering assistance (through a state) under the 403 Public Assistance program.

Joint Field Office (JFO). The primary federal incident management field structure. The JFO is a temporary federal facility that provides a central location for the coordination of federal, State, tribal, and local governments and private-sector and nongovernmental organizations with primary responsibility for response and recovery. The JFO structure is organized, staffed, and managed in a manner consistent with National Incident Management System principles and is led by the Unified Coordination Group. Although the JFO uses an Incident Command System structure, the JFO does not manage on-scene operations. Instead, the JFO focuses on providing support to on-scene efforts and conducting broader support operations that may extend beyond the incident site.

Local Government.

1. County, municipality, parish, city, town, township, local public authority, school district, special district, intrastate district, council of governments (regardless of whether the council of governments is incorporated as a nonprofit corporation under state law), regional or interstate government entity, or agency or instrumentality of a local government
2. Native American tribe, tribal nation, authorized tribal organization, or Alaska Native village or organization
3. Rural community, unincorporated town or village, or other public entity, for which an application for assistance is made by a state or political subdivision of a state.

Major Disaster. Any natural catastrophe (including any hurricane, tornado, storm, high water, wind-driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, or drought) or, regardless of cause, any fire, flood, or explosion in any part of the United States, which in the determination of the President causes damage of sufficient severity and magnitude to warrant major disaster assistance to supplement the efforts and available resources of states, local governments, and disaster relief organizations in alleviating the damage, loss, hardship, or suffering caused thereby.

Mass Care. Provision of immediate shelter, feeding centers, basic first aid, bulk distribution of needed items, and related services to persons affected by a large-scale incident. See Congregate Care Activities.

Mass Evacuation. Movement of a large number of individuals, their household pets and essential personal property from a danger area, due to the threat or occurrence of a natural or man-made incident.

Mobile Emergency Medical Units (MEMU). Portable medical units that can which can arrive in a minimal amount of time to provide patient care.

Natural Disaster. Any hurricane, tornado, storm, flood, high water, wind-driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, drought, fire, or other catastrophe which causes, or which may cause, substantial damage or injury to civilian property or persons.

Nongovernmental Organizations (NGO). As defined in the NRF, an NGO is an entity with an association based on interests of its members, individuals, or institutions. It is not created by a government, but it may work cooperatively with government. Such organizations serve a public purpose, not a private benefit. NGOs, including voluntary and faith-based groups, provide relief services to sustain life, reduce physical and emotional distress, and promote the recovery of disaster victims. Often these groups provide specialized services that help individuals with disabilities. NGOs and voluntary organizations play a major role in assisting emergency managers before, during, and after an emergency.

People with Disabilities. An individual with a disability as defined in section 3(2) of the Americans with Disabilities Act of 1990 (42 U.S.C. 12102(2)).

Pet(s), Household (the federal definition). A domesticated animal, such as a dog, cat, bird, rabbit, rodent, or turtle that is traditionally kept in the home for pleasure rather than for commercial purposes can travel in commercial carriers, and be housed in temporary facilities. Household pets do not include reptiles (except turtles), amphibians, fish, insects/arachnids, farm animals (including horses), and animals kept for racing purposes. (For complete list of what animals do and do not fall within this definition, contact the state ESF lead agency.)

Post Traumatic Stress Disorder / PTSD. An anxiety disorder that can occur after someone has been through a traumatic event. Scared, confused, or angry feelings linger or intensify post-event. Symptoms may disrupt a person's life, making it hard to continue with daily activities.

Private Sector. Organizations and entities not part of any governmental structure. The private sector includes for-profit and non-profit organizations, formal and informal structures, commerce, and industry. Refer to Nongovernmental Organizations and public assistance documents for differences.

Public Assistance - FEMA. With an Emergency Declaration, Disaster Declaration, or request from an impact state or FEMA, a host state (if eligible) may receive reimbursement under Public Assistance Category B, Emergency Protective Measures. Emergency Protective Measures are actions taken by Applicants before, during, and after a disaster to save lives, protect public health and safety, and prevent damage to improve public and private property. Emergency communications, emergency access, and emergency public transportation costs may also be eligible. Examples of eligible emergency protective measures include: warning devices (barricades, signs, and announcements); search and rescue; security forces (police and guards); construction of

temporary levees; provision of shelters or emergency care; sandbagging; bracing/shoring damaged structures; provision of food, water, ice, and other essential needs; emergency repairs; emergency demolition; and removal of health and safety hazards.

Public Facility. Facilities owned by a state or local government.

Reception Processing Site (RPS). Site established as entry point into host state or jurisdiction to track and process government transportation-assisted evacuees; provide mass care services; assign evacuees to congregate care facilities; provide health screening; and provide for the general support of other needs, may or may not be co-located with a Debarkation Site. Designed to receive no more than 5,000 transportation-assisted evacuees within a 48-hour period.

Reception Site. Any facility or point of entry into a host state or jurisdiction that recognizes evacuees. This includes debarkation sites, RPSs, Welcome Centers, shelters and other congregate care facilities.

Regional Response Coordination Centers (RRCCs). Located in each FEMA region, these multiagency agency coordination centers are staffed by ESFs in anticipation of a serious incident in the region or immediately following an incident. Operating under the direction of the FEMA Regional Administrator, the RRCCs coordinate federal regional response efforts and maintain connectivity with State EOCs, State fusion centers, Federal Executive Boards, and other federal and State operations and coordination centers that have potential to contribute to development of situational awareness.

Response. Activities that address the short-term, direct effects of an incident; immediate actions to save lives, protect property, and meet basic human needs; execution of emergency operations plans and mitigation activities designed to limit the loss of life, personal injury, property damage, and other unfavorable outcomes.

Self Evacuee. Individuals and/or families with the means to leave a potentially dangerous area prior to, during, or after a disaster event.

Service Animal. Any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability, including, but not limited to, assisting individuals with impaired vision, hearing or mobility; providing minimal protection; or rescue work. Service animals are not pets and will remain with their owners at all times.

Shelter(s). Includes, but is not limited to: general population shelters, respite centers, reception centers, heating/cooling centers, medical support shelters, other special needs shelters, and unconventional sheltering facilities, such as: berthing ships, base camps. Also see congregate care activities and congregate care facilities.

Special Needs. A population, whose members may have additional needs before, during, and after an incident, in one or more of the following functional areas: maintaining independence, communication, transportation, supervision, and medical care. Individuals

in need of additional response assistance may include: those who have disabilities; who live in institutionalized settings; who are elderly; who are children; who are from diverse cultures, who have limited English proficiency, or who are non-English speaking; or who are transportation disadvantaged.

State. The Stafford Act definition of “State” means any of the United States, the District of Columbia, Puerto Rico, the Virgin Islands, Guam, American Samoa, and the Commonwealth of the Northern Mariana Islands.

State of Emergency. According to Section 8558 (b) of the California Emergency Service Act, a State of Emergency means: “Other duly proclaimed existence of conditions of disaster or of extreme peril or the safety of persons and property within the State caused by such conditions as air pollution, fire, flood, storm, epidemic, riot, drought, sudden and severe energy shortage, plant or animal infection or disease, the Governor’s warning of an earthquake or volcanic prediction, or an earthquake, or other conditions, other than conditions resulting from a labor controversy or conditions causing a ‘state of war emergency,’ which conditions, by reason of their magnitude are or are likely to be beyond the control of the services, personnel, equipment, and facilities of any single county, city and county, or city, and require the combined forces of a mutual aid region or regions to combat or with respect to regulated energy utilities, a sudden and severe energy shortage requires extraordinary measures beyond the authority vested in the California Public Utilities Commission.”

Standard Operating Procedure (SOP). Complete reference document or an operations manual that provides the purpose, authorities, duration, and details for the preferred method of performing a single function or a number of interrelated functions in a uniform manner.

Temporary Housing. Any facility intended to provide living accommodations for an extended period of time. Within the framework of this strategy, Temporary Housing includes single-family homes, multi-family homes, apartments, and manufactured homes.

Transfer Point. Location where transportation-assisted evacuees are moved from one mode of transportation to another because either the driver or vehicle are unable to continue bringing passengers to debarkation site.

Transitional Shelter. Any private or public facility that, by design, provides a short-term lodging function and an increased degree of privacy over congregate shelter. Examples include hotels, motels, and cruise/berthing ships. FEMA Disaster Assistance Policy 9523.15 states, “Transitional sheltering, if authorized, will be implemented and managed directly by FEMA through a contract agent. FEMA will not reimburse State or local governments for providing transitional housing to displaced disaster victims.”

Transportation-Assisted Evacuees. Individuals requiring transportation assistance to leave a potentially dangerous or dangerous area to comply with a mandatory evacuation order. Also called, Transportation Dependent Evacuees, Transportation Dependent

Population, Critical Transportation Needs Population, and Transportation Disadvantage Population

Volunteer Organization. An entity which has authority to accept volunteer services to provide relief services to sustain life, reduce physical and emotional distress, and promote the recovery of disaster victims. It is not created by a government, but it may work cooperatively with government. Such organizations serve a public purpose, not a private benefit. Often these agencies provide specialized services that help individuals with disabilities and play a major role in assisting emergency managers before, during, and after an emergency. Also see Nongovernmental Organizations

Welcome Center. Located on or near main evacuation routes, interstates and near state lines and may provide host state information, congregate care activities, refueling sites, maps and directions to self-evacuees

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Planning Support Links

Following is a list of references, planning tools, templates, guides, authorities, organizations, articles, etc that host states may find helpful in the planning for evacuee support to an impact state process. When possible, links have been included for access to the information or organization.

Host State Specific Planning

Host Community Planning Survey and Tool – Georgia Emergency Management Agency (GEMA)

GEMA survey and excel worksheet to determine evacuee support capability and capacity (from local community to state/territory).

Location: (In process; location TBA)

Memorandum of Understanding (MOU) Sample

National Association for Amateur Radio (ARRL) MOUs to use as examples.

Location: <http://www.arrl.org/FandES/field/mou/>

Evacuation and Short-Term Sheltering

Congregate Care Coordination Unit (CCCU) – FEMA Draft

Location: (Draft in review; location TBA)

Debarkation Site Guidance – FEMA Draft

Draft federal guidance on opening and operating a debarkation site during a mass evacuation in coordination with a federally-assisted embarkation site where local, tribal and State resources are, or will quickly become, overwhelmed.

Location: (Draft in review; location TBA)

EMAC – Emergency Management Assistance Compact

Location: <http://www.emacweb.org/>

Embarkation Site Guidance – FEMA Draft

Draft federal guidance on opening and operating an embarkation site during a mass evacuation where local, tribal and State resources are, or will quickly become, overwhelmed.

Location: (Draft in review; location TBA)

Hurricane Evacuation and Mass Care Plan – State of Texas

This plan applies to emergency management operations during hurricane evacuation and shelter operations, June 5, 2007.

Location: ftp://ftp.txdps.state.tx.us/dem/plan_state/hurr_evac_shelter_state_plan.pdf

Mass Evacuation Incident Annex - Draft

FEMA annex to the NRF – Waiting for approval

Location: (Draft in review; location TBA)

Mass Evacuation Incident Annex Supplement - Draft

FEMA supplement to the Mass Evacuation Incident Annex

Location: (Draft in review; location TBA)

Mega-Shelter Best Practices

The International Association of Assembly Managers, Inc., (IAAM) planning, activation and operations of a mega-shelter. Product of the IAAM Life Safety Council, June 2006.

Location: http://www.iaam.org/members/Sec_pages/Mega-ShelterPlanning&Activation.pdf

National Shelter System (NSS)

A comprehensive web-based, data system developed by the American Red Cross and FEMA to support government and non-government agencies responsible for disaster shelter management. The NSS allows users to identify, track, analyze, and report on shelter data in a consistent and reliable manner. The NSS is a tool providing support to ESF 6, and is intended to contain data on facilities that may be used in support of shelter operations.

Location: <https://nss.communityos.org/>

Reception Processing Site (RPS) SOP – FEMA Draft

Draft federal guidance on opening and operating a reception and processing center during a mass evacuation in coordination with a federally-assisted embarkation site where local, tribal and State resources are, or will quickly become, overwhelmed.

Location: (Draft in review; location TBA)

Long-Term Recovery

National Volunteer Organizations Active in Disasters (VOAD) Long-Term Recovery Manual

Manual designed to assist communities to collaborate effectively in long-term recovery. The manual offers an understandable overview of successful models for organizing Long-Term Recovery structures, along with considerable assistance in functional areas in the form of samples, tools, and informative appendices.

Location: <http://www.nvoad.org/articles/LTRManualFinalApr232004a.pdf>

Medical Care, Services, and Needs

Crisis Counseling Training and Assistance Program Guidance

Location: <http://mentalhealth.samhsa.gov/cmhs/EmergencyServices/progguide.asp>

Health Insurance Portability and Accountability Act (HIPAA) Web Site

Resources, information, and links for medical care professionals.

Location: <http://www.hipaa.org/>

Hospital Preparedness Program (HPP) through Department of Health and Human Services (HHS)

The HPP enhances the ability of hospitals and health care systems to prepare for and respond to bioterrorism and other public health emergencies....include interoperable

communication systems, bed tracking, personnel management, fatality management planning and hospital evacuation planning.

Location: <http://www.hhs.gov/aspr/opeco/hpp/>

Medical Surge Capacity and Capability (MSSC) Handbook, Through the HHS

The MSSC Handbook helps promote a common management system for all response operations - public and private-that may be involved in major emergencies.

Location: http://www.hhs.gov/aspr/opeco/documents/mscc_handbook.html

National Mental Health Information Center

U.S. HHS Substance Abuse and Mental Health Services Administration Information site.

Location: <http://mentalhealth.samhsa.gov/>

National Center for Post Traumatic Stress Disorder

Location: <http://www.ncptsd.va.gov/ncmain/index.jsp>

Special Needs and People with Disabilities

Americans with Disabilities Act (ADA) of 1990

Location: <http://www.usdoj.gov/crt/ada/pubs/ada.htm>

The ADA and Emergency Shelters: Access for All in Emergencies and Disasters

An ADA Best Practices Tool Kit for State and local governments in selecting emergency shelters. There are several links within the document for download and consideration.

Location: <http://www.ada.gov/pcatoolkit/chap7shelterprog.htm>

ADA Shelters – US Department of Justice

An ADA guide for local governments to assist “in making community emergency preparedness and response programs accessible to people with disabilities.”

Location: <http://www.ada.gov/emergencyprepguide.htm>

Service Animal

As part of ADA, service animals are not pets and must accompany their owners.

Location: <http://www.usdoj.gov/crt/ada/svcanimb.htm>

Special Needs Plan Considerations for Service and Support Providers – Emergency Management Institute (EMI)

IS-197.SP- EMI course syllabus meant to provide representatives of the special needs service and support system with the basic information and tools to develop their own emergency plans. This course is designed for people who work with the elderly and people with disabilities, and will teach how to partner with local Emergency Management and better prepare for all phases of an emergency.

Location: <http://training.fema.gov/EMIWeb/IS/is197SP.asp>

Special Needs Shelter Program – Florida Department of Health

A standardized, comprehensive, county and regional approach to Special Needs Shelter operations, which ensures continuity in services, and quality care to clients, care givers, and staff during their stay in a Special Needs Shelter.

Location: <http://www.doh.state.fl.us/PHNursing/SpNS/SpecialNeedsShelter.html>

Household Pets and Animals

Interim Guidelines for Animal Health and Control of Disease Transmission in Pet Shelters

Center for Disease Control and Prevention guidelines intended to provide guidance for the care of animals entering shelters and for persons working with or handling the animals in response to natural disasters. October 2005

Location: <http://www.bt.cdc.gov/disasters/animalhealthguidelines.asp>

Pet Evacuation and Transportation Standards Act of 2006 (HR3858)

Amendment to the Robert T. Stafford Disaster Relief and Emergency Assistance Act to ensure that State and local emergency preparedness operational plans address the needs of individuals with household pets and service animals following a major disaster or emergency.

Location: <http://thomas.loc.gov/cgi-bin/bdquery/z?d109:h.r.03858>:

Pet-Friendly Shelter Guide – FloridaPet.net

A volunteer operated Web site with guidance on where evacuees and their pets can go if they must evacuate from their home or vacation property during hurricanes, wildfires, or other disasters in Florida.

Location: <http://www.floridapets.net/petfriendlyshelters.html>

Pet-Friendly Shelter Presentation – Marion County, Florida

PowerPoint presentation on the setup and operations of a pet-friendly shelter.

Location:

<http://www.ncagrgis.com/sheltering/files/Additional%20Resources/Sheltering%20Florida.pdf>

Pet Sheltering Planning Tools and State Animal Response Teams (SART) - State of North Carolina

Various resources designed to help communities develop animal sheltering capabilities from the North Carolina Emergency Management Web site. SART are interagency state

organizations dedicated to preparing, planning, responding, and recovering during animal emergencies in the US.

Location: <http://www.ncargis.com/sheltering/Proposed>

<http://www.ncsart.org/>

FEMA Reimbursement

Code of Regulations – 44 206.35

Federal codes for emergency management and assistance, October 1, 2006

Location: [http://frwebgate6.access.gpo.gov/cgi-](http://frwebgate6.access.gpo.gov/cgi-bin/waisgate.cgi?WAISdocID=731183315810+15+0+0&WAISaction=retrieve)

[bin/waisgate.cgi?WAISdocID=731183315810+15+0+0&WAISaction=retrieve](http://frwebgate6.access.gpo.gov/cgi-bin/waisgate.cgi?WAISdocID=731183315810+15+0+0&WAISaction=retrieve)

Disaster Process and Disaster Aid Programs, The

Declaration process for receiving reimbursement from FEMA

Location: <http://www.fema.gov/hazard/dproc.shtm>

Eligible Costs Related to Evacuations and Sheltering – DAP 9523.15

FEMA Disaster Assistance Policy 9523.15

Location: http://www.fema.gov/government/grant/pa/9523_15.shtm

Eligible Costs Related to Pet Evacuation and Sheltering – DAP 9523.19

FEMA Disaster Assistance Policy 9523.19

Location: http://www.fema.gov/government/grant/pa/9523_19.shtm

Emergency and Expedited Major Disaster Declaration Requests - DAP 1004

FEMA Disaster Assistance Policy 1004 establishes how FEMA will process a gubernatorial request to the President for an Emergency or expedited Major Disaster declaration.

Location: <http://www.fema.gov/hazard/guidance.shtm>

Host State Evacuation and Sheltering Reimbursement – DAP 9523.18

FEMA Interim Disaster Assistance Policy 9523.18 to identify the procedures for reimbursing host-States for the cost of evacuation and sheltering support they provide to impact states, when requested to provide such support by the impact state or FEMA. DAP 9523.18 is a Public Assistance reimbursement policy rather than Individual Assistance [44 CFR Part 206, Subparts B, G and H].

Location: http://www.fema.gov/government/grant/pa/9523_18.shtm

Mass Sheltering and Housing Assistance – RS-2006-1

A strategy for providing sheltering and housing assistance in support of a Presidentially declared emergency or major disaster involving a mass evacuation. This high level strategy will be supported by separate and more detailed policies addressing the provisions herein.

Location: <http://www.fema.gov/pdf/media/2006/rs-2006-1.pdf>

**Mutual Aid Agreements for Public Assistance and Fire Management Assistance –
DAP 9523.6**

This policy specifies criteria by which the Federal Emergency Management Agency (FEMA) will recognize the eligibility of costs under the Public Assistance (PA) Program and the Fire Management Assistance Grant (FMAG) Program incurred through mutual aid agreements between applicants and other entities.

Location: http://www.fema.gov/government/grant/pa/9523_6.shtm

Pre-Disaster Emergency Declaration Requests - DAP 1001

FEMA Disaster Assistance Policy 1001 establishes the circumstances under which a state's request to declare an emergency, in advance of the impact of an incident that threatens such destruction as could result in a major disaster, will be considered for a Presidential emergency declaration.

Location: <http://www.fema.gov/hazard/guidance.shtm>

Authorities, Laws, and Directives

Age Discrimination Act of 1975

Location: http://www.dol.gov/oasam/regs/statutes/age_act.htm

**Americans with Disabilities Act (ADA) – Information and Sections 504 and 508 of
the Rehabilitation Act of 1964**

Web site with more Information on complying with ADA and expansions recognition of individuals with disabilities rights

Location: <http://www.usdoj.gov/crt/ada/>

Location: <http://www.section508.gov/index.cfm?FuseAction=Content&ID=15>

Location: <http://www.section508.gov/index.cfm?FuseAction=Content&ID=14>

Civil Rights Act – Title VII and Executive Order 13166

Web site of civil rights legislation passed in 1964 enforcing constitutional rights and protecting persons against discriminatory practices on the basis of an individual's race, color, religion, gender or national origin. EO 13166 “improves access to federally conducted and federally assisted programs and activities for persons who, as a result of national origin, are limited in their English proficiency (LEP).”

Location: <http://www.eeoc.gov/policy/vii.html>

Location: http://frwebgate.access.gpo.gov/cgi-bin/getdoc.cgi?dbname=2000_register&docid=fr16au00-137.pdf

Health Insurance Portability and Accountability Act (HIPAA)

To amend the Internal Revenue Code of 1986 to improve portability and continuity of health insurance coverage in the group and individual markets, to combat waste, fraud, and abuse in health insurance and health care delivery, to promote the use of medical savings accounts, to improve access to long-term care services and coverage, to simplify the administration of health insurance, and for other purposes.

Location: <http://aspe.hhs.gov/admsimp/pl1104191.htm>

Homeland Security Act of 2002

Establishment of the Department of Homeland Security, as an executive department of the United States within the meaning of title 5, United States Code with the primary mission to (A) prevent terrorist attacks within the United States; (B) reduce the vulnerability of the United States to terrorism; and (C) minimize the damage, and assist in the recovery, from terrorist attacks that do occur within the United States.

Location: http://www.dhs.gov/xabout/laws/law_regulation_rule_0011.shtm

National Incident Management System (NIMS) - Department of Homeland Security

NIMS provides a systematic, proactive approach guiding departments and agencies at all levels of government, the private sector, and nongovernmental organizations to work seamlessly to prepare for, prevent, respond to, recover from, and mitigate the effects of incidents, regardless of cause, size, location, or complexity, in order to reduce the loss of life, property, and harm to the environment.

Location: <http://www.fema.gov/pdf/emergency/nrf/nrf-nims.pdf>

National Response Framework (NRF) - The Department of Homeland Security

NRF presents the guiding principles that enable all response partners to prepare for and provide a unified national response to disasters and emergencies from the smallest incident to the largest catastrophe. The Framework establishes a comprehensive, national, all-hazards approach to domestic incident response.

Location: <http://www.fema.gov/pdf/emergency/nrf/nrf-core.pdf>

Post-Katrina Emergency Management Reform Act of 2006 (PKEMRA)

PKEMRA is Title VI of DHS Appropriations Act, 2007, Pub. L. 109-295, 120 Stat. 1355 (2006), clarified and modified the Homeland Security Act with respect to the organizational structure, authorities, and responsibilities of FEMA and the FEMA Administrator. In addition to these modifications, PKEMRA made changes – some appearing in the Homeland Security Act and some in the Stafford Act.

Location: <http://www.iaem.com/committees/GovernmentAffairs/documents/PL109-295DHSAppropFY07andFEMAREform.pdf>

Presidential Directive-5 - Department of Homeland Security

Management of Domestic Incidents Presidential Directive

Location: <http://www.whitehouse.gov/news/releases/2003/02/20030228-9.html>

Privacy Act of 1974, The

The policy on the sharing and disclosure of an individual's personal information.

Location: <http://www.usdoj.gov/oip/privstat.htm>

Robert T. Stafford Disaster Relief and Emergency Assistance Act (Public Law 93-288) as amended

Robert T. Stafford Disaster Relief and Emergency Assistance Act, PL 100-707, signed into law November 23, 1988; amended the Disaster Relief Act of 1974, PL 93-288. This Act constitutes the statutory authority for most federal disaster response activities, especially as they pertain to FEMA and FEMA programs; as amended, and Related Authorities, as of June 2007.

Location: <http://www.fema.gov/about/stafact.shtm>

Miscellaneous Planning Documents (including Reunification Information)

AidMatrix

FEMA sponsored Web based system for donation matching.

Location: <http://www.aidmatrixnetwork.org/fema/>

Basic Guidance for Public Information Officers (PIO) - NIMS FEMA

Developed in coordination with federal, State, tribal, and local PIOs. The goal of this publication is to provide operational practices for performing PIO duties within the Incident Command System (ICS). It offers basic procedures to operate an effective Joint Information System (JIS).

Location: <http://www.fema.gov/library/viewRecord.do?id=3095>

Best Strategies for Effective Mass Care and Shelter Planning – California Department of Social Services

April 2003 guidance to writing a mass care and shelter plan

Location: <http://www.cdsscounties.ca.gov/coplanners/res/pdf/doc8.pdf>

Design and Construction Guidance for Community Shelters - FEMA

Information about the design and construction of community shelters that will provide protection during tornado and hurricane events.

Location: <http://www.fema.gov/library/viewRecord.do?id=1657>

Emergency Responder Field Operations Guide (ERFOG) - Draft

Draft NIMS/ICS FOG for responders, May 24, 2007

Location: <http://www.fema.gov/pdf/emergency/nims/erfog.pdf>

Homeland Security National Preparedness Guidelines

All hazard guidelines, including the supporting Target Capabilities List, simultaneously published online, supersede the Interim National Preparedness Goal and defines what it means for the Nation to be prepared for all hazards. September 2007

Location: http://www.dhs.gov/xlibrary/assets/National_Preparedness_Guidelines.pdf

Joint Field Office (JFO) Activation and Operations – Interagency Integrated Standard Operating Procedures (SOP), Department Of Homeland Security

The JFO SOP and annexes are to provide a comprehensive national all-hazards process for activating, establishing, operating, and demobilizing the JFO across a spectrum of activities including prevention, preparedness, response, and recovery. The SOP is designed to provide the field-level procedures for implementation of the Concept of Operations for the JFO detailed in the NRF.

Joint Field Office (JFO) Field Operations Guide (FOG)

The JFO FOG is designed to assist personnel assigned to a JFO during response operations. The FOG is intended to be used as an easy reference job aid for JFO personnel.

Location: http://www.fema.gov/pdf/emergency/nrf/NRP_JFO_FOG.pdf

National Center for Homeless Education

The Center provides research, resources, and information enabling communities to address the educational needs of children and youth experiencing homelessness.

Location: <http://www.serve.org/nche/>

National Center for Missing and Exploited Children (NCMEC)

The Center serves as a clearinghouse of information about missing and exploited children and networks with nonprofit service providers and state clearinghouses about missing-persons cases.

Location: <http://www.missingkids.com/>

National Emergency Child Locator Center (NECLC):

To be established by FEMA to help children re-unify with their families separated after an emergency or major disaster. NECLC established under Stafford Act, subsection (b). The Center's operations are managed by NCMEC, with support from FEMA.

Location: www.missingkids.com/

Location: http://www.fema.gov/media/fact_sheets/dad.shtm

Phone: 1-866-908-9570

National Emergency Family Registry and Locator System (NEFRLS)

To be established by FEMA to help re-unify families separated after an emergency or major disaster. NEFRLS as defined under Stafford Act, section 689c(a). The Center's operations are managed by NCMEC, with support from FEMA.

Location: <http://www.missingkids.com/>

Location: http://www.fema.gov/media/fact_sheets/dad.shtm

Phone: 1-800-588-9822

National Housing Strategy – FEMA

Strategy by which FEMA will determine and plan to meet housing needs for individuals, families, and communities affected by disasters.

Location: (Draft in review; location TBA)

National Preparedness Guidelines - DHS

Guidelines that establish a vision for national preparedness and provide a systematic approach for prioritizing preparedness efforts across the Nation. These Guidelines focus policy, planning, and investments at all levels of government and the private sector.

Location:

http://www.fema.gov/pdf/emergency/nrf/National_Preparedness_Guidelines.pdf

Next of Kin Registry (NOKR)

Established as a free tool for daily emergencies and national disasters to help individuals and families locate missing, injured, or deceased next of kin. NOKR provides the public a free proactive service to store emergency contacts, next of kin and vital medical information that would be critical to emergency response agencies.

Location: <http://www.nokr.org/nok/restricted/home.htm>

Acronyms and Abbreviations Index

ACCG	Association of County Commissions of Georgia
AHPP	Alternate Housing Program
AIC	Animal Issues Committee
AP	Advanced Placement Program
ARC	The American Red Cross
ARES	Amateur Radio Emergency Services
AVMA	American Veterinary Medical Association
BOR	Board of Regents
CCCU	Congregate Care Coordination Unit
CCP	Crisis Counseling Program
CDC	Centers for Disease Control and Prevention
CFR	Code of Federal Regulations
CLE	Continuing Legal Education
CO	Certificate of Occupancy
CTN	Critical Transportation Needs
CWS	Church World Service
DCC	Donations Coordination Center
DEC	Disaster Emergency Communications
DFCS	Division of Family and Children Services
DHR	Department of Human Resources
DIRS	Disaster Information Reporting System
DMAT	Disaster Medical Assistance Team
DNR	Department of Natural Resources
DoD	U.S. Department of Defense
DOL	U.S. Department of Labor
DOT	U.S. Department of Transportation
DPN	Disability Program Navigator
DPS	Department of Public Safety
DRC	Disaster Recovery Center
DRC	Disaster Recovery Center
DTAE	Department of Technical and Adult Education
DUA	Disaster Unemployment Assistance
EMA	Emergency Management Agency
EMAC	Emergency Management Assistance Compact
EPA	Environmental Protection Agency
ERT	Emergency Response Team
ESF	Emergency Support Function
FAQ	Frequently Asked Question
FBO	Faith-Based Organizations
FCO	Federal Coordinating Officer
FEMA	Federal Emergency Management Agency
GA EVSP	Georgia Evacuee Support Plan
GA VOAD	Georgia Volunteer Organizations Active in Disasters
GCSV	Georgia Commission for Service and Volunteerism

GDA	Georgia Department of Agriculture
GDC	Georgia Department of Corrections
GDHTF	Georgia Disaster Housing Task Force
GDOL	Georgia Department of Labor
GDOT	Georgia Department of Transportation
GEMA	Georgia Emergency Management Agency
GEOP	Georgia Emergency Operations Plan
GETS	Government Emergency Telecommunications Service
GLS	Georgia Legal Services
GMA	Georgia Municipal Association
GPB	Georgia Public Broadcasting
GSA	Georgia Sheriffs' Association
GSP	Georgia State Patrol
GVMA	Georgia Veterinary Medical Association
HCFP	Housing and Community Facilities Programs
HCFP	Housing and Community Facilities Programs
HIPAA	Health Insurance Portability and Accountability Act
HSUS	Humane Society of the United States
HUD	Department of Housing and Urban Development
IA	Individual Assistance
IAP	Incident Action Plan
IAW	In Accordance With
ICLE	Institutes of Continuing Legal Education
ICP	Incident Command Post
ICS	Incident Command System
IDAP	Interim Disaster Assistance Policy
IEP	Individual Education Plan
IHP	Individuals and Households Program
JFO	Joint Field Office
JIC	Joint Information Center
LEPC	Local Emergency Planning Committees
LWR	Lutheran World Relief
MAA	Mutual Aid Agreement
MEMU	Mobile Emergency Medical Unit
MERS	Mobile Emergency Response Support
MHz	Megahertz
MLU	Mobile Law Unit
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
MRC	Medical Reserve Corps
MSNS	Medical Special Needs Shelters
MV Act	McKinney-Vento Homeless Assistance Act
NCHE	National Center for Homeless Education
NCLB	No Child Left Behind
NCMEC	National Center for Missing and Exploited Children
NECLS	The National Emergency Child Locator System

NEFRLS	National Emergency Family Registry and Locator System
NGB	National Guard Bureau
NGO	Nongovernmental Organization
NIMS	National Incident Management System
NMETS	National Mass Evacuation Tracking System
NMSQT	National Merit Scholar Qualifying Test
NOAA	National Oceanic and Atmospheric Administration
NOKR	Next of Kin Registry
NRC	Nuclear Regulatory Commission
NRCC	National Response Coordination Center
NRF	National Response Framework
NWS	National Weather Service
OPB	Office of Planning and Budget
PA	Public Assistance
PAO	Public Affairs Officer
PHI	Protected Health Information
PIO	Public Information Office/Officer
PKEMRA	Post-Katrina Emergency Management Reform Act of 2006
POD	Point of Distribution
PSAT	Preliminary Scholastic Aptitude Test
PSMA	Pre-Scripted Mission Assignment
PTSD	Post-Traumatic Stress Disorder
RACES	Radio Amateur Civil Emergency Services
RFA	Request for Federal Assistance
RFID	Radio Frequency Identification
RRCC	Regional Response Coordination Center
SEOC	State Emergency Operations Center
S-JIC	State-Joint Information Center
SSA	Social Security Administration
SSN	Social Security Number
TECB	Tactical Emergency Communications Branch
TFA	Teach For America
TSA	The Salvation Army
TSP	Telecommunications Service Priority
UMCOR	The United Methodist Committee on Relief
USDA	U.S. Department of Agriculture
USG	University of Georgia
VOAD	Voluntary Organizations Active in Disaster
WPS	Wireless Priority Service
YLD	Young Lawyer's Division

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