

# EMERGENCY SUPPORT FUNCTION 6 – MASS CARE, HOUSING, AND HUMAN SERVICES

## CEMP - ANNEX IV DOCUMENTATION



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Note: This Emergency Support Function (ESF) is part of Annex IV of the City Comprehensive Emergency Management Plan (CEMP) and this version includes the 2021 revision. Seattle Human Services Department (HSD) acts as the current ESF Coordinator and collaborated with many partners for respective input.

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## 1. STAKEHOLDERS

**Table 1**

PRIMARY AGENCY	ESF COORDINATOR
Seattle Human Services Department	Seattle Human Services Department

**Table 2**

SUPPORT AGENCIES	
City of Seattle, Other Governmental, and Public Agencies	
Department of Education and Early Learning	Seattle Housing Authority
Department of Neighborhoods	Seattle Public Schools
Finance and Administrative Services (includes Seattle Animal Shelter)	Area Agency on Aging for Seattle and King County (Aging and Disability Services, Seattle Human Services Department)
Office of Civil Rights	Public Health – Seattle & King County
Office of Housing	King County Department of Community and Human Services
Office of Immigrant and Refugee Affairs	King County Metro
Seattle Center	King County Office of Emergency Management
Seattle City Attorney’s Office	Washington State Department of Agriculture
Seattle City Light	Washington State Department of Early Learning
Seattle Department of Construction and Inspections	Washington State Department of Social and Health Services
Seattle Fire Department	Administration for Children and Families
Seattle Parks and Recreation Department	Federal Emergency Management Agency
Seattle Police Department	Other governmental organizations
Seattle Public Library	
Non-governmental Organizations	
American Red Cross	The Salvation Army
Catholic Community Services	United Way of King County
Crisis Connections	Washington Voluntary Organizations Active in Disaster
Food Lifeline	YMCA of Greater Seattle
Northwest Healthcare Response Network	Other non-governmental and religious organizations
Seattle Food Committee	

## 2. INTRODUCTION

### 2.1 Purpose

Emergency Support Function 6 (ESF 6) – Mass Care, Housing and Human Services describes how sheltering, mass care, food assistance, and other human services will be coordinated during an incident. ESF 6 also defines Seattle Human Services Department’s (HSD) role in coordinating and communicating efforts of the support organizations.

### 2.2 Scope

This document applies to all primary and support agencies listed above and to additional governmental and non-governmental agencies which may have significant roles in ESF 6.

- ESF 6 role is to assist the population at all phases of an incident including the following areas:
  - Sheltering;
  - Food assistance, including mass feeding;
  - Potable water access, sanitation facilities, and waste removal or handling in coordination with ESF 3 – Public Works and Engineering, ESF 7 – Logistics and Resources, and ESF 8 – Public Health and Medical Services;
  - Pet sheltering;
  - Warming and cooling sites;
  - Interpretation services;
  - Social services;
  - Disaster case management;
  - Operation of reception centers for evacuees;
  - Reunification of families
  - Establishment of disaster assistance centers in conjunction with ESF 7;
  - Developing support strategies to keep schools operational;
  - Establishment of Community Points of Distribution in conjunction with ESF 7; and
  - Supporting ESF 8 functions, such as Family Assistance Centers.
- The ESF 6 functions are achieved in part by:
  - Coordinating an ESF 6 workgroup of governmental and non-governmental agencies that meets, trains and exercises regularly, and is led by HSD;
  - Identifying populations who may be most at risk from the incident impacts and developing strategies to help and communicate with these populations;
  - Incorporating functional and access needs in the ESF 6 services;
  - Ensuring compliance with Americans with Disabilities Act (ADA) regulations in delivery of ESF 6 services;
  - Participating with county, state and federal and non-profit partners in developing and linking plans for ESF 6 functions; and
  - Staffing Health and Human Services (HHS) Branch at the Seattle Emergency Operations Center (EOC) with ESF 6 representatives from supporting agencies.

## 3. SITUATION

### 3.1 Emergency Conditions and Hazards

The City of Seattle, its citizens, and transportation infrastructure are exposed to a variety of natural and human caused disasters such as severe weather, earthquakes, and acts of terrorism. The Seattle Hazard Identification and Vulnerability Analysis (SHIVA) identifies Seattle’s hazards and examines their consequences so we can make smart decisions about how best to prepare for them. It provides information regarding potential impacts of hazards to the people, economy, the built and natural environments of the City of Seattle. The SHIVA provides a foundation for all the City of Seattle’s disaster planning and preparedness activities. The list of all natural and human-caused hazards includes: Emerging Threat, Geophysical Hazards, Biological Hazards, Intentional Hazards, Transportation and Infrastructure Hazards, and Weather and Climate Hazards.

The role of ESF 6 will be determined by the type and degree of an incident, the needs of the populations impacted and resources available. It is important to note that all the hazards can result in a need for shelter, housing, food, and/or other human services.

Considerations include, but are not limited to:

- Condition of utilities (power, water, sewer, natural gas) and buildings—Can people stay in their homes or do they need to relocate?;
- Condition of roads and other forms of transportation—Are supplies able to reach the private sector and people in the community? Is the response effort able to procure needed supplies?;
- Availability of fuel—Is fuel available to the community, responders and voluntary agencies?;
- Communications—Are communication systems operational? Can people request help, communicate the situation and needs, connect with support systems, and be reached with safety and resource information?;
- Population impacted—Are the people impacted residents, evacuees, or people residing in another area? Do people have specific medical, linguistic, functional, access, religious, cultural or legal needs?;
- Resources of individuals impacted—Do people have the resources available to navigate through the incident or do they need shelter, food, transportation or other assistance?;
- Weather—Is the weather creating hardship for people in heating, cooling or transportation?;
- Ability of governmental and non-governmental agencies to continue operations—Are agencies still able to operate or even expand services, or have they had to discontinue needed services?;
- Size and complexity of incident—Can the need be met within the resources and ability of two or three ESF 6 agencies, such as the establishment of one shelter in a community center, or will the response require a large multi-agency response, the establishment of a mega-shelter with a host of support services, and access to resources and services that are procured through a declared federal disaster declaration?; and
- Expected duration of the incident and/or recovery time—an extended or catastrophic incident may require additional resources, alternate standards of services, and unique strategies to address the needs of the specific situation.

Regardless of the scale of the incident, the goal of ESF 6 is to coordinate resources and essential services that are life sustaining and will help people recover more quickly. Aiding in this process, Seattle has an existing service delivery system within the public and private arenas that currently serves identified needs for people in emergency situations. ESF 6 is prepared to leverage this service delivery network to help respond to an expanded need in the aftermath of an incident.

### 3.2 Planning Assumptions

- An incident can occur without warning at any time of day and may produce widespread damage requiring the temporary relocation of survivors. Some survivors will go to mass shelter, others will find shelter with friends and relatives, but preference of most survivors will be to remain with or near their damaged homes, if possible.
- An incident may produce mass casualties and missing people, requiring the need for medical support alongside mass care and way to report missing people.
- Public, private, and volunteer organizations, along with the general public, will have to utilize their own resources and be self-sufficient for a minimum of three days and possibly longer.
- People impacted by the incident will likely include a range of ages, languages, cultures, religions, medical needs, disabilities, and resources.
- Inequities that existed prior to the incident are likely to continue into and after the incident and may result in some populations being disproportionately impacted unless specifically addressed.
- Children are impacted by incidents differently than adults and likely have different needs.
- Companion and/or service animals that belong to survivors will be impacted by the incident and may need shelter, veterinary service, food, rescue or need to be located.
- There will be people impacted by the incident, potentially including responders, that are not direct survivors of the incident, but who have needs that ESF 6 may need to support.
- Immediately after the incident, people will attempt to communicate whether they are safe. Communication systems may be overwhelmed or inoperable. Services that facilitate communication, such as access to Safe and Well or battery charging, may be needed.
- Survivors may be impacted emotionally, physically and/or mentally by the incident. This may result in needs that are more important to the survivors than what is initially recognized, possibly beyond the scope of services offered, and may complicate the survivors' and community's ability to recover.
- Resources may be in short supply or unavailable.
- Extended lines due to limited resources, services, and staffing may occur and strategies needed to reduce time spent waiting in lines.
- The city will make efforts to provide equitable geographic distribution of shelter and service locations in the city, balancing several factors including available facilities/affected populations.
- ESF 6's role is likely to change as survivor needs are more clearly identified or needs change.
- ESF 6 services will prioritize access and functional needs and compliance with ADA regulations as services come online.
- ESF 6 functions may be performed or supplemented by responders from outside the area who are not familiar with Seattle and the population.

- Larger incidents will likely require more agencies to respond, some of which are requested and some of which self-deploy offering resources and services to the community in a manner which may not be consistent with this document.
- Larger incidents where additional people are coming in from the outside to assist will likely result in competition with survivors for scarce resources, such as temporary lodging or transportation.
- A federally declared disaster will enable survivors (Individual Assistance) and non-governmental organizations (Public Assistance) access to disaster assistance resources and services not otherwise available.
- A federally declared disaster with mass care needs will result in a Federal Emergency Management Agency (FEMA) response that will include significant involvement in ESF 6.
- Some people will not be ready to have ESF 6 services end and the demobilization plan needs to anticipate this.
- Clear and timely communication to support agencies and to the public regarding goals, resources, and services, will need to include multiple strategies and means.
- The City communicates life-safety notifications to the community in ways that can be understood, regardless of language, as a foundational part of response during incidents. Specific communications strategies have been developed to ensure notification to those with limited-English proficiency (LEP). Details can be found in the Alert & Warning Support Operations Plan.
- The City’s comprehensive incident response policies, strategies, and practices can be found in the City Emergency Operations Plan (EOP).
- The City-specific operational procedures supporting response policies, strategies, and practices are maintained separately. Please refer to the Reference Section of this document if applicable procedures have been identified at this time.

## 4. CONCEPT OF OPERATIONS

ESF 6 is designed to be flexible and scalable depending on the type and severity of the incident. ESF 6 consists of many partners that can staff the HHS Branch in the EOC and/or work out in the field. ESF 6 response can also be triggered when there is no EOC activation, such as an apartment fire that displaces residents, when the event can best be handled by leveraging the resources and structure of ESF 6. The scope of ESF 6 is outlined earlier in Section 2.

Each level of government provides ESF 6 services and support. ESF 6 coordination is done at the county by the King County Office of Emergency Management (KC OEM), it is led at the State by the Emergency Management Division (EMD) and at the federal level by the Federal Emergency Management Agency (FEMA). ESF 6 leads from these levels coordinate together as the situation requires to ensure efficient use of resources and consistent delivery of services throughout the areas in need.

Coordination among these entities may occur by any combination of conference calls, face-to-face meetings, and other means. Task forces at the state and/or local level may be formed to address specific areas of need, such as sheltering or feeding. For situations where a multi-jurisdictional strategy would best meet the needs, a regional task force may be developed to coordinate efforts. The Puget Sound Region Feeding Plan outlines how a multi-jurisdictional feeding task force would operate.

If communication and coordination is not initially possible due to the catastrophic nature of the incident, the State and/or Federal ESF 6 leads will determine whether life-sustaining resources can be assumed to be needed in the situation and, if so, move forward to bring prioritized items into the region. Under these circumstances, ESF 6 needs to be ready to receive and leverage items and support that may not have been requested and to establish and/or engage in a framework for coordination, such as a task force.

### 4.1 Organization

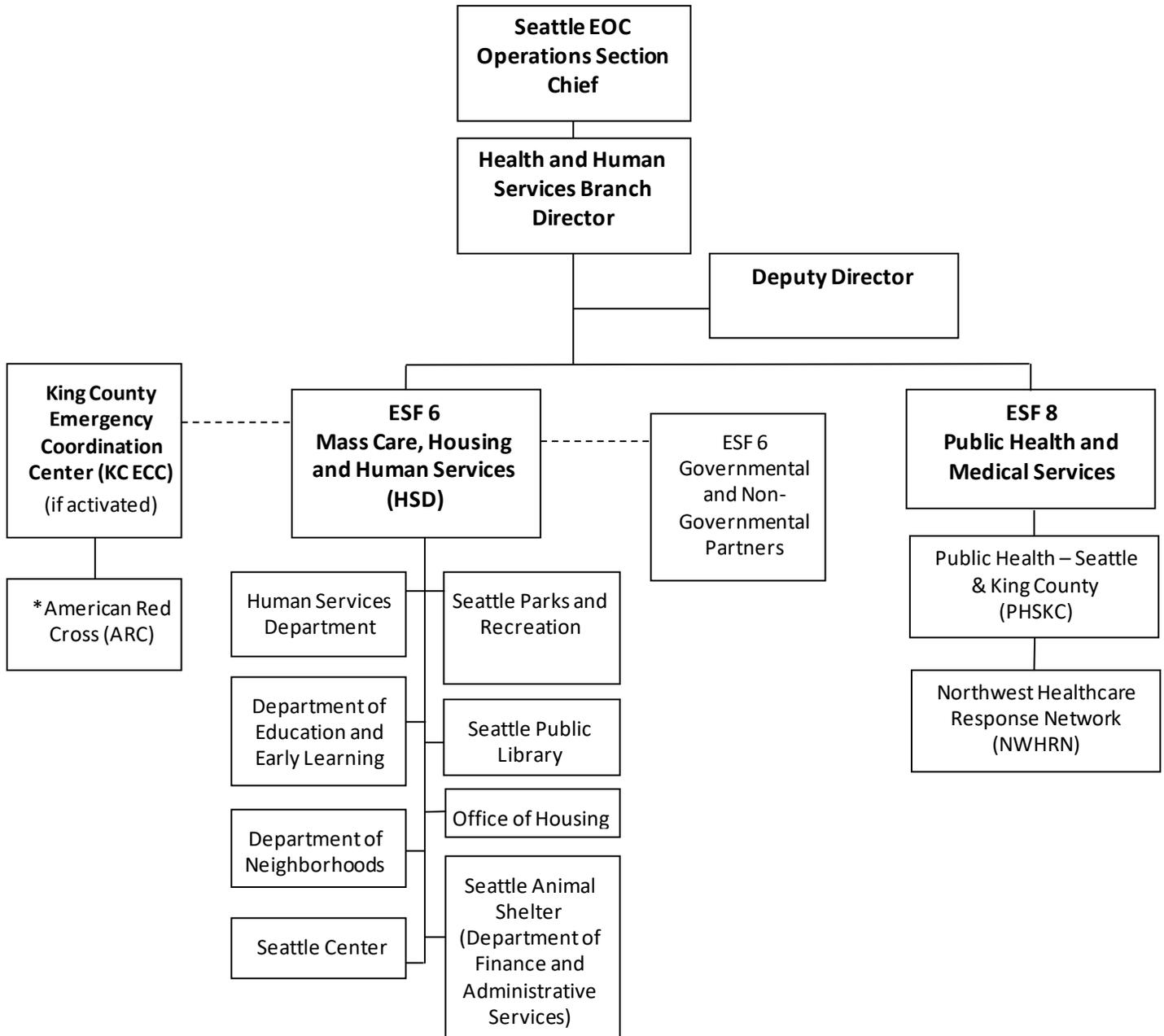
The City EOC is organized using Incident Command System, which emphasizes concepts such as unity of command/coordination, modular organization, management by objectives, and manageable span of control. Under the EOC Operations Section there are four branches: Health and Human Services (HHS), Infrastructure, Police and Fire. ESF 6 and ESF 8 (Health) are represented under the HHS Branch.

HSD provides for the leadership of the HHS Branch. If HSD is unable to perform this role, Seattle Parks and Recreation is the primary backup. Specific staffing for the branch is dependent on the ESF 6 functions and expertise needed for the specific event. Staffing for the branch is provided by HSD, Seattle Parks and Recreation, Seattle Center, Seattle Public Library, Finance and Administrative Services (Seattle Animal Shelter and Neighborhood Centers), Office of Housing, Department of Education and Early Learning, Department of Neighborhoods, and Health liaisons provided by Public Health – Seattle & King County and/or Northwest Healthcare Response Network. Additional staffing may be supplied by other governmental or non-governmental supporting agencies.

Figure 1 that follows, “Staffing for ESF 6 – EOC Health and Human Services Branch,” illustrates how the HHS Branch is organized in the Seattle EOC.

Figure 1

Staffing for ESF 6 – EOC Health and Human Services Branch



--- Not physically present at the EOC, but in contact with HHS Branch representatives

\* American Red Cross representation will be at the KC ECC for regional representation if the KC ECC is activated. If the ECC is not activated, the ARC can be contacted directly.

- Within ESF 6, task forces may be formed to address specific issues such as feeding, shelter, childcare, and Community Points of Distribution (CPODs). These task forces will involve key partners, some of which may be from other governmental and non-governmental agencies, as well as other ESFs.
- ESF 6 works closely with ESF 8 – Public Health and Medical Services, integrating efforts around the well-being of people, service animals and pets.
- ESF 6 is dependent on non-governmental agencies for some functions and support. These agencies are an integral part of ESF 6, particularly those agencies that are members of the Washington chapter of the Voluntary Organizations Active in Disasters (WAVOAD), which includes The American Red Cross and The Salvation Army; Crisis Connections; Catholic Community Services; Seattle Housing Authority; United Way of King County; and YMCA. Additional possible partners include non-governmental agencies contracted by the Seattle Human Services Department to provide essential services to the community on a daily basis.
- ESF 11 – Natural Resources has limited relevance in the city. Some responsibilities from ESF 11 are covered under ESF 6 and 8 in Seattle:
  - Food supply – ESF 6 Mass Care, Housing and Human Services
  - Food safety – ESF 8 Public Health and Medical Services
  - Animal and plant disease and pest control – ESF 8 Public Health and Medical Services

## 4.2 General Response

- Citywide response activities of all operational departments are coordinated through the Seattle Emergency Operations Center using a Consolidated Action Plan. The HHS Branch response will depend upon the incident, identified needs, and strategy(ies) chosen. In addition to situational awareness provided through the EOC, the HHS Branch conducts an assessment of the human services infrastructure.
- Seattle Parks and Recreation Department is the lead department for sheltering when the American Red Cross is not available or where sheltering is taking place at their facilities, on their grounds or their staff is operating the shelter. If established, they also lead the Shelter Task Force.
- The Seattle Animal Shelter (FAS) is the lead department for animal sheltering and support.
- HSD is the lead department coordinating the responsibilities of ESF 6, communicating the activities of the branch and some specific functions, such as feeding. If the EOC is not activated for an incident involving ESF 6 needs, HSD generally continues a similar role of coordination with supporting agencies, and in conjunction with OEM.
- In the event of an incident that requires staffing beyond the City and partner agency resources, HSD has an Agreement with the Washington Military Department for Emergency Management Assistance Compact (EMAC) assistance which would enable staff and other resources to be requested from local and national jurisdictions.

## 4.3 Direction and Control

Each ESF 6 agency is responsible for providing direction within their organization. At the EOC, the HSD is responsible for staffing the Branch Director position of the HHS Branch or arranging for a Branch

Director from one of the City ESF 6 Supporting Departments. ESF 6 works within the incident command system.

Some departments have a Department Operations Center (DOC), which is activated to coordinate incident activities their department is performing and in support of the incident response. In ESF 6, Seattle Parks and Recreation has a DOC that is activated as needed, and HSD has the capability to form a DOC as well. Department DOCs communicate with the EOC through a department representative in the EOC, the Branch Director or through EOC coordination conference calls.

Public Health – Seattle & King County (PHSKC) can activate a Health and Medical Area Command (HMAC), which coordinates the healthcare community response.

As the responsible department for coordinating the Branch, the HSD Director should be regularly updated on key objectives and operations of the branch.

In incidents where the EOC is not activated but where ESF 6 support is the primary need, the Human Services Department will identify objectives, coordinate ESF 6 supporting agencies and provide communication on the status of objectives to involved agencies and City departments.

## 5. RESPONSIBILITIES

### 5.1 Prevention and Mitigation Activities

- HSD, as lead for ESF 6:
  - Provides training opportunities and information to ESF 6 partners including preparedness and mitigation topics.
  - Supports the development of a more resilient Seattle daily through funding and operating programs and services that meet the basic needs of the most vulnerable people in the community.

### 5.2 Preparedness Activities

- HSD, as ESF 6 lead:
  - Coordinates an ESF 6 group that meets regularly to share information and lessons learned, develop processes and plans, coordinate response activities and exercise at least annually.
- HSD in coordination with ESF 6 partners:
  - Reviews response procedures, checklists, and worksheets with the ESF 6 group.
  - In partnership with OEM, participates in maintaining the Winter Storm Incident Operations Plan, the Earthquake Incident Operations Plan, and other documents as needed.
  - Reviews and updates the ESF 6 document annually.
  - Updates contact lists annually.
  - Develops plans and procedures in coordination with ESF 6 partners that support the ESF functions.
  - Identifies, trains, and assigns personnel necessary to execute the missions in support of this ESF.
  - Communicates situational awareness and preparedness activities to ESF 6 partners and the EOC.
  - Coordinates staffing for the Health and Human Services Branch at the EOC when activated.
  - Implements measures to support HSD essential functions.
- ESF 6 support departments and agencies:
  - Participate in the ESF 6 group.
  - Participate in the review of the ESF 6 document.
  - Provide updated contact information.
  - Communicate status when requested by the ESF 6 lead.
  - Participate in ESF 6 trainings and exercises.

## 5.3 Response Activities

Response activities, such as setting up a shelter may take several days. Clear communication to the public is vital so that people can make informed decisions on how they can best respond to the situation.

- HSD as a department:
  - Gathers status information on contracted agencies to assess needs and contribute to the assessment for the Human Service infrastructure.
  - Focuses on its essential functions to coordinate the HHS Branch at the EOC, provide case management services and coordinate care for Aging and Disability Services clients, continue homeless shelters, feeding programs and support services.
- HSD, as ESF 6 lead:
  - Coordinates the HHS Branch at the Seattle EOC.
  - Coordinates and communicates ESF 6 needs and activities.
  - Develops task forces to coordinate specific complex functions requiring multi-agency coordination, such as feeding or sheltering.
  - Works with ESF 6 partners, EOC branches, media sources and others to gather information on impacts of an incident to the community, assess needs, determine populations most vulnerable and develop a coordinated response plan.
  - Monitors and assesses the status of the Human Service infrastructure.
- ESF 6 support departments and agencies:
  - Assist with staffing the HHS Branch at the Seattle EOC.
  - Assist with situational awareness.
  - Participate in ESF 6 task forces, and potentially other ESF task forces, to develop strategies and coordinate specific response functions, such as feeding or sheltering.
  - Provide facilities, staff, or other resources in support of ESF 6 or EOC objectives.
  - Communicate needs and concerns in response to the incident.
  - Assist with incident response as determined by their department’s or agency’s incident mission and assist with the ESF 6 coordinated response.

The table on the following page “ESF 6 Support Agency Roles and Capabilities,” provides a brief outline of typical roles of the ESF 6 departments and supporting agencies. The chart is divided into the following three categories: City Departments/Offices; Other Governmental Partners; and Non-Governmental Partners. The table is not intended to be exhaustive as additional agencies and resources may be involved in a given incident response.

- The activities of ESF 6 may adjust during the response to reflect changes in incident impact, the resources of people being depleted, and additional agencies and resources reaching the area.

Table 3

ESF 6 Support Agency Roles and Capabilities	
City Departments/Offices	ESF 6 Role/Capabilities
Department of Education and Early Learning	Works with Seattle Public Schools on partnerships to help young people, including the Families and Education Levy. Has contracts and expertise in childcare.
Department of Neighborhoods	Community engagement and outreach through Neighborhood District Coordinators, P-Patch Community Gardening, etc.; knowledge of neighborhood communities; access to interpretation.
Department of Construction and Inspection	Inspection of buildings for structural integrity including those that may be used for shelter (human and animal), reception centers and other essential ESF 6 activities; permits for building, electrical, side sewer repair and street food vending; guidance and enforcement of electrical, building, maintenance and land use codes and rules; tenant relocation assistance program; exemptions from code requirements; and city planning.
Finance and Administrative Services (includes Seattle Animal Shelter)	Lead for ESF 7 and coordination of Logistics Branch. Procurement of resources; access to vehicles; access to shelter caches; Community Points of Distribution (CPOD) plan lead; facility and facility management contracts; and vendor contracts. Seattle Animal Shelter is lead for pet sheltering; pet shelter staffing and supplies; service animal support; and animal services. City lead for ADA Title II coordination. Customer Service Bureau operates the City Information and Complaint Line, has access to interpretation. Customer Service Centers have seven neighborhood sites and a mobile vehicle that provide payment and other services.
Human Services Department	Lead for ESF 6 and coordination of Health and Human Services Branch. Lead for coordination of multi-agency feeding response. In incidents assesses human services infrastructure. Expertise in vulnerable populations and has contracts with approximately 200 agencies serving the community from birth on up. Aging and Disability Services (ADS) division serves as the Area Agency on Aging for Seattle and King County. ADS provides case management to thousands of clients and has an office in Renton that serves South King County. ADS staff includes nurses and multi-lingual speakers. HSD has contracts and expertise in youth programs and outreach, homeless shelters, hygiene and support services, food banks, food delivery programs, feeding programs, domestic violence shelters and services, family resource centers, and other social service resources.
Office of Civil Rights	Addresses illegal discrimination in employment, housing, public accommodations and contracting within the Seattle city limits. Advises on disability access and services, including service animals. Staffs four advisory commissions: Seattle Commission for People with disabilities, Seattle LGBTQ Commission, Seattle Women’s Commission, and Seattle Human Rights Commission.

<b>ESF 6 Support Agency Roles and Capabilities</b>	
Office of Housing	Lead for housing in ESF 6. Experts in affordable housing, housing programs and agencies, and information on 12,000 Seattle housing units.
Office of Immigrant and Refugee Affairs	Outreach and contacts to immigrant communities, including ethnic media; information on interpretation/translation services.
Seattle Center	Campus setting for facilities that can be used for shelters, warming/cooling centers, reception center, backup animal shelter, assistance center; etc. Expertise in management of large crowds and events.
Seattle City Attorney's Office	Provides legal advice including contracts, memorandums of understanding, executive emergency powers, Americans with Disabilities Act, and Seattle Municipal Code.
Seattle City Light (SCL)	Maintains a self-registry of SCL customers with power-dependent medical needs; Prioritization and scheduling of power repair/shut off.
Seattle Fire Department	Situational awareness (9-1-1); transportation of injured/seriously ill; medical assistance; and fire inspection of shelters.
Seattle Parks and Recreation Department	Lead for shelter coordination in city facilities and will staff if American Red Cross is not available. Maintains facility and grounds capacity that can provide shelter, warming sites, recharging stations or other support (26 community centers—10 with generators—and over 400 parks and open areas). Commercial kitchens; and showers, especially at pool sites. Staff trained in shelter management; understanding of access and functional needs; and community relationships and outreach. Some community center rooms licensed for childcare; childcare programs through partner Associated Recreation Council; and youth and adult programs. Vehicles and tools for ground and facility maintenance.
Seattle Police Department	Community outreach; shelter security; and situational awareness.
Seattle Public Utilities	Water services, including emergency potable water and blivets; management of sewer system; and waste management.
<b>Other Governmental Partners</b>	<b>ESF 6 Role/Capabilities</b>
Seattle Housing Authority (SHA)	Provides low-income public housing, Section 8 housing vouchers, and senior housing program. Operates buildings on more than 400 sites.
Seattle Public Schools	Operation of K-12 public education in 95 schools. Have school facilities and grounds in all neighborhoods, some that include shower and kitchen facilities. Potential sheltering or shelter campus or other mass care facility capabilities. Centralized mass food services operation. Expertise includes interpretation, access and functional needs, and child development and needs. Operates McKinney-Vento Program for children experiencing homelessness. Also has transportation contracts. High priority to maintain or restart education services after an incident.

<b>ESF 6 Support Agency Roles and Capabilities</b>	
Area Agency on Aging (AAA) for Seattle and King County	Aging and Disability Services (ADS), a division of Seattle Human Services Department, is the Area Agency on Aging for Seattle and King County. ADS plans, coordinates, and advocates for a comprehensive service delivery system for older adults, family caregivers and people with disabilities in King County.
King County Department of Community and Health Services (DCHS)	Lead for mental health and chemical abuse and dependency services. Also provides a range of programs and services for vulnerable populations.
King County Metro	Provides accessible transportation and limited warming shelter through its buses. Also operates Metro Access Transportation service for people eligible for ADA Paratransit Program.
King County Office of Emergency Management	Lead for County ESF 6. Has MOUs with shelter facilities; American Red Cross; etc.
Public Health – Seattle & King County (Public Health)	Lead for ESF 8 Health and Medical Services. Is also lead for Family Assistance Center plan, manages the Medical Reserve Corps, and coordinates the Community Communication Network (CCN). Public Health coordinates response support for public health services, medical surge, community behavioral health services, outpatient services, vaccination program, inpatient services, home health services, homeless health services, food safety inspections and guidance, health information in an incident, vulnerable populations assessment, translation and outreach.
Washington State Department of Agriculture	Administers USDA’s The Food Assistance Program (TEFAP), Emergency Food Assistance Program (EFAP – financial, service guidance and coalition support for food bank system), and USDA’s Commodity Supplemental Food Program (CSFP). Also has roles in issues involving animal health and food safety.
Washington State Department of Early Learning	Oversees childcare licensing and supports other early learning programs in accordance with state laws, federal laws and DEL rules. Determines site capacity. Issues portable background checks.
Washington State Department of Social and Health Services (DSHS)	Lead for state ESF 6. DSHS services include Basic Food Program, medical assistance programs, cash assistance, disaster food stamps, disaster food program, and mental health disaster outreach. DSHS is also responsible for children in foster care. Local offices are located throughout the area in addition to a mobile site capacity.
Administration for Children and Families (ACF)	ACF can provide assistance on federal rules/waivers in disasters, continuity of benefits for clients, and expertise on access and functional needs. ACF can also provide Disaster Case Management services in a federally declared disaster if requested by the state and granted by FEMA.
Federal Emergency Management Agency (FEMA)	Lead for federal ESF 6. If a federal disaster is declared, FEMA can offer assistance on sheltering, housing, feeding operations; procurement and

ESF 6 Support Agency Roles and Capabilities	
	distribution of supplies; disaster assistance programs; coordination with other federal and voluntary agencies, etc.
Other Governmental Partners	Various.
Non-Governmental Partners	ESF 6 Role/Capabilities
American Red Cross	Has MOU with FEMA as co-lead for mass care component of ESF 6. Lead on shelter operations when available. Experts in disaster response, has trained shelter staff, mobile shelter supplies, capability for mass feeding, Safe and Well registration, caseworkers, interpretation and translations services, behavioral health support, first aid capability, cadre of volunteers and other emergency assistance.
Catholic Community Services	Provides transitional housing, homeless services, feeding programs, disaster case management and other services.
Crisis Connections (2-1-1 and 24-Hour Crisis Line)	2-1-1 provides information on community services available during an incident via telephone and/or an online database. Communicates with providers to obtain information on which agencies/services are operating during/after an incident. Information is updated regularly. Crisis Line provides 24/7 emotional support and referrals to emergency mental health services. Has access to the 2-1-1 database of services available during/after a disaster.
Food Lifeline (Feeding America affiliate)	Western Washington Feeding America affiliate and part of national disaster food response. Food distributor to food banks and meal programs. Operates a warehouse and a truck fleet. Has expertise and capacity to handle influx of food donations, as well as government and purchased food. Has food repackaging and volunteer management capability.
Northwest Healthcare Response Network (NWHRN)	Coordinates disaster preparedness with healthcare providers in 15 Western Washington Counties, including hospitals, long term care, dialysis centers, behavioral health, ambulatory care, ancillary services, in-home services, and pediatrics. NWHRN develops healthcare response and recovery plans in partnership with healthcare providers and public health departments. It also administers WATrac, Washington state's web-based healthcare incident management system. During a response, NWHRN operates the Healthcare Emergency Coordination Center (HECC) to coordinate and support medical surge, healthcare facility evacuation, patient transport, resource requests and prioritization, information sharing, and other activities.
The Salvation Army	Provides disaster services and mass feeding operations. Also operates homeless shelters and meal programs and provides disaster case management and financial assistance.
Seattle Food Committee (Coalition of Seattle Food Banks)	A coalition of independent food banks that distributes purchased and donated food through 27 food programs in Seattle. Experts in handling

ESF 6 Support Agency Roles and Capabilities	
	and repackaging food donations, and in distributing food efficiently to large numbers of people. Some programs also provide home delivery.
United Way of King County	In a disaster, a key partner in mobilizing funds and volunteers. An expert in raising funds for community agencies that help people in need and in managing volunteers. Has extensive funder and agency relationships.
Washington Voluntary Organizations Active in Disaster (WAVOAD)	The Washington chapter of the national Voluntary Organizations Active in Disaster. WAVOAD provides communication with member agencies on disaster needs. Members include American Red Cross, The Salvation Army, United Methodist Committee on Relief, The Church of Jesus Christ of Latter-Day Saints, Mennonite Disaster Services, Catholic Community Services, Tzu Chi Foundation, etc. Also helps address unmet needs. Has a representative at the State EOC when activated.
YMCA of Greater Seattle	In a disaster provides childcare for responders and can offer shower facilities to the community. Has trained staff extensively in the national Incident Command System (ICS).
HSD Contracted Agencies	Various. Focus is on programs providing homeless shelters and support services, feeding programs, case management and referrals for elderly and disabled people, youth services, family support, domestic violence services, etc.
Other Non-governmental and Religious Organizations	Various. May provide spiritual support, and may have facilities, resources or people that can help in an incident.

## 5.4 Recovery Activities

Disaster-related response and restoration can be very costly. While not all costs are reimbursable, it is in the City's interest to make best use of funding that may become available through federal agency programs, such as FEMA, and insurance.

To assist with this effort, departments, organizations, or agencies with a lead or support role for this ESF are responsible for tracking and documenting of actual and anticipated costs related to the incident. Costs should be tracked based on guidance from OEM or the home organization.

If HSD contracts with agencies are amended to help assist survivors of the incident, these costs will also be documented and submitted for reimbursement as applicable.

- HSD:
  - Participates in community recovery as outlined in the Disaster Recovery Framework.
  - Continues its work in funding and operating programs and services that meet the basic needs of the most vulnerable people in the community, which may be modified in response to the impacts of an incident.
- HSD, as ESF 6 lead:
  - Participates in debriefings held by OEM and holds a separate ESF 6 debriefing for events in which ESF 6 had a significant role.

**RESPONSIBILITIES**

- Writes the ESF 6 portion of OEM After Action Reports and reviews and revises existing plans and procedures as necessary based on lessons learned.
- Provides opportunity for coordination of effort through the ESF 6 group.
- ESF 6 support departments and agencies:
  - Participate in ESF 6 debriefings, and as applicable, the development of the After Action Report.
  - As needed, revise plans and procedures that are under their area of responsibility.
  - Participate in the recovery of the community in alignment with their organizational mission, and as stated in the Disaster Recovery Framework.

## 6. RESOURCE REQUIREMENTS

### 6.1 Logistical Support

Resource requirements will depend upon the nature and extent of the incident and the means identified to respond to the incident. Many ESF 6 supporting agencies provide additional resources, depending upon their role in an incident. (See Table 3, “ESF 6 Support Agency Roles and Capabilities.”) The list below focuses on key City of Seattle ESF 6 resources, although additional resources may be necessary to respond to a given incident.

- Facilities
  - HSD has offices at: Seattle Municipal Tower – 700 5th Ave., Seattle, WA; Central Building – 810 3rd Ave., Seattle, WA; South King County Office, Aging and Disability Services Division - 600 S.W. 39th Street, Suite 155, Renton, WA
  - ESF 6 support departments have facilities throughout the city. Some of the essential facilities include: Seattle Parks and Recreation Department Priority 1 Community Centers with generators; Seattle Public Library (Central) – 1000 4th Ave., Seattle, WA; Seattle Center Campus - 305 Harrison St., Seattle, WA; Seattle Animal Shelter - 2061 15th Ave W, Seattle, WA.
  - ESF 6 support agencies also have facilities essential to accomplishing specific ESF 6 functions. These facilities will be incorporated into the response strategy based on specific incident priorities designated in the EOC Consolidated Action Plan.
- Supplies
  - Key supplies obtained by the city for ESF 6 include: Shelter supplies (cots, blankets, etc.) for 3,500 survivors and pet sheltering supplies, including 500 cages, located in four caches in different parts of the city; Mobile Pet Emergency Trailer – Seattle (PETS) with pet shelter supplies and capability of sheltering up to 40 animals. Supplies do not include food or water. Seattle Public Utilities has water distribution supplies and blivets.
- Additional Resources
  - Additional facilities, supplies, and other resources can be obtained through: FAS purchasing contracts; Applicable city, county and state Memorandum of Understandings and contracts; EMAC; and Non-profit agencies, including WAVOAD members, such as the American Red Cross and Salvation Army.
  - In qualifying incidents, access to some federal resources will be available, which includes items that can be procured through federal contracts. FEMA also has specific support for ESF 6 needs, including food and sheltering, that can be requested.
  - For catastrophic incidents, FEMA may initiate delivery of critical supplies, such as meals ready to eat (MREs), without a resource request.

### 6.2 Communications and Data

- Communications
- HSD has two 800 MHz radios on the 56th floor of the Seattle Municipal. Email and phones (landline and cell) are typical communication tools used on a day-to-day basis.

- Seattle Parks and Recreation Department, Seattle Center, and FAS also have a range of communication tools, including 800 MHz radios.
- Communication to ESF 6 partners is typically done by email and phone.
- Data
  - Some systems used by ESF 6 include but are not limited to: HSD Contract Management System (CMS); FEMA National Shelter System (NSS); and Aging and Disability Services client case information.

## 7. MAINTENANCE

This document is an external plan as defined by the City of Seattle Emergency Management Program Planning Policy and follows the maintenance process, which includes a method and schedule for evaluation and revision, as described therein.

HSD, as the ESF Coordinator, has primary responsibility for this document and will ensure it is evaluated as outlined in the schedule with updates and revisions being made to ensure guidance remains current. HSD will facilitate the evaluations in consultation and coordination with OEM.

**Table 4**

RECORD OF CHANGES			
DATE	TYPE	CONTACT	SUMMARY
April 2021	Update	J Watson	Administrative changes, such as adding EMAP-compliant verbiage.
August 7, 2018 July 26, 2018	Revision	J Watson L Meyers	Completed revision. Document voted and approved by DMC and EEB.
March 2017	Update	J Watson L Meyers	Completed annual update.
May 2015	Update	K Neafcy	Completed annual update.

## 8. TERMS AND DEFINITIONS

Blivet: A frameless collapsible water bladder or pillow tank that can be transported and filled with potable water. Depending on size, a blivet can hold up to thousands of gallons of water.

Community Points of Distribution (CPODs): Centralized locations where the public can pick up life sustaining commodities following an incident. Commodities can include meals-ready-to-eat (MREs), water, tarps and ice.

Family Assistance Center: A secure facility established to serve as a centralized location to provide information and assistance about missing or unaccounted for persons and the deceased. It is also established to support the reunification of the missing or deceased with their family members.

Mass Care: Includes congregate sheltering, feeding, basic first aid, distribution of emergency supplies, and family reunification.

Safe and Well website: Operated by the American Red Cross, the Safe and Well website is a central location for people in an incident in the United States to register their current status, and for their loved ones to access that information. It is available 24 hours a day, 365 days a year.

Shelter: A short term place for disaster survivors to stay usually set up in an existing facility, such as a school, community center or church, that has been temporarily converted to provide safe and accessible accommodation.

Task Force: A combination of mixed resources, often including subject matter experts, for a particular tactical need with common communications and a Task Force Leader.

## 9. ACRONYMS

AAA: Area Agency on Aging  
ACF: Administration for Children and Families  
ADA: Americans with Disabilities Act  
ADS: Aging and Disability Services  
ARC: American Red Cross  
CCN: Community Communication Network  
CEMP: Comprehensive Emergency Management Plan  
CMS: Contract Management System  
CPODs: Community Points of Distribution  
CSFP: Commodity Supplemental Food Program  
DCHS: Department of Community and Human Services  
DEL: Department of Early Learning  
DOC: Department Operations Center  
DSHS: Department of Social and Health Services  
EFAP: Emergency Food Assistance Program  
EMAC: Emergency Management Assistance Compact  
EOC: Emergency Operations Center  
ESF 11: Emergency Support Function 11 – Natural Resources  
ESF 6: Emergency Support Function 6 – Mass Care, Housing and Human Services  
ESF 7: Emergency Support Function 7 – Logistics and Resources  
ESF 8: Emergency Support Function 8 – Public Health and Medical Services  
FAS: Finance and Administration Services  
FEMA: Federal Emergency Management Agency  
HECC: Healthcare Emergency Coordination Center  
HHS: Health and Human Services  
HMCA: Health and Medical Area Command  
HSD: Human Services Department  
ICS: Incident Command System  
KC OEM: King County Office of Emergency Management  
MOU: Memorandum of Understanding  
MRE: Meals Ready to Eat  
NSS: National Shelter Systems  
NWHRN: Northwest Healthcare Response Network  
OEM: Office of Emergency Management  
PHSKC: Public Health – Seattle & King County  
SCL: Seattle City Light  
SHA: Seattle Housing Authority  
SHIVA: Seattle Hazard Identification and Vulnerability Analysis  
TEFAP: The Food Assistance Program  
USDA: United States Department of Agriculture  
WAMAS: Washington State Intrastate Mutual Aid System  
WATrac: Washington System for Tracking Resources, Alerts, and Communication  
WAVOAD: Washington Voluntary Organizations Active in Disasters  
YMCA: Young Men's Christian Association

## 10. REFERENCES

Primary and support departments and agencies under ESF 6 have prepared a range of operational plans, and procedures. Standard operating procedures, position checklists, telephone lists, and other information are maintained by HSD and are available online in the EOC and in HSD’s Emergency Preparedness Directory, as well as in hard copy at the EOC.

The following ESF 6 plans can be found on the Seattle Office of Emergency Management website: Sheltering Plan; Food Plan; and Support Agency Capabilities Matrix.