

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

### ***Primary Agency***

#### **ESF-6 Coordinator:**

- Campbell County Human Services Department

### ***Support Agencies***

- Campbell County Emergency Management
- Northern Kentucky Independent Health District (NKIHD)
- Campbell County Fire Departments
- American Red Cross – Northern Kentucky/Greater Cincinnati Region
- The Salvation Army

### ***Resource Partners***

- County/City Road & Transportation Departments
- Local School Districts (facilities, feeding support, transport)
- Voluntary Organizations Active in Disaster (VOAD)
- Campbell County Fire Departments

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### ***Purpose***

Provide and coordinate mass care and related human services for individuals and households impacted by emergencies, including reception, sheltering, feeding, emergency first aid, disaster mental health, functional needs supports, family reunification, distribution of emergency supplies, and transition to longer-term housing and recovery services. This ESF also supports WMD/CBRNE events to the extent practicable in coordination with public health and ESF-8.

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### ***Situation & Assumptions***

- Disasters frequently require evacuations before or during the incident, creating demand for congregate shelters.
- Congregate shelters must at minimum provide safe indoor space, basic sanitation, and feeding capability; most protect against normal weather but not necessarily severe weather, toxic gases, or radiological fallout (unless specifically rated).
- Military installations will not be used for hosting civilian evacuees; DoD is responsible for military personnel.

- Populations requiring additional support include older adults, individuals with disabilities and access/functional needs, people experiencing homelessness, residents of hotels/extended stay, and persons with limited English proficiency.
  - Shelters receive priority for structural safety inspections.
  - While many residents may be self-sufficient for up to 72 hours, a significant portion will require mass care during that period; ESF-6 must be ready to register evacuees, provide emergency first aid and behavioral health support, and meet basic needs.
  - For large events, federal assistance and NGO support (e.g., American Red Cross under the NRF/Stafford Act) may augment county operations.
  - Restoration of lifelines (power, comms, transportation, water/wastewater) may take days or longer, requiring sustained ESF-6 operations and an eventual transition to interim/long-term housing.
  - A portion of the sheltered population may require extended sheltering.
  - Family reunification will be a high-visibility need; cultural, linguistic, and religious considerations must be accommodated.
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### ***Mission***

Coordinate county, state, federal, NGO, and private-sector resources to provide life-sustaining mass care and human services; support policy development and priorities; gather and analyze situational information; and direct or support response and recovery operations related to sheltering, feeding, emergency assistance, and human services.

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### ***Direction & Control***

- The **ESF-6 Coordinator** organizes and coordinates congregate/mass care services countywide.
  - The **Emergency Management Director**, in coordination with the **American Red Cross (ARC)** and facility owners/operators, identifies and approves shelter sites.
  - Initial operations emphasize urgent, life-sustaining services; recovery planning begins concurrently.
  - ESF-6 coordinates closely with ESF-8 (Public Health/Medical), ESF-11 (food/water & animal services linkages), ESF-13 (security), ESF-1 (transportation), ESF-2 (communications), ESF-5 (planning), ESF-15 (external affairs), and VOAD partners.
  - ARC leads mass care support consistent with the National Response Framework; the county retains overall coordination for local government shelters and unmet needs.
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### ***Concept of Operations***

#### **General.**

ESF-6 manages and coordinates mass care/sheltering activities and information flow across county and NGO operations. The **National Shelter System (NSS)** (ARC/FEMA) will be used to identify shelter locations, capacity, and populations, supporting operational decisions and public information.

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**Core Service Components.**

Reception and care activities include:

1. Registration and intake (including ADA/AFN screening and reasonable accommodations/FNSS),
2. Shelter assignment and tracking,
3. Feeding and hydration (including dietary restrictions and allergen management),
4. Emergency first aid and public health guidance,
5. Behavioral health and spiritual care coordination,
6. Family reunification support,
7. Return-to-home procedures or transition to interim/long-term housing,
8. Donation management interface for ESF-6 needs (in coordination with the county Donations Plan/ESF-7).

**Pets/Service Animals.**

Service animals are permitted in all shelters. Companion animal sheltering is coordinated with ESF-11 and the County Animal Disaster Response Plan to establish co-located or adjacent pet sheltering where feasible.

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***Phases of Management*****Preparedness**

- Maintain mass care SOPs, shelter checklists, and ARC/County coordination procedures.
- Pre-identify, survey, and MOA/MOU potential shelters (including ADA accessibility, generator capability, feeding capacity, sanitation, showering, lactation areas, isolation space, and pet-sheltering options with ESF-11).
- Maintain up-to-date forms and resource lists (cots, blankets, FNSS kits, consumable medical supplies, durable medical equipment, signage, translation services).
- Train staff/volunteers in shelter operations, registration/intake, FNSS, behavioral health first aid, and cultural competency; participate in exercises.
- Keep current rosters and contact lists for personnel, facilities, vendors, and transport assets.
- Maintain COOP for ESF-6 and administrative/financial procedures (cost tracking and documentation).

**Response**

- Open and staff shelters/reception centers; implement registration/intake and FNSS accommodations.
- Coordinate feeding operations with ARC, Salvation Army, schools, and ESF-11; ensure food safety with NKIHD.
- Provide emergency first aid and behavioral health support; escalate medical issues to ESF-8.
- Track shelter status, capacity, and populations in NSS; provide SITREP inputs to ESF-5/EOC.
- Coordinate transportation for evacuees (ESF-1) and security at shelter sites (ESF-13).
- Coordinate public messaging (ESF-15) on shelter locations, accessibility features, pet policies, and donations guidance.
- Maintain documentation for cost recovery (time, equipment, supplies, contracts).

## **Recovery**

- Plan and implement return-to-home reentry where safe; for displaced households, coordinate interim and longer-term housing solutions with state/federal partners.
  - Support Disaster Case Management with VOAD partners for unmet needs.
  - Demobilize shelters in a phased manner; conduct facility cleanup/repairs and inventory reconciliation.
  - Continue behavioral health and human services referrals as needed.
  - Complete AAR/IP (After-Action Report/Improvement Plan); update plans, SOPs, and shelter site surveys; finalize financials and reimbursement packets.
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### ***Organization & Assignment of Responsibilities***

#### **ESF-6 Coordinator (Campbell County Human Services)**

- Lead county mass care coordination; develop and maintain ESF-6 SOPs and shelter agreements.
- Identify, open, and support shelters with ARC and facility owners; ensure ADA/FNSS compliance and service animal policies.
- Coordinate feeding, supplies, and logistics (with ESF-7/11), registration and reunification, and behavioral health/spiritual care linkages.
- Maintain NSS situational data and report to ESF-5/EOC.
- Coordinate finance/cost tracking with County Finance/Administration; maintain documentation for reimbursement.
- Liaise with KyEM, FEMA, ARC, VOAD, and other partners; request resources as needed.

### **Support Agencies**

#### **Emergency Management (ESF-5/Overall EOC):**

- Activate/support EOC; provide planning, logistics, and resource requests; coordinate situation reporting and declarations.

#### **NKIHD (ESF-8):**

- Provide public health/food safety guidance, disease control, isolation guidance, SNS/HAN coordination as needed, and behavioral health coordination.

#### **Campbell County Fire Departments:**

- Assist with life safety, initial first aid, welfare checks, and shelter support as requested.

#### **American Red Cross – Greater Cincinnati Region:**

- Lead mass care services per ARC policies (shelter operations, feeding, emergency assistance, reunification); staff liaison to the EOC upon request; maintain NSS shelter data and share operational updates.

**The Salvation Army:**

- Provide feeding support, distribution of emergency supplies, and human services; staff liaison to EOC upon request; share operational updates.

**VOAD Partners:**

- Coordinate collaboration, information sharing, client casework, unmet needs, distribution management, and spiritual/emotional care with ESF-6 and ESF-15.

**Local School Districts:**

- Provide facilities, cafeteria support, buses, and staff as feasible under pre-incident agreements.

**County/City Road & Transportation Departments (ESF-1/3):**

- Provide transportation for evacuees and shelter staff; support site access, snow/ice and debris clearance; assist with generators/fuel as applicable.

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**Functional Tasks (ESF-6 Core)**

- **Lodging:** Distribute populations safely across approved shelters using registration/intake data and capacity limits; ensure ADA/FNSS accommodations.
- **Feeding:** Coordinate mass feeding with ARC/Salvation Army/schools; align with ESF-11 and public health guidance.
- **Clothing & Supplies:** Establish equitable distribution methods for clothing/linens and hygiene kits; manage donations in sync with the County Donations Plan/ESF-7.
- **Registration & Reunification:** Register all sheltered persons, support family reunification (ARC Safe & Well or successor tools), and maintain privacy protections.
- **Medical & Behavioral Health:** Coordinate with ESF-8 for medical surveillance, communicable disease control, isolation space, durable medical equipment/consumables, and disaster mental health support.
- **Fiscal & Admin:** Maintain records consistent with County Finance/Administration policies for reimbursement (personnel time, purchases, contracts, donations-in-kind).
- **Return/Transition:** Implement reentry procedures or transition to interim/long-term housing with state/federal partners and VOAD case management.

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**Administrative Support**

- Maintain 24/7 operations as required; ensure staffing plans, shift scheduling, safety, and security at shelters.
- Preserve all records, logs, cost documentation, and mutual-aid usage for cost recovery and AAR/IP.

**References**

- KRS 39A–G
- National Response Framework (NRF)
- National Incident Management System (NIMS)
- Kentucky Division of Emergency Management – State EOC SOPs
- Campbell County Donations Management Plan; Animal Disaster Response Plan
- ESF-6 Standard Operating Procedures

