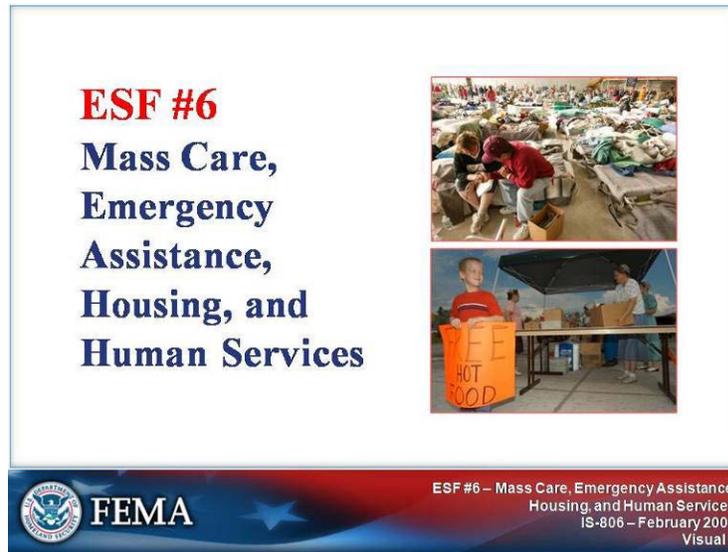

**IS-806: ESF #6 – Mass Care,
Emergency Assistance, Housing, and
Human Services
Student Manual**

February 2009

Topic

Course Overview

**Display
Visual 1**



Key Points

Purpose: The purpose of this course is to familiarize you with the function and composition of ESF #6 – Mass Care, Emergency Assistance, Housing, and Human Services.

Approximate Time: 1 hour

Content Outline: This module includes the following major topics:

- ESF Overview
- ESF #6 Purpose and Scope
- ESF #6 Coordinator and Primary Agency
- ESF #6 Support Agencies
- Voluntary Agency Partners
- Mass Care
- Emergency Assistance
- Housing
- Human Services
- Concept of Operations
- Disaster Recovery Centers
- National Processing Service Centers
- Knowledge Review and Summary

Materials:

- Instructor Guide
- Student Manual (including the ESF #6 – Mass Care, Emergency Assistance, Housing, and Human Services Annex)

**Display
Visual 2**

Objectives

- Describe the overall purpose and scope of ESF #6.
- Identify the supplemental assistance ESF #6 provides to State, tribal, and local governments.
- Identify typical activities accomplished by ESF #6 resources.
- Describe the types of partnerships formed between ESF #6 and other response agencies and organizations.



Key Points

At the end of this course, you will be able to:

- Describe the overall purpose and scope of ESF #6.
- Identify the supplemental assistance ESF #6 provides to State, tribal, and local governments.
- Identify typical activities accomplished by ESF #6 resources.
- Describe the types of partnerships formed between ESF #6 and other response agencies and organizations.

**Display
Visual 3**

Introductions



Tell us:

- **Your name.**
- **Your role in emergency management.**
- **What you hope to gain from this course.**

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Visual 3

Key Points

Introduce yourself to the members of your table groups, providing:

- Your name.
- Your role in emergency management.
- What you hope to gain from this course.

Topic

ESF Overview

Display
Visual 4

National Response Framework (NRF)

- Establishes a comprehensive, national, all-hazards approach to domestic incident response.
- Presents an overview of key response principles, roles, and structures that guide the national response.
- Includes Core Document, Annexes, and Partner Guides.

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Visual 4

Key Points

The National Response Framework (NRF):

- Is a guide to how the Nation conducts all-hazards response.
- Builds upon the National Incident Management System (NIMS) coordinating structures to align key roles and responsibilities across the Nation, linking all levels of government, nongovernmental organizations, and the private sector.

The NRF is comprised of:

- The Core Document, which describes the doctrine that guides our national response, roles and responsibilities, response actions, response organizations, and planning requirements to achieve an effective national response to any incident that occurs.
- Emergency Support Function Annexes, which identify Federal resources and capabilities that are most frequently needed in a national response (e.g., transportation, firefighting, mass care).
- Support Annexes, which describe essential supporting aspects that are common to all incidents (e.g., financial management, volunteer and donations management, private-sector coordination).
- Incident Annexes, which address the unique aspects of how we respond to seven broad categories or types of incidents (e.g., biological, nuclear/radiological, cyber, mass evacuation).
- Partner Guides, which provide ready references describing key roles and actions for local, tribal, State, Federal, and private-sector response partners.

Display
Visual 5

Emergency Support Functions (ESFs)

ESFs are:

- The primary operational-level mechanism to provide assistance.
- Organized around functional capabilities (e.g., emergency management, transportation, search and rescue, etc.).



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Visual 5

Key Points

The Federal Government and many State governments organize many of their resources and capabilities—as well as those of certain private-sector and nongovernmental organizations—under Emergency Support Functions (ESFs).

The ESFs:

- Are coordinated by the Federal Emergency Management Agency (FEMA) through the National Response Coordination Center (NRCC), Regional Response Coordination Centers (RRCCs), and Joint Field Offices (JFOs).
- Are a critical mechanism to coordinate functional capabilities and resources provided by Federal departments and agencies, along with certain private-sector and nongovernmental organizations.

Note that some States also have organized an ESF structure along this approach.

**Display
Visual 6**

ESF General Duties

- **Commit agency assets.**
- **Approve and implement mission assignments.**
- **Maintain situational awareness and report on ESF operations.**
- **Represent agency on task forces and ad hoc groups.**
- **Serve as technical experts.**



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

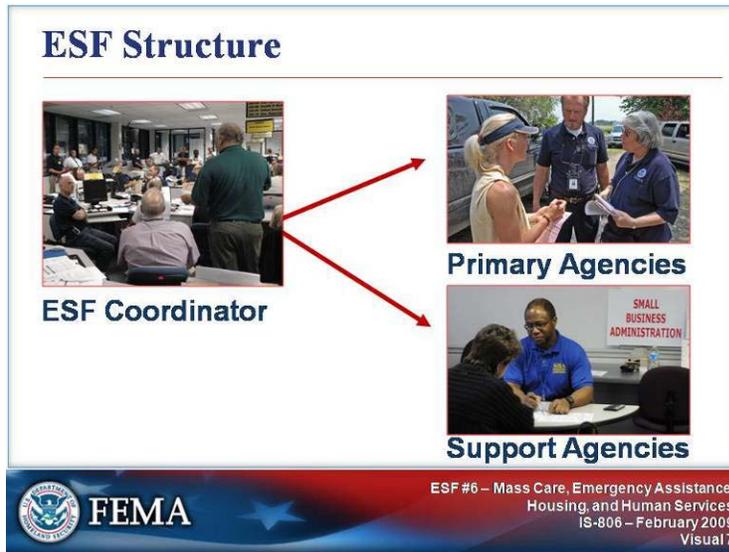


Key Points

Review the general ESF duties listed on the visual.

Why is it important that ESFs have the authority to commit agency assets?

Display
Visual 7



Key Points

The ESF structure includes:

- ESF Coordinator. The entity assigned to manage oversight for a particular ESF.
- Primary Agencies. ESF primary agencies are Federal agencies with significant authorities, resources, or capabilities for a particular function within an ESF. A Federal agency designated as an ESF primary agency serves as a Federal executive agent under the Federal Coordinating Officer (or Federal Resource Coordinator for non-Stafford Act incidents) to accomplish the ESF mission.
- Support Agencies. Support agencies are those entities with specific capabilities or resources that support the primary agencies in executing the mission of the ESF.

ESFs provide support to other ESFs. For example: ESF #3 – Public Works and Engineering may support rural ESF #5 – Emergency Management forces to obtain heavy equipment and/or demolition services as needed to suppress incident-related fires.

**Display
Visual 8**

ESF Coordinator



- Pre-incident planning and coordination
- Ongoing contact with primary and support agencies
- Coordination with private-sector organizations
- Preparedness planning and exercises



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Visual 8

Key Points

The ESF coordinator has management oversight for that particular ESF.

Note that, as described on the visual, the ESF coordinator has a role throughout the incident management cycle.

Display
Visual 9

Primary and Support Agencies

- **Primary Agency:** Federal agency with significant authorities, resources, or capabilities for a particular function within an ESF.
- **Support Agency:** Assists the primary agency by providing resources and capabilities in a given functional area.






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Visual 9

Key Points

When an ESF is activated in response to an incident:

- The **primary agency** is responsible for:
 - Serving as a Federal executive agent under the Federal Coordinating Officer (or Federal Resource Coordinator for non-Stafford Act incidents) to accomplish the ESF mission.
 - Orchestrating Federal support within its functional area for an affected State.
 - Providing staff for the operations functions at fixed and field facilities.
 - Notifying and requesting assistance from support agencies.
 - Managing mission assignments and coordinating with support agencies and appropriate State agencies.
 - Working with appropriate private-sector organizations to maximize use of all available resources.
 - Supporting and keeping other ESFs and organizational elements informed of ESF operational priorities and activities.
 - Maintaining trained personnel to support interagency emergency response and support teams.
- **Support agencies** are responsible for:
 - Conducting operations, when requested by the Department of Homeland Security (DHS) or the designated ESF primary agency, using their own authorities, subject-matter experts, capabilities, or resources.
 - Participating in planning for short- and long-term incident management and recovery operations and the development of supporting operational plans, standard operating procedures (SOPs), checklists, or other job aids, in concert with existing first-responder standards.
 - Assisting in the conduct of situational assessments.
 - Furnishing available personnel or other resource support as requested by DHS or the ESF primary agency.
 - Providing input to periodic readiness assessments.
 - Participating in training and exercises aimed at continuous improvement of response and recovery capabilities.
 - Identifying new equipment or capabilities required to prevent or respond to new or emerging threats and hazards, or to improve the ability to address existing threats.

**Display
Visual 10**

Activation of ESFs



- Not every incident requires the activation of ESFs.
- ESFs may be selectively activated for:
 - Stafford Act Emergency and Major Disaster Declarations.
 - Non-Stafford Act incidents as specified in Homeland Security Presidential Directive 5 (HSPD-5).

ESF deployment must be coordinated, even if under the agency's own authority!



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Visual 10

Key Points

ESFs may be selectively activated for both Stafford Act and non-Stafford Act incidents under circumstances as defined in Homeland Security Presidential Directive 5 (HSPD-5). Not all incidents requiring Federal support result in the activation of ESFs.

FEMA can deploy assets and capabilities through ESFs into an area in anticipation of an approaching storm or event that is expected to cause a significant impact and result. This coordination through ESFs allows FEMA to position Federal support for a quick response, though actual assistance cannot normally be provided until the Governor requests and receives a Presidential major disaster or emergency declaration.

Display
Visual 11

Emergency Support Functions

- ESF #1 – Transportation
- ESF #2 – Communications
- ESF #3 – Public Works and Engineering
- ESF #4 – Firefighting
- ESF #5 – Emergency Management
- ESF #6 – Mass Care, Emergency Assistance, Housing, and Human Services**
- ESF #7 – Logistics Management and Resource Support
- ESF #8 – Public Health and Medical Services
- ESF #9 – Search and Rescue
- ESF #10 – Oil and Hazardous Materials Response
- ESF #11 – Agriculture and Natural Resources
- ESF #12 – Energy
- ESF #13 – Public Safety and Security
- ESF #14 – Long-Term Community Recovery
- ESF #15 – External Affairs

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Visual 11

Key Points

The 15 ESFs are listed on the visual. The complete ESF Annexes are available at the NRF Resource Center at www.fema.gov/nrf.

This course focuses on ESF #6 – Mass Care, Emergency Assistance, Housing, and Human Services.

Describe your roles or associations with ESF #6.

Topic

ESF #6 Purpose and Scope

Display
Visual 12

ESF #6: Purpose

ESF #6:

- Works with response partners at all levels.
- Facilitates the delivery of mass care, emergency assistance, housing, and human services.
- Is activated when local, tribal, and State response and recovery needs exceed their capabilities.



 See page 1 of the Annex.

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ESF #6 – Mass Care, Emergency Assistance,
Housing, and Human Services
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Visual 12

Key Points

ESF #6 – Mass Care, Emergency Assistance, Housing, and Human Services coordinates the delivery of mass care, emergency assistance, housing, and human services when local, tribal, and State response and recovery needs exceed their capabilities.

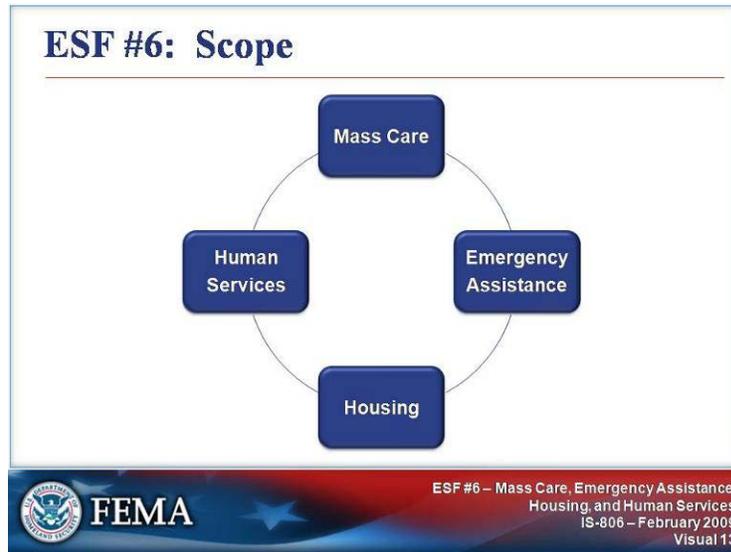
ESF #6 works with response partners at all levels of government, nongovernmental organizations, and the private sector to facilitate the delivery of needed services and assistance.

Refer to the purpose statement on page 1 of the ESF #6 – Mass Care, Emergency Assistance, Housing, and Human Services Annex.

Topic

ESF #6 Purpose and Scope

**Display
Visual 13**



Key Points

Federal assistance to supplement State, tribal, and local resources may include:

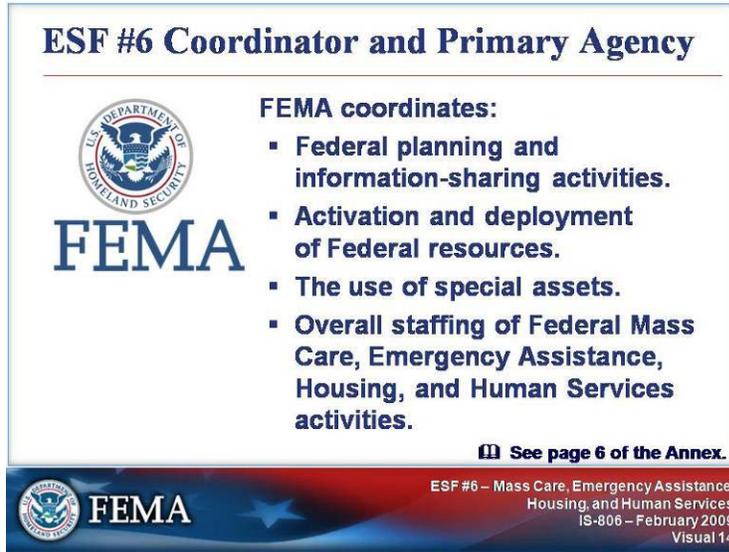
- Mass Care
- Emergency Assistance
- Housing
- Human Services

More information will be presented about each of these functions later in the lesson.

Topic

ESF #6 Coordinator and Primary Agency

**Display
Visual 14**



The slide features the FEMA logo on the left, which includes the U.S. Department of Homeland Security seal and the text 'FEMA'. To the right of the logo, the title 'ESF #6 Coordinator and Primary Agency' is displayed. Below the title, the text 'FEMA coordinates:' is followed by a bulleted list of four items: 'Federal planning and information-sharing activities.', 'Activation and deployment of Federal resources.', 'The use of special assets.', and 'Overall staffing of Federal Mass Care, Emergency Assistance, Housing, and Human Services activities.'. At the bottom right of the slide, there is a red box with white text that reads 'See page 6 of the Annex.' Below the slide, there is a footer area with the FEMA logo on the left and the text 'ESF #6 – Mass Care, Emergency Assistance, Housing, and Human Services IS-806 – February 2009 Visual 14' on the right.

Key Points

DHS/FEMA is the ESF #6 coordinator and primary agency. As ESF #6 primary agency, DHS/FEMA's responsibilities include:

- Coordinating and resolving national-level ESF #6 issues.
- Addressing Regional Response Coordination Center (RRCC) requests for additional Federal ESF #6 support teams and deconflicting multiple requests for limited resources.
- Contacting and activating national-level ESF #6 support agencies, as required.
- Providing consolidated reports on mass care, emergency assistance, housing, and human services activities to the National Response Coordination Center (NRCC) Planning Section for inclusion in the national situation report.
- Distributing ESF #6 information to ESF #6 support agencies, as appropriate.

More information can be found on page 6 of the ESF #6 – Mass Care, Emergency Assistance, Housing, and Human Services Annex.

Topic

ESF #6 Support Agencies

**Display
Visual 15**

ESF #6 Support Agencies

Federal partners in achieving the ESF #6 mission include:

- Department of Health and Human Services
- Department of Homeland Security
- Department of Housing and Urban Development
- Department of Veterans Affairs
- General Services Administration
- Small Business Administration
- Social Security Administration
- U.S. Army Corps of Engineers
- U.S. Postal Service



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Visual 15

See pages 11-22 of the Annex.

Key Points

The ESF #6 support agencies include:

- Department of Health and Human Services
- Department of Homeland Security
- Department of Housing and Urban Development
- Department of Veterans Affairs
- General Services Administration
- Small Business Administration
- Social Security Administration
- U.S. Army Corps of Engineers
- U.S. Postal Service

Refer to pages 11-22 of the ESF #6 Annex for more information about the roles of the support agencies.

Topic

Voluntary Agency Partners

**Display
Visual 16**

Voluntary Agency Partners

National Voluntary Organizations Active in Disaster partner agencies help by:

- Offering food and shelter.
- Distributing donated goods.
- Caring for household pets and service animals.
- Making temporary home repairs.



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Housing, and Human Services
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Visual 16

Key Points

Volunteer-based organizations provide critical assistance in the initial response phase of an incident, typically in partnership with local and State governments. National Voluntary Organizations Active in Disaster (National VOAD) partner agencies support the ESF #6 mission by:

- Offering food and shelter.
- Distributing donated goods.
- Caring for household pets and service animals.
- Making temporary home repairs.

Topic

Mass Care

**Display
Visual 17**

Mass Care

Mass care includes:

- Shelter
- Feeding
- Emergency first aid
- Bulk distribution of emergency items
- Disaster welfare information



 See pages 5-6 of the Annex.

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ESF #6 – Mass Care, Emergency Assistance,
Housing, and Human Services
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Visual 17

Key Points

The ESF #6 mass care function includes sheltering, feeding operations, emergency first aid, bulk distribution of emergency items, and collecting and providing information on survivors to family members.

The lead State agency for mass care works at the direction of the Governor to ensure mass care services are provided to the affected population. When requested, FEMA, in its role as ESF #6 lead, coordinates closely with the State ESF #6 lead to provide Federal mass care resources to support and augment mass care capabilities.

Topic

Emergency Assistance

**Display
Visual 18**

Emergency Assistance

Emergency assistance includes:

- Evacuation and reunification.
- Evacuation/shelter of household pets and service animals.
- Aid to special needs populations.
- Coordination of donated goods and services.
- Coordination of voluntary efforts.
- Support to general, specialized, medical, and nonconventional shelters.



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 See pages 6-8 of the Annex.

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Visual 18

Key Points

Federal emergency assistance under ESF #6 helps ensure that immediate needs beyond the scope of the traditional “mass care” services provided at the local level are addressed. These services include:

- Support to evacuations (including registration and tracking of evacuees).
- Provision of aid and services to special needs populations.
- Evacuation, sheltering, and other emergency services for household pets and service animals.
- Support to specialized shelters.
- Support to medical shelters.
- Nonconventional shelter management.
- Coordination of donated goods and services.
- Coordination of voluntary agency assistance.
- FEMA coordinates resources and emergency assistance in support of local, tribal, and State governments, voluntary agencies, and the private sector to augment their mass care response activities.

Topic

Housing

**Display
Visual 19**

Housing

ESF #6 helps:

- Identify factors that could affect incident-related housing needs.
- Plan to provide housing assistance in the most effective, expedited, and efficient manner available.



 See pages 8-10 of the Annex.

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Visual 19

Key Points

The ESF #6 housing function includes options such as:

- Financial assistance for rent.
- Financial assistance for repairs.
- Loan assistance.
- Financial assistance for replacement.
- Direct housing, usually factory-built housing.
- Semipermanent and permanent construction.
- Housing resource referrals.
- Identification and provision of accessible housing.
- Access to other sources of housing assistance.

This assistance is guided by the National Disaster Housing Strategy.

Topic

Human Services

**Display
Visual 20**

Human Services

Human services assistance includes:

- Crisis counseling and training.
- Disaster legal services.
- Disaster case management.
- Disaster unemployment assistance.
- Other needs assistance.



 See pages 10-11 of the Annex.

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Housing, and Human Services
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Visual 20

Key Points

Federal human services programs help disaster survivors recover their nonhousing losses, including replacement of destroyed personal property, and help them obtain disaster loans, foods stamps, crisis counseling, disaster unemployment, case management, and other Federal and State benefits.

Examples of programs included under human services include:

- Crisis Counseling.
- Individuals and Households Program: Other Needs Assistance.
- Disaster Case Management.
- Survivors of Crime Assistance.
- Disaster Unemployment Assistance.
- Veterans Assistance.
- Disaster Legal Services.

Topic

Concept of Operations

**Display
Visual 21**

Concept of Operations

ESF #6:

- **Coordinates Federal operations with the State, tribal, and local governments, NGOs, and the private sector.**
- **Initiates recovery activities concurrently with response activities.**
- **Focuses initial activities on the immediate needs of victims.**



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Housing, and Human Services
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Visual 21

Key Points

At the onset of an incident, ESF #6:

- Coordinates Federal response and recovery operations by working closely with the State, tribal, and local governments, nongovernmental organizations, and the private sector.
- Initiates recovery activities concurrently with response activities.
- Focuses initial response activities on the immediate needs of victims.

Topic

Disaster Recovery Centers

**Display
Visual 22**

Disaster Recovery Centers

A Disaster Recovery Center (DRC):

- **Is a readily accessible facility or mobile office staffed by representatives of Federal, State, tribal, local, and voluntary agencies.**
- **Provides information about State, FEMA, or other disaster assistance programs.**



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ESF #6 – Mass Care, Emergency Assistance,
Housing, and Human Services
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Visual 22

Key Points

The Disaster Recovery Center (DRC) is a readily accessible facility or mobile office where applicants can go for information about State, FEMA, or other disaster assistance programs, or for questions related to their case.

DRCs are staffed by representatives of Federal, State, tribal, local, and voluntary agencies. By visiting a DRC, people who have registered for assistance can get more information or help with the registration process.

Topic

National Processing Service Centers

**Display
Visual 23**

National Processing Service Centers

National Processing Service Centers (NPSCs):

- Process applications.
- Process requests for housing assistance.
- Refer applicants to the SBA loan program.
- Record needed data to order and process inspections.
- Provide information about State and local disaster assistance.



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ESF #6 – Mass Care, Emergency Assistance,
Housing, and Human Services
IS-806 – February 2009
Visual 23

Key Points

The National Processing Service Centers (NPSCs) are FEMA's centralized facilities for processing disaster assistance. NPSCs:

- Process applications (online or via Teleregistration).
- Process requests for housing assistance.
- Refer applicants to the SBA loan program.
- Record needed data to order and process inspections.
- Answer questions from applicants via the "helpline."
- Provide information about State and local disaster assistance.

Topic

Summary

Display
Visual 24

Knowledge Review and Summary



Instructions:

- **Answer the review questions on the next page in your Student Manual.**
- **Be prepared to share your answers with the class in 5 minutes.**
- **If you need clarification on any of the material presented in this course, be sure to ask your instructors.**

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Visual 24

Key Points

Instructions:

- Answer the review questions on pages 27 and 28 of your Student Manual.
- Be prepared to share your answers with the class in 5 minutes.
- If you need clarification on any of the material presented in this course, be sure to ask your instructors.

Additional information about the National Response Framework and Emergency Support Functions can be obtained at the NRF Resource Center at www.fema.gov/nrf.

Topic

Summary

Display
Visual 25

Taking the Exam

Instructions:

1. Take a few moments to review your Student Manuals and identify any questions.
2. Make sure that you get all of your questions answered prior to beginning the final test.
3. When taking the test . . .
 - Read each item carefully.
 - Circle your answer on the test.
 - Check your work and transfer your answers to the computer-scan (bubble) answer sheet or enter the answers online.

→ You may refer to your Student Manuals and the Annex when completing this test.

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Visual 25

Key Points

Instructions:

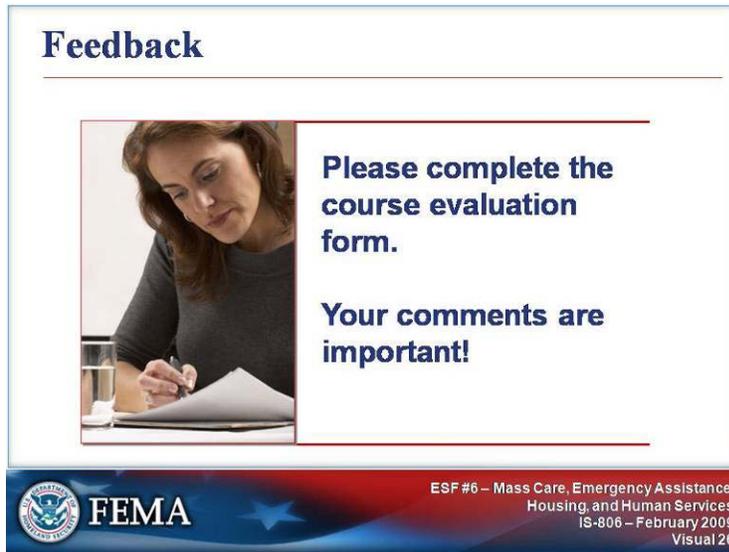
1. Take a few moments to review your Student Manuals and identify any questions.
2. Make sure that you get all of your questions answered prior to beginning the final test.
3. When taking the test . . .
 - Read each item carefully.
 - Circle your answer on the test.
 - Check your work and transfer your answers to the computer-scan (bubble) answer sheet or enter the answers online.

You may refer to your Student Manuals and the annex when completing this test.

Topic

Summary

Display
Visual 26



Feedback

Please complete the course evaluation form.

Your comments are important!

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Visual 26

Key Points

Please complete the course evaluation/feedback form.

4. Match the activities with the ESF #6 support agencies that perform them.

Activities	Support Agencies
_____ Evaluates State human services programs.	A. Corporation for National and Community Service
_____ Advises on the management of unaffiliated volunteers and unsolicited donated goods, as needed.	B. Department of Defense/U.S. Army Corps of Engineers
_____ If needed, can provide crews to help survivors remove debris from their flood-damaged homes.	C. Department of Health and Human Services
_____ Provides information on ways to reconstruct destroyed financial records following a tornado.	D. Department of Labor
_____ Conducts emergency roof repairs so disaster survivors can live in their homes while they make permanent repairs.	E. Department of the Treasury/Internal Revenue Service
_____ Provides assistance to those who do not qualify for regular unemployment insurance and are eligible for disaster unemployment.	F. National Voluntary Organizations Active in Disaster

5. Use the space below to make note of any questions you have about the material covered in this course.