

ANNEX O

HUMAN SERVICES

Burnet County
(Jurisdiction)

APPROVAL AND IMPLEMENTATION

Annex O

Human Services

This annex to the Burnet County Emergency Management Plan is hereby approved. It is effective immediately and supercedes all previous editions.

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County Judge

06/01/2017

Date

Jimmy L. Barho

Emergency Management Coordinator

06/01/2017

Date

ANNEX O

HUMAN SERVICES

I. AUTHORITY

See Basic Plan, Section I.

II. PURPOSE

The purpose of this annex is to help provide human services support to people who require food, clothing, mental health services, and victim's compensation in the aftermath of an emergency. The services described in this annex apply to limited scale incidents as well as major emergencies and disasters.

III. EXPLANATION OF TERMS

A. Acronyms

ARC	American Red Cross
CCP	Crisis Counseling/Crisis Counseling Program
CISM	Critical Incident Stress Management
CVC	Crime Victim's Compensation
DDC	Disaster District Committee
DPS	Texas Department of Public Safety
DRC	Disaster Recovery Center
EMS	Emergency Medical Services
EOC	Emergency Operations or Operating Center
FEMA	Federal Emergency Management Agency
OAG	Office of the Attorney General
SCC	State Crisis Consortium
SOG	Standard Operating Guidelines
TDH	Texas Department of Health
TSA	The Salvation Army
TXMHMR	Texas Department of Mental Health & Mental Retardation

B. Definitions

1. Crime Victim's Compensation. A state program providing monetary assistance to victims of crime. Assistance may include paying for hospital care, traditional counseling, burial, and/or other appropriate expenses incurred because of a crime. The Crime

Victim's Compensation Division of the Office of the Attorney General (OAG) coordinates this program.

2. Crisis Counseling. A short-term therapeutic intervention process that utilizes established mental health techniques to lessen adverse emotional conditions caused by sudden and/or prolonged stress. The purpose of Crisis Counseling is to help "normal individuals who have experienced an abnormal event." Crisis counseling is not traditional therapy and victims often receive it within the home environment. Crisis counseling is normally set up for victims and secondary responders involved in an emergency. (First responders typically receive CISM.)
3. Crisis Counseling Program. The programs utilize traditional and non-traditional mental health practices with the disaster-impacted area. Department of Aging and Disabilities Services (DADS) coordinates these programs through the local mental health authority. DADS facilitates mental retardation services and state school programs, community care, nursing facilities, and long-term care regulatory services, and aging services and programs. For more information, please visit the DADS website: www.dads.state.tx.us.
4. Critical Incident Stress Management. CISM is a comprehensive, integrated, and multi-component crisis intervention system for the reduction and control of the harmful effects of stress. The primary intent and design of the CISM process is for the treatment of first responders such as law enforcement, fire, and EMS personnel. Peers normally conduct CISM, with guidance and oversight by mental health professionals. TDH is responsible for coordination of the Texas CISM Network.
5. Disaster Mental Health Services. Disaster mental health services include crisis counseling, CISM, and victim's services. This includes assessing short and long-term mental health needs, assessing the need for additional mental health services, tracking on-going support needs, providing disaster mental health training programs, and identifying disaster worker stress issues and needs. It is the responsibility of TXMHMR to coordinate this assessment for state and/or federal emergencies.
6. Disaster Recovery Center (DRC). A location established in a centralized area within or near the disaster area at which individuals, families, and/or businesses apply for disaster aid. In general, a DRC is established after a major disaster or state of emergency declaration by the President.
7. Special Needs Individuals/Groups. Includes the elderly, medically fragile, mentally and/or physically challenged or handicapped, individuals with mental illness, and the developmentally delayed. These individuals may need specially trained health care providers to care for them, special facilities equipped to care for their needs, and specialized vehicles and equipment for transport in order to meet their daily needs and maintain their health and safety during emergency situations.
8. State Crisis Consortium. The State Crisis Consortium (SCC) is a multi-agency state organization designed to ensure that all mental health resources are coordinated in an

appropriate manner. For more information on SCC's relationship with the human services function, see paragraph V.B.1.c in this annex.

9. Texas CISM Network. Texas established the CISM Network to assist emergency service personnel who have experienced a critical incident. Peers, clergy, and mental health professionals, all of whom are volunteers, compose these teams. Teams are available on a 24-hour basis and individual teams respond based on availability. TDH, through the Network, provides a clearinghouse for information. Through its statewide hotline telephone number (1-800-452-6086), TDH receives and screens requests for debriefings. Personnel needing assistance may also contact CISM Teams directly. More information on the Texas CISM Network and a list of the CISM Teams is available at www.dshs.state.tx.us/hcqs/ems/epcism.htm.

IV. SITUATION & ASSUMPTIONS

A. Situation

1. As outlined in Section IV.A, Figure 1 of the Basic Plan, Burnet County is vulnerable to a number of hazards. These hazards could result in the evacuation, destruction of or damage to homes and businesses, loss of personal property, disruption of food distribution and utility services, and other situations that adversely affect the daily life of the citizens.
2. In the aftermath of emergencies, victims may need assistance in obtaining food, clothing, mental health services, and other essential life support needs as well as cleaning up and making temporary repairs to their homes.
3. Emergency responders, victims, and others affected by the emergency may experience stress, anxiety, and other physical and psychological effects that adversely impinge on their daily lives.

B. Assumptions

1. Disaster victims evacuated from their homes and housed in temporary shelters, those that remain in their homes under adverse conditions, and emergency responders may need human services support in the aftermath of a disaster.
2. In the aftermath of an emergency, victims and emergency responders, normally not clients of local and state human service agencies, may require some form of human services assistance, including food, clothing, and disaster mental health services. These needs may place abnormal demands on the delivery of human services, including disaster mental health services, emergency assistance, and the care of special needs groups. Consequently, the clientele of both local and state human service organizations may increase.

3. In some cases, personnel may need disaster mental health services during response operations.
4. The American Red Cross, The Salvation Army, and other nationally organized volunteer groups active in disaster will assist disaster victims.
5. Local professional and volunteer organizations and charitable groups which normally respond to emergencies will do so if requested.
6. State assistance will be available to supplement local human services resources.

V. CONCEPT OF OPERATIONS

A. General

1. It is the local government's responsibility to ensure the welfare of its citizens. Burnet County will develop a capability to provide appropriate human services during emergencies.
2. A Human Services Officer will be appointed to coordinate with local human services organizations and volunteer disaster assistance organizations to ensure provision of basic human services in the aftermath of an emergency.
3. The American Red Cross, The Salvation Army, other volunteer disaster assistance organizations, and church and civic groups will be requested to provide support for disaster victims.
4. Some emergencies will not require implementation of large-scale mass care operations, but may generate a need for a limited amount of emergency food and clothing. For these situations, the Human Services Officer will coordinate with the county staff, volunteer organizations, and church groups to identify sources for this assistance.
5. Special needs groups may require assistance to meet their needs for food, clothing, housing, and medical care. Local human service organizations will identify any individuals or groups that require special assistance.
6. Human services support will be requested from the state if local resources are inadequate.

B. Mental Health Services

1. Crisis Counseling for Disaster Victims
 - a. Some disaster victims and emergency responders may need mental health services in the aftermath of a disaster. Existing local mental health programs and religious

- groups will provide aid to many seeking such help. As the demand for such services may increase significantly after a disaster and some local providers may become disaster victims, a need for additional mental health resources may arise.
- b. If existing local resources cannot meet the need for disaster mental health services, the Texas Department of Mental Health and Mental Retardation (TXMHMR), through the appropriate Mental Health Authority (State Hospital or Community MHMR Center), can provide disaster victims emergency counseling services.
 - c. State Crisis Consortium
 - 1) The State Crisis Consortium is a multi-agency state organization comprised of the Texas Department of Public Safety Victim Services, the Office of the Attorney General's Crime Victims' Compensation Division, the Texas Department of Health CISM Network, and the TXMHMR Disaster Assistance Program. The TXMHMR Disaster Assistance Program coordinates the SCC during state or federally declared disasters when multiple state agencies respond to a single disaster.
 - 2) The purpose of the SCC is to ensure the appropriate coordination of all mental health resources. The purpose of the team is to support local government through:
 - (a) Assessing both short and long-term support needs of responders and victims.
 - (b) Assessing the unmet needs and the need for outside additional support.
 - (c) Working with local entities including government, local service providers, and local/regional agency offices to assure a coordinated response.
 - 3) When the incident results in a federal disaster declaration, the SCC will work with local government and support agencies to:
 - (a) Track costs and resources allocated to relief efforts.
 - (b) Track the need for referrals and on going support needs.
 - (c) Coordinate private, federal, and voluntary resources.
 - d. In addition to local and state mental health providers, some volunteer organizations active in disasters can provide crisis counseling to disaster victims. Appendix 1 describes the services provided by various organizations.

2. Mental Health Support for Emergency Responders

Texas established the CISM Network to assist emergency service personnel who have experienced critical incidents such as line of duty deaths, mass casualties, multiple fatalities, and local disasters. CISM teams are available upon request on a 24-hour basis regardless of whether a state or federal disaster declaration occurs. For more information on the TX CISM Network, see www.tdh.state.tx.us/hcqs/ems/epcism.htm.

3. Requesting State Disaster Mental Health Services

The County Judge will prepare and send requests for state crisis counseling, CISM, and victim's services assistance to the DDC Chairperson in Waco.

C. Emergency Water Supplies

Water is essential to maintain life and preserve public health. If an emergency disrupts the public water supply systems, alternative sources of water must be quickly made available to local residents. Appendix 2 to this annex outlines a number of options for providing emergency water supplies.

D. Emergency Food

In the aftermath of an emergency, conditions may prevent local residents from obtaining food from normal sources, preserving perishable food, or preparing meals. Food may be provided to disaster victims in a variety of ways, depending on the situation in the local area. Among the options are:

1. Mass feeding at fixed sites, using operable kitchen facilities at schools, community centers, churches, and other facilities.
2. Mass feeding at fixed sites using transportable kitchens operated by volunteer groups.
3. Distribution of prepared food using mobile canteens operated by volunteer groups.
4. Distribution of foodstuffs obtained from food banks that disaster victims could use to prepare meals.
5. Distribution of restaurant or grocery store vouchers.

The ARC, TSA, and other volunteer organizations listed in Appendix 1 can provide many of these services.

E. Other Needs of Disaster Victims

1. If the President declares a federal emergency or disaster declaration, victims may be eligible for specific human services programs as part of the recovery process. See Annex J, Recovery, for further information.
2. Volunteer organizations active in disaster may assist in meeting a number of the needs of needs of disaster victims, including:
 - a. Basic clothing
 - b. Basic furnishings and household goods
 - c. Job-related tools
 - d. Transportation
 - e. Home clean up and debris removal
 - f. Home repairs

See Appendix 1 to this annex for a list of volunteer organizations active in disasters that operate in many areas of the state and the services they may provide during an emergency.

F. Phases of Emergency Management

1. Prevention

Identify population groups who may require special assistance during an emergency (i.e., senior citizens, handicapped, etc.).
2. Preparedness
 - a. Identify volunteer groups and other sources that can provide emergency food and clothing in the aftermath of emergencies.
 - b. Identify agencies or groups that can provide disaster mental health services and victims services during and in the aftermath of emergencies
 - c. Identify and train human services representatives who will staff the EOC.

- d. Conduct emergency planning with human services agencies and organized volunteer groups active in disasters. Develop appropriate SOGs and execute agreements where appropriate.
 - e. Determine tentative emergency assignments for available personnel and volunteers.
 - f. Encourage volunteer groups active in disasters to participate in emergency exercises.
 - g. Review and update this annex and related SOGs.
3. Response
- a. Provide food and clothing to disaster victims as needed.
 - b. Register evacuees or victims or assist volunteer groups in performing this task.
 - c. Provide contact information to victims who need human services assistance.
 - d. Provide human services staff support for the EOC.
4. Recovery
- a. Assess needs of victims and provide assistance, including, but not limited to, temporary housing, food, clothing, clean-up services, minor home repairs, and other support.
 - b. Coordinate with the Public Information Officer to inform the public of the availability of human services programs.
 - c. Assess the need for disaster mental health services for emergency responders and disaster victims. Coordinate and arrange for such support, if needed.
 - d. Provide human services personnel to staff the Disaster Recovery Center (DRC), if activated.

VI. ORGANIZATION & ASSIGNMENT OF RESPONSIBILITIES
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A. Organization

- 1. The emergency organization as described in Section VI.A of the Basic Plan will carry out the function of providing human services in emergency situations
- 2. The County Judge will provide policy guidance with respect to emergency human services operations. The Human Services Officer will manage the human services function during emergency operations.

3. Human services will be provided through the coordinated efforts of local human services professionals, human service agencies, local volunteer groups, the ARC, TSA, and other volunteer organizations.
4. State and federal agencies may be requested to assist in human services activities conducted in the aftermath of a major emergency or disaster.

B. Task Assignments

1. The County Judge will:
 - a. Ensure the development of a human services program for emergencies.
 - b. Provide general guidance and direction for human services operations during emergencies.
2. The County Treasurer will serve as the Human Services Officer and will:
 - a. Identify and develop agreements with volunteer groups and agencies that can provide goods and services to satisfy human services needs.
 - b. In the aftermath of emergencies, solicit and coordinate distribution of clothing, food, and services by various agencies and organizations. See Appendix 1.C. to Annex M (Resource Management) for a list of food, clothing, and water resources.
 - c. Coordinate the registration of evacuees/victims.
 - d. Coordinate with the Shelter Officer to provide for human services needs of evacuees in shelters.
 - e. Coordinate human services support for special needs groups.
 - f. Coordinate the provision of disaster mental health services for disaster victims, emergency workers, and others suffering trauma due to the emergency.
 - g. Coordinate local staffing at Disaster Recovery Centers, if needed.
 - h. Work with the Transportation Officer to coordinate transportation assistance for those who need it.
3. The Mental Health Authority will:

Coordinate the provision of and provide disaster mental health services to disaster victims, emergency workers, and others suffering trauma due to an emergency.
4. The Transportation Officer will:

- a. Coordinate transportation support for human services operations.
 - b. Coordinate transportation for food, clothing, drinking water, and other supplies, if the agency providing these materials cannot do so.
 - c. When requested by the Human Services Officer, coordinate transportation for those needing transportation assistance. This may include persons with special needs and those without vehicles.
5. The Shelter & Mass Care Officer will:
- Identify the requirements for human services assistance of those housed in shelters to the Human Service Officer.
6. The Public Information Officer will:
- Coordinate the release of information to the media and public about assistance programs available for disaster victims.
7. Volunteer Groups and Charitable Organizations will:
- Provide human services assistance identified by the Human Services Officer upon request. See Appendix 1 to this annex for a list of groups and organizations that may provide assistance and the types of services they provide.

VII. DIRECTION AND CONTROL

A. General

1. The County Judge will establish priorities and provide policy guidance for human services programs conducted after a disaster.
2. The EMC will provide direction to the Human Service Officer regarding human services operations in the aftermath of an emergency.
3. The Human Services Officer and staff will plan, coordinate, and carry out human services program activities.
4. The Human Services Officer in the EOC will coordinate all human services activities.

B. Line of Succession

The line of succession for the Human Services Officer is:

1. Assistant County Treasurer
2. Deputy County Treasurer
3. Indigent Health Care Officer

VIII. READINESS LEVELS

A. Level 4: Normal Conditions

See the mitigation and preparedness activities in Section V.F.1 & 2.

B. Level 3: Increased Readiness

1. Review and update plans and procedures, if needed.
2. Meet with local human service agencies to determine the possible human services requirements based on the threat. Assess resources on hand.
3. Determine the availability of human services personnel and equipment for emergency duty.

C. Level 2: High Readiness

1. Alert and brief human services personnel for possible emergency operations.
2. Identify personnel that will staff the EOC.
3. Identify and alert external resource sources.

D. Level 1: Maximum Readiness

1. Put human services staff on call.
2. Consider precautionary staging of personnel, equipment, and supplies.
3. Provide trained staff to the EOC if activated.

IX. ADMINISTRATION AND SUPPORT

A. Records Maintenance

All records generated during an emergency will be collected and filed to preserve a record of events for use in determining response costs, settling claims, and updating emergency plans and procedures.

B. Preservation of Records

Vital human services records will be protected from the effects of a disaster to the maximum extent possible. If damage occurs during an emergency, professional assistance will be used in preserving and restoring those records as soon as possible.

C. Training & Exercises

1. Human services personnel who will participate in EOC operations will receive training on the operation of facility. The Human Services Officer is responsible for arranging that training.
2. Volunteer organizations and groups that could provide human services support during emergencies will be invited and encouraged to participate in emergency drills and exercises where appropriate.

D. State and Federal Assistance

If state or federal assistance is required, The Human Services Officer will brief the County Judge on the assistance needed. The County Judge or his/her designee will make the request for assistance to the Disaster District Committee Chairperson in Waco. For more details on requesting assistance, see Section V.F. of the Basic Plan.

X. ANNEX DEVELOPMENT & MAINTENANCE

A. Development

The Human Services Officer is responsible for developing and maintaining this annex.

B. Maintenance

Section X of the Basic Plan outlines the schedule for the annual review and updating of this annex.

XI. REFERENCES

- A. ARC/FEMA brochure: *Food & Water in an Emergency*, ARC-5055 & FEMA L-210.
- B. ARC Fact Sheet: *Water Storage Before Disaster Strikes*.
- C. ARC Fact Sheet: *Water Treatment After Disaster Strikes*.
- D. FEMA brochure, *Emergency Food & Water Supplies*, FEMA-215.
- E. TXMHMR, “Disaster Mental Health Reference Bibliography” at the Disaster Assistance Program website: www.mhmr.state.tx.us/CentralOffice/MedicalDirector/daphomepage.html.
- F. TX CISM Network website: www.tdh.state.tx.us/hcqs/ems/epcism.htm. This site provides information on CISM Teams, classes, and critical incident stress.
- G. Texas American Red Cross website: www.redcrostexas.org. This site provides information on the service areas for the Texas ARC chapters, and addresses and phone numbers for those chapters.
- H. Annex C (Shelter & Mass Care) to the *State of Texas Emergency Management Plan*
- I. Annex V (Food & Water) to the *State of Texas Emergency Management Plan*

APPENDICES

Appendix 1 Volunteer Groups
Appendix 2 Emergency Water Supplies

VOLUNTEER GROUPS

1. Local Organizations and Groups

The following is a list of local groups and organizations that have indicated an ability to provide human services support during emergencies.

GROUP/ORGANIZATION	SERVICES PROVIDED
Veterans of Foreign Wars #6974 Phone: 512-756-4942	<ul style="list-style-type: none"> • Commercial kitchen facilities
	<ul style="list-style-type: none"> •
LaCare Phone: 512-756-4422	<ul style="list-style-type: none"> • Food bank • Commercial kitchen facilities
Library Thrift Store Phone: 512-756-7124	<ul style="list-style-type: none"> • Used clothing • Used furniture & household goods

2. State & National Organizations and Groups

The following state and national organizations and groups may provide human services support during emergencies.

GROUP/ORGANIZATION	SERVICES PROVIDED
Adventist Community Services Phone: www.adventist.communityservices.org	<ul style="list-style-type: none"> • Operation of mass care facilities • Mobile kitchens • Mobile distribution units for clothing and bedding • Emergency food • Counseling
American Red Cross Austin Chapter Phone: www.redcrosstexas.org	<ul style="list-style-type: none"> • Shelter & mass feeding operations • Provision of first aid in shelters • Damage assessment • Cleaning supplies, comfort kits, food, & clothing • Funds for emergency transportation, rent, temporary home repairs, & replacement of job-related tools. • Operates disaster welfare inquiry system
Baptist Men (Baptist General Convention of Texas) Phone: www.baptistmen.org	<ul style="list-style-type: none"> • Fixed site and mobile feeding, • Shelter and mass care facility operation • Damage assessment • Child care & medical assistance • Home clean up and rebuilding assistance
Mennonite Disaster Service Phone: www.mds.mennonit.net	<ul style="list-style-type: none"> • Volunteers for clean up and debris removal from damaged homes • Volunteers to repair or rebuild homes

GROUP/ORGANIZATION	SERVICES PROVIDED
Second Harvest Food Banks Phone: www.secondharvest.org	<ul style="list-style-type: none"> • Collects, sorts, warehouses, transports, and distributes donated food and grocery products to agencies involved in feeding operations and distribution of relief supplies. Does not provide food to individuals.
The Salvation Army Phone: www.salvationarmy.org www.salvationarmy.org	<ul style="list-style-type: none"> • Fixed & mobile feeding • Temporary shelter • Counseling and morale building services • Medical assistance • Temporary home repairs • Warehousing and distribution of donated goods including food, clothing, and household items
United Methodist Committee on Relief Phone: http://gbgm-umc.org/units/umcor http://gbgm-umc.org/units/umcor	<ul style="list-style-type: none"> • Assistance in paying disaster-related transportation, rent, utilities, and other needs • Material resources, such as food, water, blankets, building supplies, and tools.
St. Vincent De Paul Society Phone: http://www.vincenter.org http://www.vincenter.org	<ul style="list-style-type: none"> • Provides assistance in paying for utilities, rent, disaster-related travel as well as clothing and blankets. • Provides social services to individuals and families • Collects and distributes donated goods. Operates retail stores; merchandise from those stores can be made available to disaster victims

EMERGENCY WATER SUPPLIES

- A.** In general, emergency water supplies cannot replace normal water distribution systems. In an emergency, people must be provided with sufficient potable water for drinking and personal hygiene.
1. The typical planning factor for emergency water supplies of potable water is 3 gallons per person per day. Extremely hot weather may increase that amount.
 2. Tankers carrying water intended for human consumption require careful inspection and sanitizing. Using tankers that do not normally transport potable water may create a health risk. When in doubt, seek advice from a public health professional.
 3. Water is heavy and it is difficult for many people to carry more than 2 gallons of bottled water per trip.
- B.** For localized water supply outages, the following options may suffice:
1. Establish water supply points in outage areas where those who need water can fill their own containers.
 - a. This normally requires one or more tankers and a temporary storage tank, pump, and some sort of distribution equipment – typically plastic pipe and spigots – at each site. Because of a general short supply of potable water tankers, do not use a tanker as a stationary water source.
 - b. The responsible authority may need to provide containers for those who do not have them.
 - c. If electrical power is out, generators may be needed to power pumps.
 2. Establish water supply points in outage areas for distribution of bottled water. Emergency supplies of bottled water include:
 - a. Purchasing from retailers, distributors, or commercial vendors.
 - b. Donations by corporations, such as grocery chains.
 - c. Obtaining from stocks held by volunteer groups active in disasters.
 - d. Requesting from the State through the local Disaster District.

The normal method of distributing bottled water is in one-gallon plastic jugs.

3. Distribute bottled water from trucks in affected areas on an established route/ schedule.

4. Identify water supply points in unaffected areas and direct citizens to these points to fill their containers.
 - a. If significant numbers of people do not have transportation to get them to the water supply points outside their neighborhood, this option is unworkable.
 - b. Containers may need to be provided for those who do not have them.
- C. If the water supply outage affects the entire community, options 1, 2, and 3 above remain viable, but option 4 may not work if there are no nearby operable water sources.
- D. In general, the responsible authority will provide attendants at temporary water distribution sites to keep operations running smoothly.
- E. For slowly developing emergencies, emergency public information announcements advising citizens to fill and store water containers in advance of the arrival of hazardous conditions may reduce later requirements for emergency water distribution.