



# FEMA



**MC/EA Planning and Operations Course  
Module 2. Overview of MC/EA Activities**



## Purpose

**This module provides an overview of the Mass Care/Emergency Assistance (MC/EA) activities focusing on whole community principles by outlining the importance of collaboration and coordination between government, the public, nonprofit and private sectors.**



# Learning Objectives

- Describe the principles of the National Incident Management System (NIMS)
- Describe the Whole Community Concept
- Describe the National Response Framework (NRF) and ESF #6 Annex
- Define the Congregate Care Considerations
- Provide an Overview of the MC/EA Activities
- Describe the MC/EA Sequence of Support
- Define the Decision Making Tree



# Overview of National Incident Management System (NIMS)

- **NIMS provides a systematic approach for the various segments of the community to work together in response to disaster incidents**
- **NIMS is the standard for all responses, ranging from daily occurrences to incidents requiring a coordinated Federal response**
- **Adoption of NIMS is a condition for Federal preparedness assistance**



## COMMUNITY-FOCUSED RECOVERY

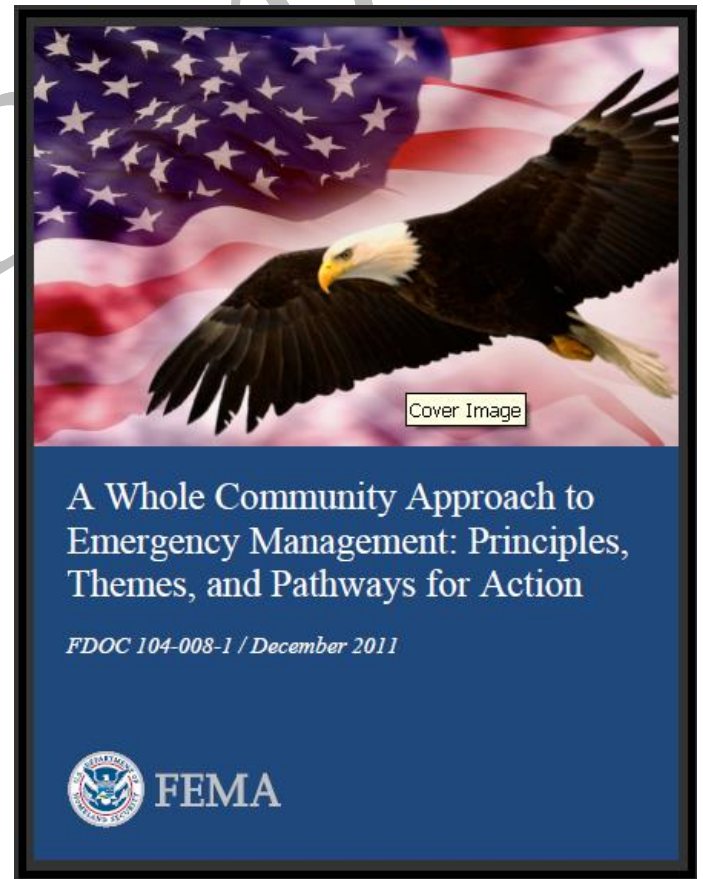


*All disasters begin  
and end at  
the local level*



# Whole Community Principles

- **Understand and meet the actual needs of the whole community**
- **Engage and empower all parts of the community**
- **Strengthen what works well in communities on a daily basis**





# Whole Community Resources

- ▶ **Nonprofit Sector:**  
Voluntary, faith-based and community organizations, charities, foundations, professional associations and academic institutions
- ▶ **Private Sector:**  
Chambers of Commerce, businesses and other for-profit organizations
- ▶ **Public Sector:**  
Community members
- ▶ **Government:**  
All levels of a State/Territory/Tribal/Commonwealth's agencies



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

- The four ESF #6 functions all relate to supporting and assisting individuals affected by a disaster**
- The Annex describes the activities associated with each of the four functions that are a part of ESF #6**
- The Annex is the primary source of direction and information for MC/EA activities**



# ESF #6 Mass Care/ Emergency Assistance Activities

## Mass Care

- Sheltering
- Feeding
- Distribution of Emergency Supplies
- Reunification

## Emergency Assistance

- Mass Evacuation
- Disability and Other Access and Functional Needs Support
- Household Pets and Service Animals
- Nonconventional/Transitional Sheltering

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- Voluntary Organization Coordination
- Volunteer and Donations Management
- Essential Community Relief Services

**Note:** While designated as Emergency Assistance in the NRF, the bullets to the right, represent the VAL Group's role

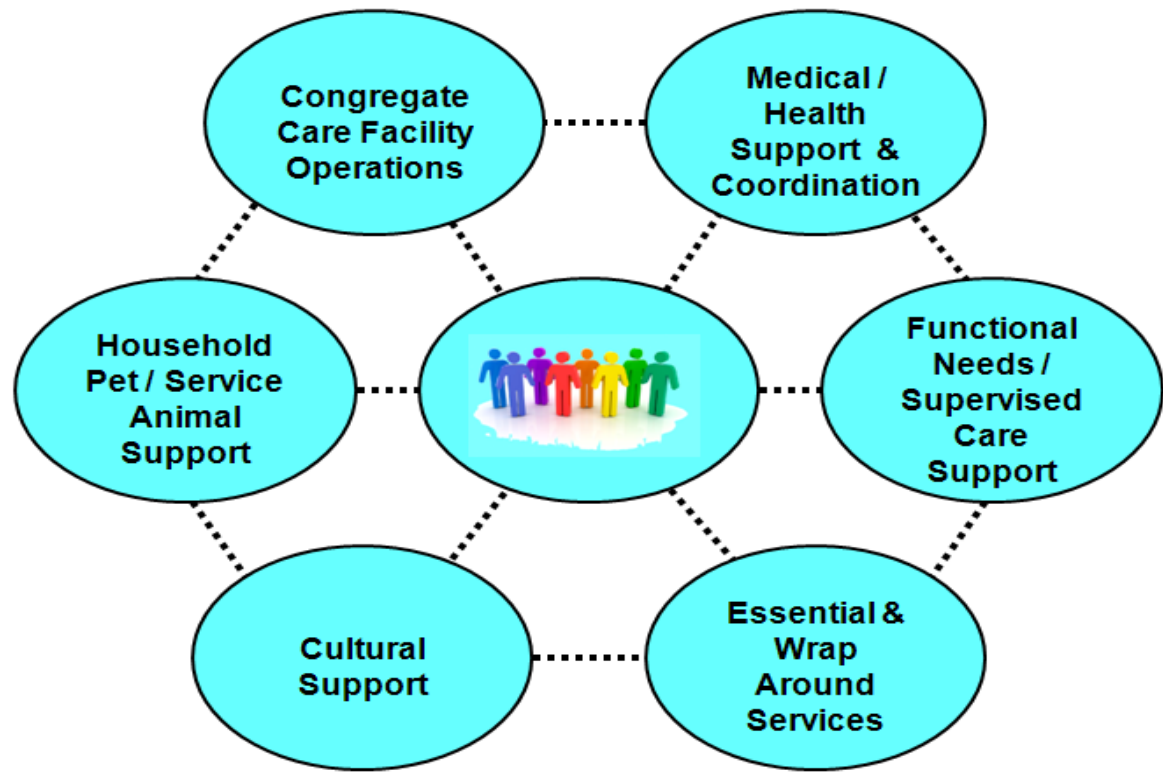


# Congregate Care Considerations





# Congregate Care Considerations





# Sheltering





# Sheltering Support

## MC/EA Role

The identification of congregate care facilities and the provision of life-sustaining services in a safe, sanitary and secure environment

## Tools

- National Shelter System (NSS)
- Commonly Used Shelter Items & Services Listing (CUSI & SL) Catalog
- Shelter Guidance Aid and Shelter Staffing Matrix

## Delivery Sites Include

- Shelter Facilities
- Mass Evacuation Sites
- Shelter-in-Place

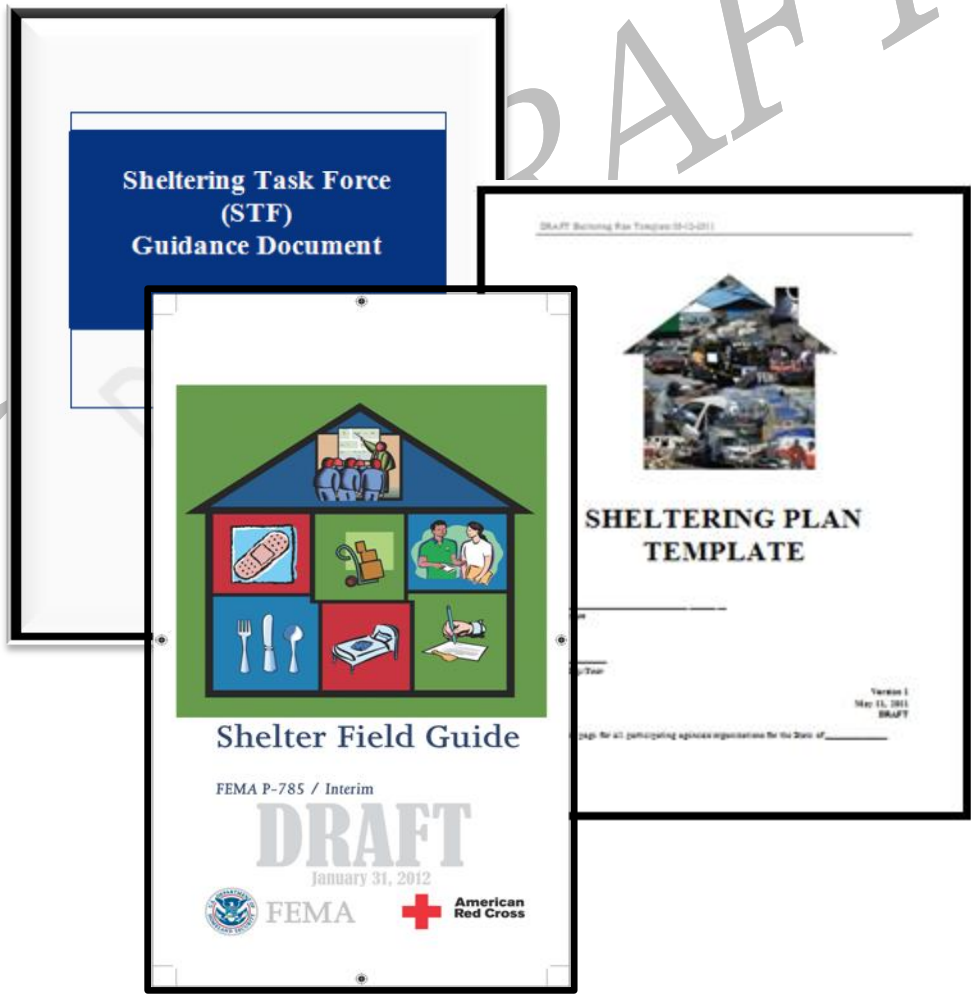
## Training

- Red Cross Shelter Manager Course
- Access and Functional Needs Course
- Shelter Worker Course
- Shelter Field Guide



# Draft Sheltering Documents

- Multi-Agency Sheltering Plan Template
- Sheltering Task Force Guidance
- Shelter Field Guide





# Feeding

DRAFT



New Orleans, September 17, 2005 -- Gallon-sized cans of green beans are open and ready to be cooked at a field kitchen set up by the Arkansas branch of the Southern Baptist relief association. The American Red Cross provides these hot meals to people throughout the city using feeding trucks. Win Henderson / FEMA.



Bridge City, TX, September 18, 2008 -- Volunteers from the faith-based agency ACTS prepare and distribute food to residents affected by Hurricane Ike. FEMA works with volunteer organizations to provide immediate aid to victims of major disasters. Leif Skoogfors/FEMA



# Feeding Support

## MC/EA Role

**Procure, prepare and distribute food to the affected population while they are being evacuated, sheltered, or are sheltering in place and recovering from a disaster incident.**

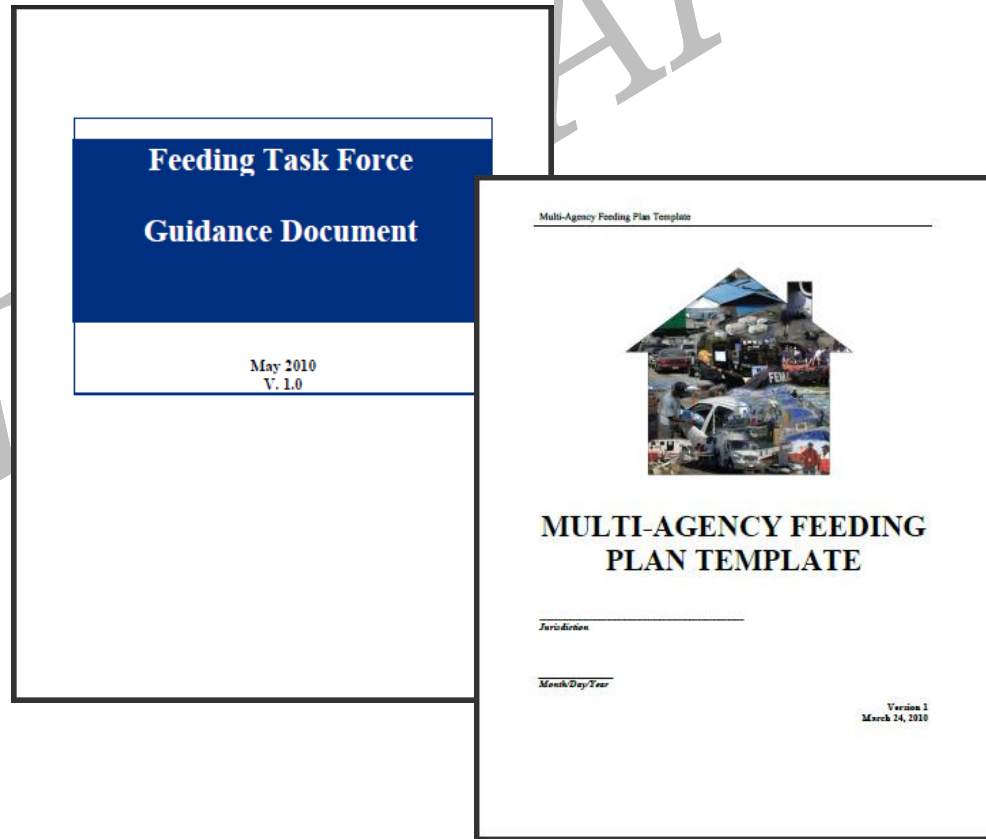
## Delivery Sites Include

- **Congregate Care Facilities**
- **Fixed Feeding Sites**
- **Mobile Feeding Sites**
- **Shelter-In-Place locations**



# Feeding Documents and Tools

- **Multi-Agency Feeding Plan Template**
- **Feeding Task Force Guidance**
- **Blanket Purchase Agreements (BPAs), Contracts, etc.**





# People with Disabilities and Other Access and Functional Needs Support

*Support individuals to maintain independence in congregate care settings and when receiving MC/EA services*





# People with Disabilities and Others with Access and Functional Needs Support

## MC/EA Role

Identify the resources that individuals need to maintain independence during congregate care activities, including sheltering, feeding and distribution of emergency supplies

## Delivery Sites

All Congregate Care (MC/EA) sites



## ***Integration of People with Disabilities and Other Access and Functional Needs***

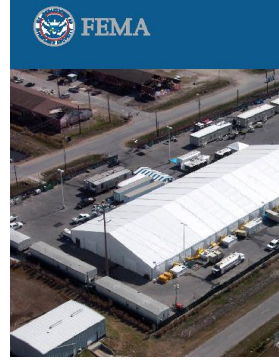
- **People with disabilities represent more than 20% of the nation's population (often people not identified as having a disability may have access and functional needs)**
- **Children represent approximately 25% of our nation's population and their unique needs differ from that of the general population**



# People with Disabilities and Others with Access and Functional Needs Support

- **Guidance on Planning for Integration of Functional Needs Support Services in General Population Shelters**
- **Commonly Used Sheltering Items and Services Listing (CUSI-SL) Catalog**

Guidance on Planning for Integration of Functional Needs Support Services in General Population Shelters  
November 2010



Commonly Used Sheltering Items & Services Listing (CUSI-SL)  
FEMA *Catalog*

January 2011



# Household Pets and Service Animals Support

***Many owners will not evacuate without their animals***





# Household Pets Support

## MC/EA Role

Support the needs of individuals with household pets and service animals during evacuation, rescue and congregate care activities (e.g., sheltering, feeding and distribution of emergency supplies) and coordination of veterinary care

## Tools

- Developing and Maintaining Emergency Operations Plans (CPG 101)
- National Shelter System(s) [NSS]
- Commonly Used Shelter Items & Services Listing (CUSI-SL) Catalog

## Delivery Sites Include

- Congregate Care Facilities
- Emergency Household Pet Shelters
- Reception Processing Sites
- Search and Rescue Staging Area Collection Points



## **Why Provide Mass Care for People and their Household Pets?**

**According to the American Veterinary Medical Association (AVMA) 67% of U.S. households own household pets; of those households with pets, 44% own more than one animal. Many consider their animals the same as a family member**

# Distribution of Emergency Supplies





# Distribution of Emergency Supplies Support

## MC/EA Role

Identify critical emergency supplies and the means to distribute them

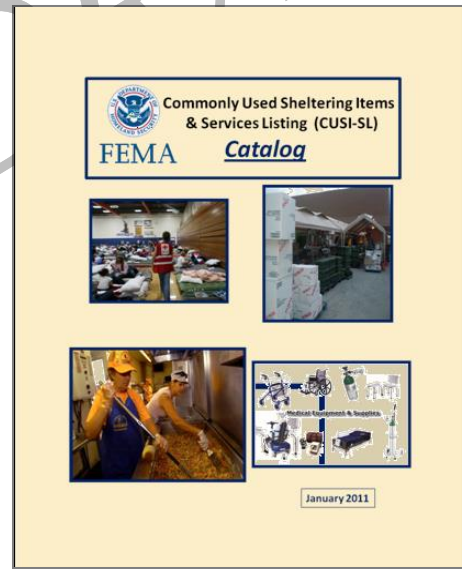
## Delivery Sites Include

- Points of Distribution (PODs)
- Congregate Care Facilities
- Mobile Delivery
- State-designated Distribution Sites



# Distribution of Emergency Supplies Documents

- **Commonly Used Sheltering Items & Services Listing (CUSI-SL) Catalog**
- **IS-26 Guide to Points of Distribution (PODs)**





# Reunification Services

*Why might Reunification Services be Important?*





# Reunification Services

## MC/EA Role

Provide systems and mechanisms to allow individuals who are separated to contact one another  
Facilitate the reunification of children with parents or guardians

## Tools

- National Emergency Family Registry and Locator System (NEFRS)
- National Emergency Child Locator Center (NECLC)
- Red Cross “Safe and Well” program
- Social Network Sites

## Delivery Sites Include

Any disaster service location (should be accessible online or by phone)



# Mass Evacuation Support

***Mass Care/Emergency Assistance does not coordinate the physical evacuation of individuals...***

***MC/EA provides Mass Care support and Tracking support for government-assisted evacuees***





# Mass Evacuation Support

## MC/EA Role

The provision of congregate care support and the registering and tracking of evacuees.

## Tools

- National Mass Evacuation Tracking Systems (NMETS)
- NMETS Field Operations Guide
- FEMA-National Shelter System (FEMA-NSS)

## Delivery Sites

- Affected/Impacted Areas
  - Points of Embarkation and Debarkation
  - Reception Processing Sites (RPS)
- Host Jurisdictions



## **Voluntary Agency Liaison (VAL)**

**Close coordination and collaboration with the VALs is critical for the success of MC/EA activities.**

**VALs identify and develop relationships with the voluntary organizations and MC/EA utilizes the organizations' capabilities to meet the needs of the community.**



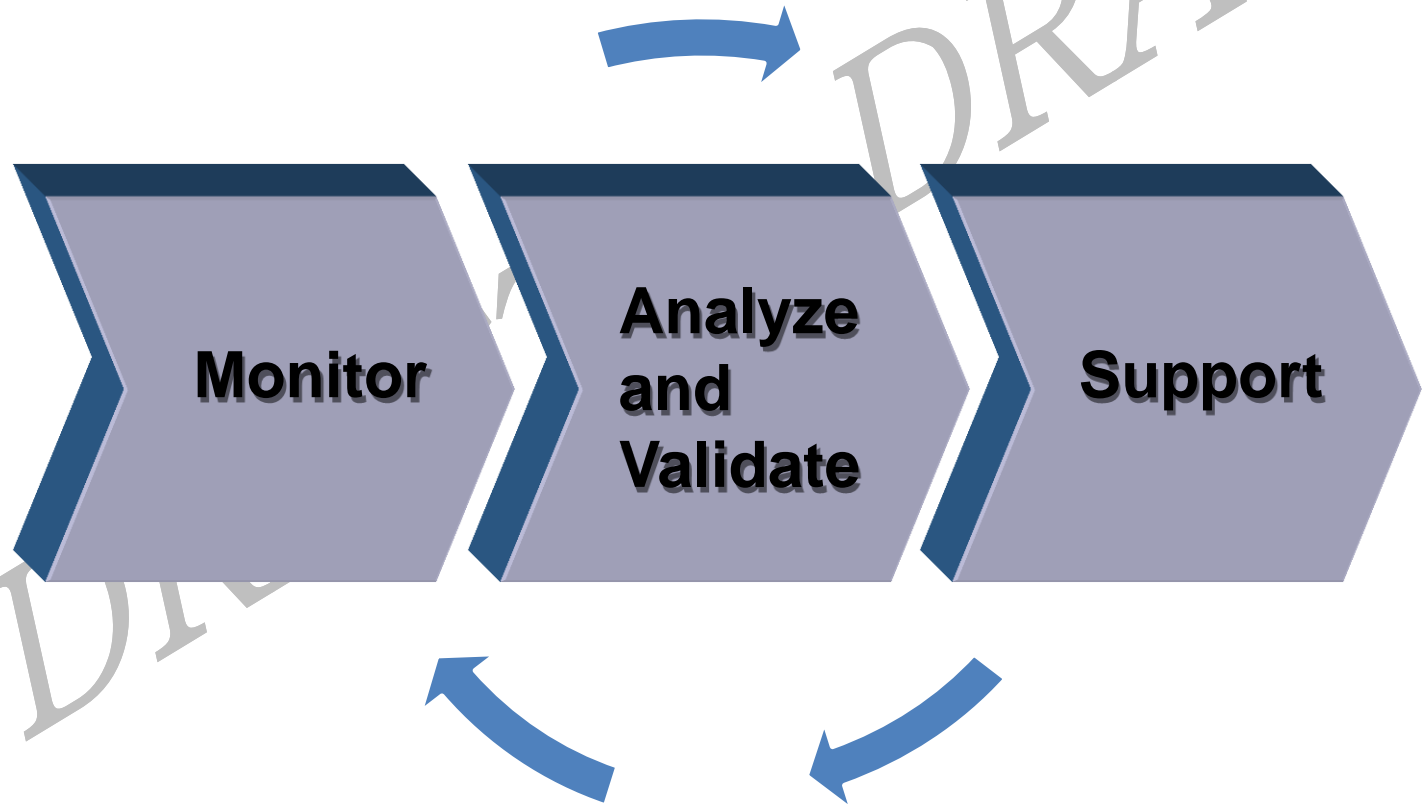
# Knowledge Check

**Which of the following is NOT one of the MC/EA activities provided by State governments in coordination with the Whole Community?**

- Feeding
- Sheltering
- Distribution of Emergency Supplies
- Mass Evacuation Support
- Family Reunification Support
- Long-term Mental Health Services
- Access and Functional Needs Support
- Household Pets and Service Animals Support

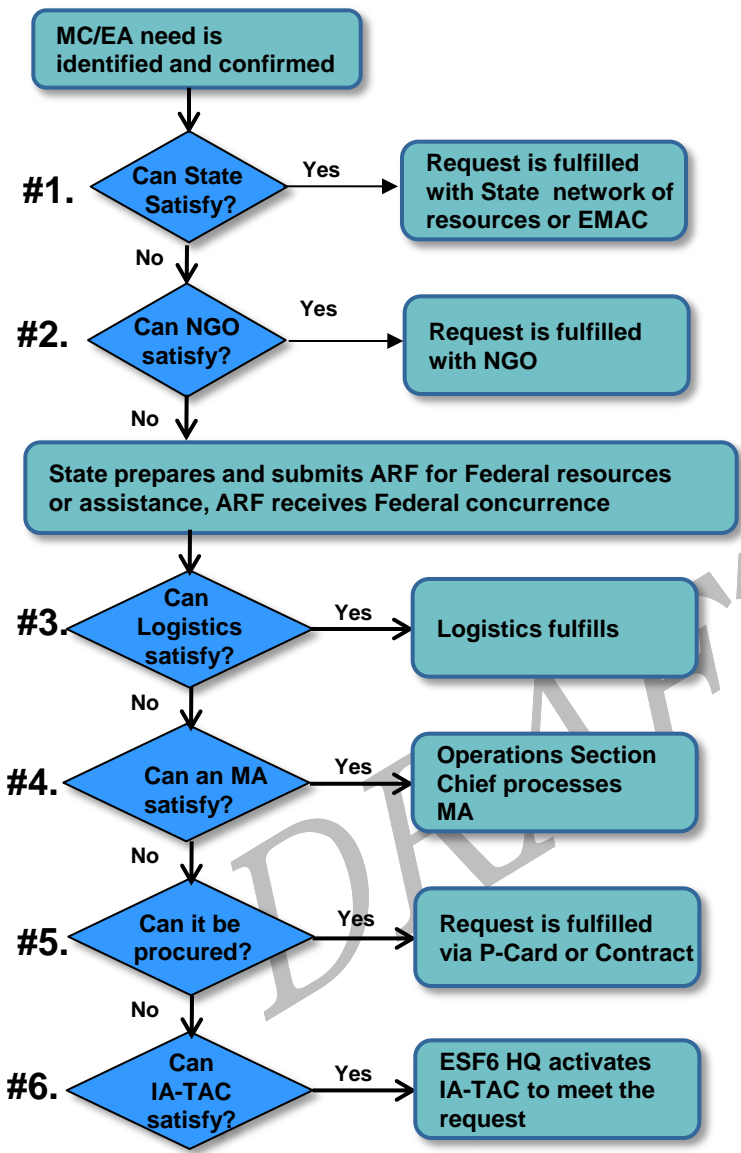


# MC/EA Sequence of Support





# Decision Tree to Process Resource Requests



## Types of Requests:

- Equipment and Supplies
- Transportation
- Storage
- Distribution
- Human Resources
- Specific Capabilities



## Summary

**This module provides a brief overview of the Mass Care/Emergency Assistance (MC/EA) support activities, using a consistent and flexible approach with many components involving the whole community in meeting the disaster-related needs of the affected population.**