

**California
Emergency
Support
Function 6**

Mass Care and Shelter

**Annex to the California
State Emergency Plan**

**Coordinating Agency:
California Health and
Human Services
Agency**

**Primary Department:
California Department
of Social Services**



**Mass Care and
Shelter
CA-ESF 6**

July 2022

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Record of Changes

The most current copy of this annex, including any changed pages, is available through the Planning and Preparedness Branch of the California Governor's Office of Emergency Services at 3650 Schriever Avenue, Mather, CA 95655. Copies are also available on the [Planning and Preparedness Branch web page](#).

Change #	Date	Summary of Changes
1	4/1/2022	Updated plan to reflect title change to Mass Care and Shelter; updated CA-ESF Coordinator and Agency Representative roles; updated shelter types and related information; and cleaned-up changes throughout the document.

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Section 1: Introduction

California Government Code Section 8650 establishes the California State Emergency Plan (SEP). The SEP is the primary plan for the California Emergency Support Functions (CA-ESFs). The CA-ESFs are annexes to the SEP intended to provide a planning framework for local, tribal, state, and federal governments, as well as the private sector. This framework will enable these entities to work together to mitigate, prepare for, respond to, and recover from the effects of emergencies regardless of the cause, size, location, or complexity.

The CA-ESF 6 Mass Care and Shelter (MCS) is one of these annexes. The stakeholders participating in CA-ESF 6 provide coordination, collaboration, and resource identification for MCS activities. This function supports the local and state emergency management capabilities and minimizes the humanitarian impact of disasters and other emergencies through the four phases of emergency management (mitigation, preparedness, response, and recovery).

The CA-ESF 6 Annex defines the scope of the CA-ESF 6 and the emergency management activities it supports. Although the annex provides a Concept of Operations (CONOPS) for overall coordination of activities that would take place under the CA-ESF 6, it is not an operational plan. Operational details of how the CA-ESF 6 would function before, during, and after an emergency activation are described in both the California Department of Social Services (CDSS) Department Operations Center (DOC) Procedures, the Mass Care and Shelter Task Force (MCSTF) Standard Operating Procedures (SOP), and other related job aids and SOPs.

The CA-ESF 6 is comprised of various local, state, and federal government agencies, non-governmental organizations (NGOs), and public and private stakeholders with common interests and responsibilities in emergency management specific to the coordination of MCS. All partners in the CA-ESF 6 provide coordinated assistance with MCS during all phases of emergency management. Members of CA-ESF 6 have specific statutory and regulatory authorities governing their activities, and these authorities are not superseded by this annex.

The application of information in this annex is consistent with the Administrative Order between CDSS and Cal OES, the SEP, the Standardized Emergency Management System (SEMS), the National Incident Management System (NIMS), the Robert T. Stafford Disaster Relief and Emergency Assistance Act, and the

National Response Framework (NRF) during all phases of emergency management. Please refer to Appendix B for a complete list of authorities.

Section 2: Mission, Scope, Goals, And Stakeholders

Each CA-ESF represents an alliance of stakeholders who possess common interests and shared responsibility for emergency management. The CA-ESFs bring together governments, public-private partnerships, NGOs, and community-based organizations to collaboratively mitigate, prepare for, cohesively respond to, and effectively recover from an emergency. During and after emergencies, the CA-ESF 6 coordinates actions to assist with humanitarian needs including mass care, emergency assistance, and human services.

2.1 MISSION

The CDSS will lead and coordinate with stakeholders on the delivery of the CA-ESF 6 capabilities and resources to support disaster assistance to local, regional, tribal, and state-level entities requiring MCS coordination and operations, including food assistance, family reunification, and disaster recovery.

2.2 SCOPE

The CDSS coordinates and leads state resources, as required, to support local, regional, tribal, and non-governmental organizations in the performance of mass care, emergency assistance, and human services missions. The CA-ESF 6 includes three main functions, each of which has sub-functions. They are summarized below and elaborated on in later sections of this annex.

1) Mass Care includes:

- Shelter coordination
- Mass feeding services
- Human services at congregate and non-congregate shelters (NCS)
- Support for distribution of humanitarian supplies

2) Emergency Assistance includes:

- Reunification services
- Support for individuals with disabilities, older adults, and others with access and functional needs (AFN)
- Support for household pets and service animals
- Sheltering support
- Voluntary agency coordination (Volunteer and Donations Management)

3) Human Services include:

- Client casework within general population shelters.
- The Disaster Case Management Program (DCMP), which is a longer-term, holistic partnership between a case manager and an individual survivor or household.
- Referral to recovery services available through governmental agencies (local, state, and federal) and NGOs at shelters, Local Assistance Centers (LACs), and Disaster Recovery Centers (DRCs).
 - Access assistance may include transportation accommodations and information dissemination.
- Transitional sheltering programs and resources may be available to assist affected individuals during the transition from response to recovery.
- Repatriation and emergency repatriation plans, which include planning and preparedness efforts to support US citizens and dependents when returning to the US.
- State Supplemental Grant Program, which provides financial and direct services to eligible individuals and households affected by a disaster, once federal funding has been exhausted.

As part of its response-support role, in coordination with other CA-ESFs and the Office of Access and Functional Needs (OAFN) within Cal OES, the CA-ESF 6 will support the mass care community in addressing individuals with disabilities, older adults, and others with AFN, which includes:

- Developmental, intellectual, or physical disabilities,
- Chronic conditions or injuries,
- Limited English proficiency or non-English speaking,
- Individuals who are:
 - Older adults, children, or pregnant,
 - Living in institutional settings,
 - Low-income, homeless, and/or transportation disadvantaged; and/or
 - From diverse religions or cultures.

Providing services to individuals with disabilities, older adults, and others with AFN is implicit throughout this annex. While there are specific sections where AFN is discussed in detail, AFN considerations are incorporated throughout this annex.

2.3 GOALS

The CA-ESF 6 is intended to collaborate and coordinate mitigation, preparedness, response, and recovery activities to protect life and reduce suffering from natural and human-caused emergencies. These goals are achieved by ensuring coordination and distribution of life-sustaining services during and after disasters and other emergencies. Mass care, emergency assistance, and human services are provided to residents and visitors of California during and after an incident or disaster.

To support the continuing development, implementation, and maintenance of the annex, the CA-ESF 6 will:

- Ensure mass care service delivery is accessible to everyone.
- Identify, coordinate, and engage stakeholders in the ongoing the CA-ESF 6 development, maintenance, and implementation processes.
- Effectively mitigate, prepare for, respond to, and recover from the effects of a large-scale emergency or disaster.
- Proactively develop and support mutual aid agreements and protocols.
- Enhance the CA-ESF 6 capacity to build cohesive planning interactions between the state and operational areas (OAs), the state and the federal government, and between the state, NGOs, and the private sector.
- Develop, implement, and maintain the CA-ESF 6 operational guidelines and procedures.
- Identify the CA-ESF 6 mitigation, preparedness, response, and recovery gaps and develop a strategy for resolution.
- Implement improvements to the CA-ESF 6 capabilities through an ongoing program of training, planning, and exercising.
- Maintain and update resource directories, including primary and secondary points of contact information for lead and support agencies and organizations.

2.4 COORDINATING AGENCY/PRIMARY DEPARTMENT

Based on its authorities and responsibilities, the California Health and Human Services Agency (CalHHS) is the designated coordinating agency for the development of the CA-ESF 6 Annex. As the designated co-lead, or primary, department for the CA-ESF 6, along with the American Red Cross (Red Cross), the CDSS is responsible for facilitating the development, implementation, and maintenance of the CA-ESF 6 annex with input and assistance from the

stakeholders discussed in subsequent sections. For more information on legal authorities, see Appendix B.

2.5 STAKEHOLDERS

Collaborative efforts among stakeholders, including local, state, tribal, and federal governments, public/private partnerships, NGOs, community-based organizations, and private sector groups is essential in identifying valuable assistance and resources.

2.5.1 SUPPORTING STATE AGENCIES AND DEPARTMENTS

Many state agencies and departments assist in the development of the CA-ESF 6 plans and programs. These supporting stakeholders have existing responsibilities in assisting the coordination of all phases of emergency management. Individuals from these agencies and departments will be involved through the CA-ESF 6 Mass Care and Shelter Task Force (MCSTF) and functional groups, which are described in Sections 3 and 5 of this annex.

The Cal OES is responsible for coordinating the state's response to natural, technological, or human-caused disasters and emergencies. This includes the responsibility for activities necessary to mitigate, prepare for, respond to, and recover from the effects of emergencies and disasters to people and property, as described in the California Emergency Services Act (ESA). Cal OES is also the lead agency for the CA-ESF 5 (Management), which coordinates across all CA-ESFs, including the CA-ESF 6, to resolve issues and ensure consistency with the SEP.

2.5.2 FEDERAL AGENCIES

As described in the NRF, the federal government organizes its resources and capabilities under 15 ESFs. The ESFs are developed and organized for providing federally controlled resources to state and federal agencies during the response and recovery phases of an emergency. The CA-ESFs parallel the federal ESFs. The federal primary agency for ESF 6 (Mass Care, Emergency Assistance, Housing, and Human Services) is FEMA and the federal coordinating department for ESF 6 is the Department of Homeland Security (DHS). The CA-ESF 6 will coordinate closely with the federal ESF 6.

2.5.3 LOCAL GOVERNMENTS

As described in the SEP, the CA-ESFs will involve other stakeholders, which may include:

- Counties
- Municipalities
- Cities
- Towns
- Local public authorities
- School districts
- Special districts
- Intrastate districts
- Councils of government
- Regional or interstate government entities

2.5.4 NATIVE AMERICAN TRIBAL GOVERNMENTS

The 109 federally recognized Native American tribes in California are sovereign nations. The state and its agencies and political subdivisions will make every effort to support tribal nations in their response and recovery efforts. As conditions require and upon request of the tribe, the available and appropriate federal, state, and local government resources will, in accordance with prior arrangements as authorized by law, be committed to tribal lands to protect lives, property, and the environment. All planning and issue resolution, as it relates to the CA-ESF 6 and its interaction with other CA-ESFs, will be coordinated through the Cal OES Tribal and the Tribal Affairs component of the United States Office of Intergovernmental and External Affairs.

2.5.5 NON-GOVERNMENTAL ORGANIZATIONS

Non-governmental organizations are important stakeholders in many CA-ESFs, but they have a particularly important role in the CA-ESF 6. The activities under the CA-ESF 6 are inherently cooperative endeavors between government agencies and NGOs. There are several NGOs that are part of the CA-ESF 6 stakeholder community. Key NGO stakeholders include, but are not limited to:

- Red Cross
- Catholic Charities USA
- Lutheran Social Services

- National, state/territorial, and local Voluntary Organizations Active in Disaster (VOAD)
- Southern Baptist Convention Disaster Relief Ministries
- The Salvation Army

The Red Cross is an NGO led by volunteers with the disaster relief focus on meeting people's urgent disaster-caused needs. They are closely integrated into community response efforts, including the efforts of local, federal, and state governments, and other NGOs. The Red Cross provides disaster services without regard to race, color, national origin, religion, gender, age, disability, sexual orientation, citizenship, or veteran status.

The Red Cross provides disaster services pursuant to its bylaws and other internal policies and procedures, as well as its Congressional Charter, United States Code 36, Sections 300101-300111. In that charter, Congress authorized the Red Cross to carry out a system of national and international relief in times of peace and apply that system in mitigating the suffering caused by pestilence, famine, fire, floods, and other great national calamities, and to devise and carry out measures for preventing these calamities.

In California, the Red Cross and the CDSS are co-leads for the CA-ESF 6 and a Memorandum of Understanding (MOU) has been established. This MOU ensures both the CDSS and the Red Cross plan, prepare, train for, and respond to emergencies that require MCS. The Red Cross also has a MOU with FEMA and is designated as the co-lead for the mass care portion of the federal ESF 6. As national co-leads, FEMA and the Red Cross work together to help government agencies and community organizations to plan, coordinate, and provide mass care services to disaster survivors. As co-leads for California, the CDSS and the Red Cross collaborate in a similar fashion.

Following an emergency or other event, whether natural, human-made, or technological and regardless of size, the Red Cross and its partner organizations may provide some or all the following accessible services: food, shelter, emergency supplies, emergency first aid, disaster health and mental health assistance, family reunification, disaster welfare information, client casework and recovery planning, and distribution of humanitarian supplies. Through its nationwide organization, the Red Cross coordinates its total resources for use in large disasters.

Section 3: Concept of Operations

This section describes the CONOPS for the CA-ESF 6. It provides a summary discussion of how the CA-ESF 6 stakeholders, through collaboration and joint actions, perform the ESF activities described in the previous section. Internal guidance documents and SOPs, including the CDSS DOC Procedures and the MCSTF SOP, provide more detailed information on positions, roles and responsibilities, checklists, and additional information on response operations.

An emergency or a disaster may result from natural, human-made, or technological hazards, civil disturbance, or acts of terrorism, causing extensive damage and human suffering. Survivors may be forced from their homes or be required to shelter within their residences, depending on factors including, but not limited to, the time of occurrence, area demographics, building construction, and existing weather conditions. Individuals such as tourists, commuters, students, the pre-disaster homeless, individuals with disabilities, older adults, and others with AFN may be affected and arrangements will need to be made to provide life-sustaining or supportive services. When notified of an emergency or disaster at the local level, the CDSS will monitor the situation and, if requested, will assist using SEMS resource ordering, coordination, and tracking protocols and guidelines.

The CDSS Disaster Services Branch (DSB) Emergency Services Coordinators have rotating duty officer responsibilities to ensure coverage 24 hours a day, seven (7) days a week, 365 days a year, in the event the State Operations Center (SOC) is activated or a county emergency operations center (EOC) requests assistance with mass care resources or unmet needs.

MCS operations are conducted and organized by the local offices of Social Services, Offices of Emergency Services, or other delegated agencies within the boundaries of the affected jurisdictions. State departments with MCS responsibilities may work with a jurisdiction during the mitigation, preparedness, response, and recovery phases of emergency management.

The CA-ESF 6 supports state, regional, local, tribal, private sector, and NGO efforts to address the mass care, emergency assistance, and human service needs of individuals and families affected by an emergency or disaster.

The CA-ESF 6 works in collaboration with its federal ESF 6 partners, the California Recovery Support Function 3: Health and Social Services (HHS RSF), and other RSF partners during all phases of emergency management.

3.1 PLANNING ASSUMPTIONS

This section lists the general planning and MCS assumptions relevant to the CA-ESF 6 activities following [FEMA's Developing and Maintaining Emergency Operations Plans Comprehensive Preparedness Guide 101](#). The nature and extent of an emergency or incident may require a pre-planned, immediate, and automatic response from all cooperating agencies.

- Local governments have the primary responsibility to provide MCS services to individuals and families affected by emergencies or disasters.
- Catastrophic planning assumptions for MCS are based on a worst-case scenario (e.g., a catastrophic earthquake, in which a disaster occurs without warning at a time of day that will produce maximum casualties).
- Planners must also consider varying degrees of emergencies or disasters that could cause casualties and result in the temporary relocation of disaster survivors.
- Sheltering during a pandemic may require OAs to set up temporary evacuation points (TEPs) and utilize non-congregate shelter (NCS) options to maintain social distancing protocol. California's [Mass Care and Shelter Guidance for Local Governments During a Communicable Disease Outbreak or Pandemic](#) should be considered for pandemic sheltering guidance.
 - Sheltering-in-place, restriction of movement, and NCS may be required to prevent the spread of communicable diseases during a pandemic incident.
- Not all disaster survivors will require MCS services. Some survivors may utilize shelters while others may shelter in place or travel to non-impacted areas of the state. As a result, MCS services may be needed at alternate locations.
- Private and voluntary organizations may support the CA-ESF 6 activities through the provision of immediate shelter, feeding, and emergency first aid relief to individuals and families, not normally available from government resources. These organizations may work in cooperation with the local government in preparing for, responding to, and recovering from the effects of an emergency or incident.
- An influx of first responders may strain resources in an impacted area. State-level mass care personnel will need to be prepared to support their own logistical needs when assigned to a disaster site.

- Some people may be reluctant to evacuate their homes/property because of their household pets/livestock. It will be necessary for local jurisdictions and private citizens to plan for the rescue, evacuation, sheltering, and feeding of the household pet/livestock population. Additional support may be provided by NGOs and state agencies.
- A three to five percent planning factor for individuals who will need shelter during a disaster should be considered for shelter planning purposes.
- A ten percent planning factor for individuals who will need shelter during a catastrophic event should be considered for shelter planning purposes.
- A 25 percent planning factor for individuals with disabilities, older adults, and others with an AFN should be considered for shelter planning purposes.
- Inquiries regarding individuals residing within the affected area may begin once the public is made aware of the emergency or disaster.
- Reunification services should be made available to residents, tourists, business travelers, students, and others of the disaster-affected area.
- The CA-ESF 6 stakeholder agencies will work closely with state and federal agencies in a regional emergency operations center (REOC), EOC, SOC, local assistance centers, or joint field office (JFO) throughout response and recovery operations to ensure coordinated and consistent service to the affected population.
- As a JFO and other support facilities are established, state personnel will operate jointly with federal counterparts.

3.2 MITIGATION PHASE

Mitigation is the effort to reduce loss of life and property by lessening the impact of disasters. Mitigation is achieved through risk analysis. Mitigation-phase activities for the CA-ESF 6 annex may include the following:

- Coordinate the mitigation efforts of the CA-ESF 6 stakeholders to maximize efficient use of resources.
- Document issues pertaining to mitigation that may be needed for inclusion in agency or state/federal briefings, situation reports, and action plans.
- Help to ensure that the process of identifying and selecting shelter facilities includes the consideration of accessibility, potential hazards to those facilities, and mitigation measures that will reduce hazards.

- OAs can identify potential hazards in their jurisdiction by utilizing the California State Hazard Mitigation Plan or their local hazard mitigation plan.

3.3 PREPAREDNESS PHASE

Preparedness is a continuous cycle of planning, organizing, training, equipping, exercising, evaluating, and taking corrective action to ensure effective coordination during incident response. Preparedness activities for building and maintaining the CA-ESF 6 stakeholder capabilities include:

- Establish and maintain memorandums of understanding (MOUs) with CA-ESF 6 stakeholder organizations.
- Promote quick access to emergency supplies and essential services by working with OAs to pre-identify available resources and develop relationships with NGO, community-based, and private industry representatives to identify and catalog MCS resources.
- Support the development of training modules to educate citizens on personal and household disaster preparedness and disaster mitigation activities.
- Participate in local, state, and federal exercises.
- Conduct annual CA-ESF 6 specific exercises to provide training and validation of the information within this annex, the CDSS DOC Procedures, and the MCSTF SOP.
- Recruit, train, and maintain volunteer forces (i.e., Volunteer Emergency Services Teams [VEST], Functional Assessment Service Teams [FAST], and CalHHS Employee Redirects) to conduct MCS activities.
- Train on inclusive practices to integrate the needs of individuals with disabilities, older adults, and others with AFN within emergency planning.
- Strengthening language access for all individuals.
- Use a whole community approach to develop and maintain relationships and agreements with partners.
- Identify key organizations and their areas of expertise, potential capabilities, and resources to enhance the CA-ESF 6. Maintain a contact roster of the CA-ESF 6 stakeholder organizations.
- Promote awareness of, and participation in, preparedness systems such as SEMS, NIMS, and the NRF.
- Identify local and regional needs and anticipated gaps in advance of actual emergencies and incidents.

- Prepare the CA-ESF 6 MCSTF SOP and other plans and SOPs, including position checklists and other procedures or guidance.
- Stakeholder Preparedness Report (SPR) and Threat and Hazard Identification and Risk Assessment (THIRA) capabilities assessments.
- Establish contracts for the provision of key mass care commodities.
- Support local, regional, state, and federal catastrophic response planning projects, including identification of potential CA-ESF 6 resource shortfalls.

3.4 RESPONSE PHASE

Response includes activities that address the short-term, direct effects of an emergency or incident. Response includes the execution of emergency operations plans and activities to limit the loss of life, personal injury, property damage, and other unfavorable outcomes. Initial response activities focus on meeting the urgent humanitarian needs of those impacted by a disaster.

Response activities will be conducted in accordance with SEMS. Requests for CA-ESF 6 assistance will be managed and coordinated at the level required to achieve the desired result.

The following sections present the roles and responsibilities of the CA-ESF 6 participants, capabilities, activation and notification, coordination with other CA-ESFs and the federal ESF 6, and NGOs. More operational details are presented in the companion document to this annex, the MCSTF SOP.

3.4.1 OPERATIONS AND COORDINATION

Within California's emergency response plans, CalHHS is the lead agency for CA-ESF 6 MCS, led by the CDSS. The CDSS coordinates state resources for MCS and the development of plans and procedures to respond to emergencies and disasters in support of local government.

3.4.1.1 POLICY LEVEL

The Governor has overall authority for directing the state's activities in an emergency. The Secretary of the CalHHS and the Cal OES Director report directly to the Governor. Per the SEP, CalHHS can redirect resources as well as personnel to act as disaster services workers, within its departments and offices to address issues related to agency programs and the needs of the response.

As the lead agency for the CA-ESF 6 and the CA-ESF 8 (Public Health and Medical), CalHHS provides policy-level and decision-making direction to the directors of CalHHS responding departments.

3.4.1.2 OPERATIONS LEVEL

The Mass Care and Shelter Task Force: The MCSTF serves as a central body for the CA-ESF 6 stakeholders to coordinate resources, de-conflict information, and prioritize response activities, when an incident's complexity exceeds the ability for the CA-ESF Coordinator or Agency Representative to handle. The MCSTF may be located at the SOC, DOC, or another facility depending on operational need. The CA-ESF 6 stakeholder organization representatives providing MCS services may meet virtually or be physically located together. The MCSTF exists so that organizations can more effectively communicate, obtain a common operating picture, and align goals and objectives with the overall state response. The full description, position descriptions, organizational chart, and further information is available in the MCSTF SOP and DOC Procedures.

Department Operations Center: Directors of departments and offices have direct line authority over their respective DOCs. The role of a DOC includes the following core functions: coordination, communication, resource deployment, and tracking. The DOC within the CDSS is responsible for conducting response operations specific to the department, including coordinating with the MCSTF as needed. The CDSS DOC procedures detail DOC-specific activities.

Agency Representative: An Agency Representative may be assigned to a state department, REOC, or the SOC to assist with resource and information coordination. This role requires Agency Representatives to provide in-depth knowledge and information from the agency they represent. It also requires representatives in this role to act on behalf of their agency within established policy limits. Additionally, the Agency Representative will need to provide information and situation status updates to and from the represented agency. An Agency Representative can be requested solely, or in addition to a CA-ESF Coordinator.

CA-ESF Coordinator: The CA-ESF Coordinator will support the Agency Representative as needed or requested. Within this role the CA-ESF Coordinator may provide broad knowledge of the core functions of the emergency support function, CA-ESF 6, as well as any roles, responsibilities, and capabilities within the MCS discipline. This differs from the Agency Representative role in that the Coordinator will not be required to provide

in-depth knowledge regarding one agency or make policy level decisions.

CA-ESF 6 Stakeholders: The CA-ESF 6 stakeholder organizations will be invited to participate in situational awareness meetings or conference calls for information sharing and resource coordination purposes.

Regional Emergency Operations Center and the State Operations Center: When an emergency occurs or causes a threat, the Cal OES may activate a REOC and/or the SOC to support affected OAs. If requested by the Cal OES to report to the REOC or SOC, the CA-ESF 6 Agency Representative and/or Coordinator would work within the respective SEMS structure set by the hosting jurisdiction.

Area Field Office or Joint Field Office: When an Area Field Office (AFO) or Joint Field Office (JFO) is established, a CA-ESF 6 Coordinator may be assigned to maintain communication and coordination with the Cal OES Recovery and/or federal ESF 6 liaisons to MCS. The CA-ESF 6 Coordinator may also be assigned to an AFO, if established, to maximize the provision of MCS services to disaster survivors.

3.4.1.3 CA-ESF 6 COORDINATOR

The CDSS DSB staff and managers are designated to fill the CA-ESF 6 Coordinator role(s) during disaster response. The CA-ESF 6 Coordinator is identified based on relevant subject-specific qualifications (e.g., training in SEMS, NIMS, the Incident Command System (ICS), discipline-specific knowledge and expertise, and knowledge of the resources and capabilities of the CA-ESF 6 organization. All coordination will take place through the SEMS structures and procedures.

The CA-ESF 6 Coordinator will facilitate collaboration among stakeholders by enhancing information-sharing processes and coordinating resource allocation among mass care and shelter entities. The CA-ESF 6 Coordinator can provide information about the capabilities and resources of the CA-ESF 6 stakeholder organizations that provide MCS support and provide discipline-specific expertise for MCS-related activities. The CA-ESF 6 Coordinator does not have authority to speak on behalf of stakeholders within the CA-ESF, commit resources or staffing, or represent the policy positions of CalHHS or other state agencies and departments. This authority remains with the respective Agency Representative.

3.4.2 CA-ESF 6 CAPABILITIES

Each stakeholder organization has specific resources and capabilities within the CA-ESF 6 principal activities: mass care, emergency assistance, and human services. For example, the Department of Public Health can provide information on bed availability in general care facilities in affected areas. CDSS may execute the MCS feeding agreements with the NGO feeding partners. Another example is the CA-ESF 6 may coordinate with the CA-ESF 7 (Resources) to deliver MCS resources, supplies, equipment, and contracted services, such as hotels or facilities. Each of these MSC capabilities, and others, are continually being expanded on from the different stakeholder organizations.

3.4.3 ACTIVATION AND NOTIFICATION

The CA-ESF 6 is always prepared to be activated and operates on duty officer status until a request for response to an activation is made. The CDSS DSB also maintains a readiness posture in the event the SOC is activated or an EOC requests assistance for MCS resources or has unmet needs. The CDSS DSB maintains a rotating duty officer to monitor and communicate the CA-ESF-6 MCS activities among CDSS, California State Warning Center (CWSC), and the field. The duty officer serves as a 24-hour point of contact seven (7) days a week. When an emergency or disaster occurs that requires the support of state or federal resources, the SOC Director will assess the need to request an Agency Representative or the CA-ESF 6 Coordinator to support emergency activities according to the SEP. Depending on the nature, scope, and magnitude of an emergency, the response may vary in size, depth, and duration.

Once the SOC Director has determined that the incident will require MCS coordination, the following actions will take place:

ALERT AND NOTIFICATION PROCESS

ENTITY	INITIAL NOTIFICATION
CWSC	CWSC will notify CDSS designated managers and other executives through the duty officer program.
CDSS	<p>The CDSS Management, via the DSB Branch Chief and the DSB Duty Officer, is notified and a CDSS Agency Representative or CA-ESF 6 Coordinator is activated. The activated Coordinator or Representative then has the responsibility to notify other stakeholders as needed.</p> <p>In consultation with the Cal OES, the CDSS, via the DSB Branch Chief or designee, may activate the CA-ESF 6 MCSTF and make preliminary notifications to the appropriate agency, departmental, and DSB staff and the CA-ESF 6 stakeholders. The Cal OES may mission task state entities as needed.</p>

All notifications will occur by direct contact, using the telephone, email, and/or text messages to a mobile device or automated notification system.

When the SOC or REOC is activated, the SOC or REOC Director will coordinate with the CSWC to notify state agencies and departments to deploy an Agency Representative to the REOC, SOC, JFO, or other coordinating facilities. If a JFO is activated, the CDSS Agency Representative or CA-ESF 6 Coordinator will also coordinate with Cal OES Recovery and federal ESF 6 Agency Representatives.

Nothing in this section shall preclude the CDSS, as the lead department for the CA-ESF 6, from activating the CA-ESF 6 Coordinator and/or MCSTF to address a specific situation requiring MCS services.

When activated, the CDSS Agency Representative will:

- Establish and maintain communications with key support agencies and organizations of the CA-ESF 6.

- Immediately begin to acquire situational information to evaluate the potential scope of humanitarian needs and related resource requirements.
- Assign personnel to work with the Cal OES Mission Coordinators to ensure tracking and identification of MCS resources.
- Work to develop an initial staffing pattern for the CDSS staff at that center.
- Activate and deploy CDSS staff to REOCs, SOC, and/or JFO, based on the needs of the incident.
- Document issues that may be needed for inclusion in After-Action Reports (AAR).
- Provide or arrange for MCS technical assistance as needed.
- Coordinate with the Cal OES OAFN to discuss the needs of individuals with disabilities, older adults, and others with AFN are being met.
- Coordinate with other CA-ESFs and/or federal ESFs as necessary to support the coordination of multi-function response activities.

When activated, the CA-ESF 6 MCSTF lead will:

- Establish the appropriate MCSTF staffing to respond to the emergency.
- Supervise and manage assigned CA-ESF 6 staff at the MCSTF.
- Establish and maintain communication and coordination with partner CA-ESF 6 state agency DOCs and other stakeholders.
- Request support and coordination from other CA-ESFs, as needed.
- Assist with identification and acquisition of key resources required to address the potential, perceived or actual threats, in coordination with the CA-ESF 6 co-lead, the Red Cross.
- Request support and coordination from other CA-ESFs, as needed.

3.4.3.1 TASK FORCE ACTIVATION

Depending on the level of support required for an incident or event, the MCSTF may be activated to support specific CA-ESF 6 activities. The MCSTF lead is responsible for determining which roles are needed to activate within the MCSTF, to align with the MCSTF SOP. The MCSTF may be activated to support activities at the SOC or alternate location, as required.

3.4.3.2 COORDINATION WITH OTHER CA-ESFs

For most incidents requiring the activation of the SOC, multiple CA-ESFs will be activated to support the coordination of response activities. Cross-functional coordination between the CA-ESFs is critical in facilitating the sharing of information and in ensuring the efficient use of resources.

The CA-ESF 6 Coordinator will establish contact with other CA-ESF representatives when appropriate. The CA-ESF 6 is in close coordination with the CA-ESF 7 (Resources), CA-ESF 8 (Public Health and Medical), and CA-ESF 11 (Food and Agriculture (for animal care)).

3.4.3.3 FEDERAL ESFs

As described in the NRF, the federal government organizes much of its resources and capabilities under 15 ESFs. Federal ESF 6 (Mass Care, Emergency Assistance, Housing, and Human Services) has been developed and organized to provide federal resources to state and local agencies and NGOs during the response and recovery phases of an emergency. The federal ESF 6 uses standardized resource management concepts such as typing, inventorying, and tracking to facilitate the dispatch, deployment, and recovery of resources before, during, and after an incident.

3.4.3.4 COORDINATION WITH NON-GOVERNMENTAL ORGANIZATIONS

When the MCSTF is activated, designated staff will communicate with NGO liaisons to coordinate support for CA-ESF 6 activities. The largest partner in NGO coordination with the CA-ESF 6 is the Red Cross and various feeding partners. The Red Cross coordinates with various NGOs for sheltering, feeding, and bulk distribution. Other NGO assistance for mass care, emergency assistance, and human services will typically be coordinated through the SOC, on an as-needed basis.

Other NGOs may be asked to provide liaisons to the MCSTF to address specific MCS issues. Key NGOs are listed in Section 2.4.6. NGOs may also be asked to provide staff to participate in one or more of the activated task force positions.

3.5 RECOVERY PHASE

Once immediate lifesaving activities are complete, the operational focus will shift to assisting individuals, households, critical infrastructure, and businesses in meeting basic needs and returning to self-sufficiency. These long-term activities contribute towards the closure of shelters and redirection of mass care and

emergency assistance resources into other areas of need. Short-term recovery will begin almost immediately, overlapping the response phase, and long-term recovery, which may involve some of the same actions, could continue for years. The CA-ESF 6 transition to recovery activities include:

- The Transitional Shelter Assistance (TSA) is a FEMA program that provides short-term, temporary non-congregate shelter (NCS) assistance for disaster survivors who cannot return home for an extended or indeterminate period resulting from a presidentially declared disaster that includes Individual Assistance. The TSA intends to provide sheltering for disaster survivors as they transition from emergency shelters to temporary or permanent housing solutions. The CDSS coordinates with Cal OES and FEMA to administer this program.
- The Individuals and Households Program (IHP) is a joint federal and state program that may provide assistance following a presidentially declared disaster when the federal assistance to IHP is implemented.
 - Under IHP, FEMA may provide awards that cover basic needs in the form of rent, home repair or replacement, transportation repair or replacement, funeral expense, or other miscellaneous expenses.
- The CDSS serves as the primary state agency overseeing the federal Disaster Case Management Program (DCMP) grant resulting from a presidentially declared disaster that includes Individual Assistance.
 - The CDSS will develop and submit the grant application to FEMA, and if approved, receive DCMP award funding.
 - The CDSS will provide administrative oversight and monitor the program, including the performance of the management agency and ensure all reporting requirements are met.
- The CDSS administers the State Supplemental Grant Program (SSGP) where it may also provide grant funds to assist people who have suffered damage in a presidentially declared disaster area when federal assistance to IHP is implemented.
 - The SSGP is 100 percent state-funded, and the grant may assist with any eligible items not already addressed by the IHP.
 - Individuals must have applied to FEMA and maximized the IHP award to be eligible for the SSGP.
- The CDSS also serves as the primary agency coordinating with stakeholders to continue providing human services through the Health and Social Services (HSS) RSF role. This role is encompassed into the larger

RSF coordination group led by Cal OES. The CDSS affords a representative in this role to provide updates to unmet needs in the social services programs overseen by the CDSS and guided by the California Disaster Recovery Framework.

- The CDSS ensures recovery program information and resources are made available to disaster survivors through various avenues such as LACs or DRCs. These resources are often located in the affected areas and offer resources provided by government agencies, stakeholders, and local non-profit organizations.
- The CDSS leads in gathering, compiling, and summarizing information pertaining to CA-ESF 6 for the After-Action Report (AAR).

More detailed disaster recovery information is available in the California Disaster Recovery Framework

(<https://www.caloes.ca.gov/RecoverySite/Documents/2019-California-Disaster-Recovery-Framework.pdf>).

Section 4: Organization

The CA-ESF 6 organizational structure has both a planning role and an operational role. This section addresses the organizational and governance structures of the CA-ESF 6 itself. Section 5 discusses the operational structures that relate to the duties CA-ESF 6 performs during all four phases of emergency management.

The planning structure discussed in this section consists of the coordinating agency, lead department, the CA-ESF 6 stakeholder organizations, the CDSS DOC, and the MCSTF. Each of these entities form agreements and strategies for better coordination and conduct training sessions and exercises related to MCS.

The CA-ESF 6 and their stakeholder organizations have an established, formal governance structure and decision-making process to support the continuing development and maintenance of the CA-ESF 6 capabilities. The CA-ESF 6 organization includes representation from all stakeholders that support MCS activities in California. A key purpose of broad stakeholder participation is to develop and maintain strong functional relationships among the participants representing these stakeholders and cooperating entities.

4.1 COORDINATING AGENCY/LEAD DEPARTMENT

As noted in Section 2, CalHHS is the designated CA-ESF 6 Coordinating agency and has designated the CDSS as the CA-ESF 6 lead department. The Red Cross has been designated as the co-lead for the CA-ESF 6 through an MOU with the CDSS. As the CA-ESF 6 lead department during planning and preparedness efforts, the CDSS, in cooperation with the Red Cross, will:

- Identify and maintain appropriate staff for key CA-ESF 6 leadership and support positions to ensure effective ongoing development and maintenance.
- Designate staff to manage the development and maintenance of the CA-ESF 6 Annex.
- Designate staff to develop, implement, and maintain an ongoing CA-ESF 6 training programs in collaboration with stakeholder organizations.
- Designate staff to coordinate CA-ESF activities in response to an emergency.
- Provide leadership, guidance, and direction to the CA-ESF 6 stakeholder organizations.

- Coordinate, collaborate, and share information and resources among CA-ESF 6 stakeholder organizations.
- Set short-term and long-term goals and objectives for the CA-ESF 6 in collaboration with its stakeholder organizations.
- Foster participation and collaboration across all levels of government using a whole community approach.
- Review, coordinate, and approve proposals and recommendations submitted by the CA-ESF 6 stakeholder organizations.
- Maintain CA-ESF 6 stakeholder roster and contact information database.

4.1.1 CA-ESF 6 SUPPORTING ORGANIZATIONS

The CA-ESF 6 stakeholder organizations identify and prioritize projects to support and further develop the CA-ESF 6. CA-ESF 6 stakeholders also assist in the development and enhancement of the CA-ESF 6 operating procedures and support its ongoing maintenance. Each organization retains its respective authorities, regardless of its level of leadership or participation in any given activity.

The CA-ESF 6 stakeholder organizations' planning and preparedness responsibilities shall include, but are not limited to:

- Providing CA-ESF 6 guidance recommendations to the CDSS DSB.
- Fostering participation and collaboration among stakeholders at all levels of government, tribal nations and governments, stakeholder NGOs, and local communities.
- Assisting in setting long-term goals and objectives for all phases of emergency management.
- Reviewing and providing input on proposals, projects, exercises, and training.
- Assisting with the identification of potential MCS gaps in all phases of emergency management.
- Making recommendations to the CDSS DSB regarding shortfalls in equipment and training, as well as suggestions to overcome identified shortfalls.
- Notifying the CDSS DSB and other partners when internal MCS programs or resources change that impact the CA-ESF 6 capabilities.
- Providing and updating organization contact information to the CDSS DSB for disaster planning and response.
- Providing updates to CDSS for the CA-ESF 6 Annex.

4.1.2 CA-ESF 6 TASK FORCE/WORKING GROUPS

The CA-ESF 6 Task Forces may be formed to act in both a planning and operational capacity. Participation on a task force will be determined according to the nature of the activity. Components of the following task force and functional working groups may be used:

- Mass Care and Shelter Task Force
- Sheltering Work Group
- Feeding Work Group
- Reunification Work Group
- Distribution of Emergency Bulk Supplies Work Group
- Household Pets Work Group
- Disability and Access and Functional Needs Work Group

Stakeholder engagement in the CA-ESF 6 Task Force and workgroups establishes strong relationships between the cooperating entities. The CDSS DSB will develop and maintain appendices to the annex with support of the task force stakeholders. The CA-ESF 6 will participate in task forces led by other CA-ESFs, as appropriate. For example, many CA-ESF 6 stakeholder organizations may have a role in a Housing Task Force.

Section 5: CA-ESF 6 Principal Functions

The activities included under the CA-ESF 6 fall into three categories:

- Mass Care
- Emergency Assistance
- Human Services

Each of the activities and their sub-activities are discussed in separate sections below. These activities are not limited to the response phase. The following descriptions of what would occur apply to all phases.

The CA-ESF 7 (Resources), led by the Department of General Services, provides emergency procurement assistance and support to the CA-ESF 6, other CA-ESFs, as well as within the response community. The CA-ESF 7 coordinates emergency use and repair of state facilities and properties and maintains lists and general knowledge of critical assets held by various state departments.

The CA-ESF 7 supports the CA-ESF 6 across multiple mass care and emergency assistance activities. The CA-ESF 7 is organized by the following core functional areas:

- Emergency Acquisitions – to facilitate contract support, implement policy changes, conduct training, and support purchasing activities.
- Facilities – to identify state and private sector facility resources.
- Critical Assets – to identify and support the allocation of resources.

5.1 MASS CARE

Mass care includes overall coordination of sheltering, feeding, and other life-sustaining activities to support those impacted by an emergency or other incident.

5.1.1 SHELTER COORDINATION

Sheltering may include establishing and supporting temporary evacuation points (TEPs) and establishing emergency shelters for the affected population, including individuals with disabilities, older adults, and others with AFN and their support requirements. It may also include service animals, household pets, and emotional support animals. For some activities, such as animal care, CA-ESF 6 may play a secondary role in supporting another CA-ESF in its lead role.

The CA-ESF 6 supports the coordination among local, tribal, state, and federal governmental agencies, NGOs, and private sector organizations of the MCS resources needed to support a MCS response. Together, these partners plan and coordinate shelter sites within an affected area, shelter sites set by local government or NGOs, and non-traditional sheltering options. These partners also support evacuation centers outside of the affected area. Facilities used for shelters include pre-designated sites in existing structures, temporary non-traditional shelters, or if evacuation is required where a pre-established shelter is located, the use of similar facilities outside the affected area.

In some scenarios, people may choose to stay in their residences or shelter in place. Depending on the impacts of the emergency or other incident, these individuals may be without potable water, power, and food. CA-ESF 6 will coordinate the provision of mass care services and other forms of support for individuals that choose to shelter in place.

Many CA-ESFs are mutually dependent and may directly affect each other. Thus, the CA-ESF 6 also coordinates with other CA-ESFs to plan and integrate with those ESFs and their primary responsibilities and functions. During a presidentially declared disaster, the CA-ESF 6 also coordinates with the federal ESF 6 to access a variety of federal programs such as FEMA's TSA program to provide short-term lodging accommodations.

The Red Cross provides much of the temporary emergency sheltering for disaster survivors through agreements with local governments. In most OAs, the Red Cross is designated as the primary NGO responsible for MCS operations and other disaster relief services. However, the ultimate responsibility for disaster response lies with the local government. Therefore, the Red Cross will only conduct sheltering operations with approval from the authority having jurisdiction. This sheltering is accomplished through operation of shelter facilities made available in schools, recreation centers, civic arenas, etc. The Red Cross is the co-lead at the state and federal levels for mass care. The Red Cross provides emergency mass care in coordination with government agencies and private organizations. The CA-ESF 6 will coordinate with OAs and the Red Cross to support shelter operations.

As part of this function, the CA-ESF 6 monitors the need for deployment of [Functional Assessment Service Teams](#) (FAST). The FAST members are trained personnel who work in shelters to assist in identifying resource and

accessibility needs so individuals with disabilities, older adults, and others with AFN can maintain their health, safety, and independence during disasters. The state FAST members will not be deployed unless a request is made by an OA through a mission task request with the Cal OES.

The CA-ESF 6 also monitors the need for deployment of [Volunteer Emergency Services Teams](#) (VEST). The VEST members may be deployed to assist with various tasks such as shelter operations, working in EOCs to coordinate efforts, or staffing LACs throughout California to connect evacuees and victims to benefits and services. The state VEST members will not be deployed unless a request is made by an OA through a mission task request with the Cal OES.

In catastrophic situations, the CA-ESF 6 may request the deployment of state employees to assist with emergency operations under the Employee Redirect Program. The Employee Redirect Program is expected to take 72 hours to begin providing local assistance, as employees may require just-in-time training before being deployed. Organizational structure and communication plans must be established ahead of deployment.

5.1.2 MASS FEEDING SERVICES

Mass feeding is undertaken by many stakeholders including voluntary organizations that provide food and/or meals (e.g., meals ready to eat, hot meals) to disaster workers, those that are in shelters, and individuals sheltering in place that have been impacted by the emergency or other incident. Food and feeding support stocks are procured by the voluntary agencies or obtained from government programs, local or regional food banks, private partners, wholesale partners, the California Grocers Association, or from the United States Department of Agriculture (USDA) food commodities already available in schools and other facilities. If these resources prove to be inadequate at the OA level, additional or specialized resources may be obtained through the SEMS process.

The process for distribution (mobile or fixed) will be established according to the needs of the impacted OA for essential items in areas where commercial trade is inoperative or insufficient to meet the emergency needs. Feeding operations will be based on sound nutritional standards and will include provisions for meeting any special dietary requirements of disaster survivors, including medical, health, ethnicity, or regional considerations. Menus will be determined by volunteer organizations conducting food preparation with full consideration of individual dietary needs. Menus may be built around USDA

foods that are available. Other mass care organizations with food resources will supplement the food supply, when possible. Menus will be adjusted based on food quantities and needs as determined by voluntary agencies providing feeding services.

The CA-ESF 6 and the Feeding Work Group within the MCSTF will assist in the development of mass feeding plans in coordination with local, tribal, state, and federal governmental agencies, NGOs, and private sector organizations for directly impacted populations through a combination of fixed sites, mobile feeding units, and distribution sites. When the MCSTF is not established, feeding may be directly coordinated by the Red Cross or local jurisdiction.

5.1.3 DISASTER HEALTH, MENTAL HEALTH, AND OTHER HEALTH AND MEDICAL SERVICES AT MASS CARE DELIVERY SITES

The Red Cross, in conjunction with local health departments and other stakeholder organizations, provides disaster health and mental health services to the affected populations and workers at mass care service delivery sites in a culturally and linguistically appropriate manner. Disaster health services assess clients to determine appropriate care needs, provides care and support to clients who have disaster-related or disaster-aggravated unmet health needs, and assists clients with finding resources to meet unmet disaster-related health needs. Disaster mental health workers provide emotional support to shelter clients and workers. They do this by identifying the needs of clients and workers, promoting the coping and resilience of individuals and families, and connecting specific individuals and families with community mental health resources when needed. The CA-ESF 6 stakeholder organizations, including independent living centers and regional centers, may assist the Red Cross in meeting unmet needs in this area.

The CA-ESF 8 (Public Health & Medical) Annex supports the CA-ESF 6 by providing expertise and guidance on the public health issues of the medical needs of the population. The CA-ESF 8, which is co-led by the CDPH and the Emergency Medical Services Authority (EMSA), coordinates public health and medical activities and services statewide in support of local jurisdiction resource needs for mitigation, preparedness, response, and recovery from emergencies.

The CA-ESF 6 will establish close coordination with the CA-ESF 8. The CA-ESFs 6 and 8 will plan for the provision of behavioral health, public health,

and medical services, if requested, and for referral of shelter residents to appropriate medical personnel and facilities. The lead departments for these services are as follows: the California Department of Healthcare Services (DHCS) for behavioral health services, CDPH for public health services, and the EMSA for medical services.

Note: None of these services are enough to supplant medical services provided for shelter populations; rather, they provide support for the provision of these medical services. If available resources prove to be insufficient to address the situation, additional resources may be obtained through SEMS resource-ordering procedures. The CA-ESF 8 will coordinate additional medical service support, if needed.

5.1.4 SUPPORT FOR DISTRIBUTION OF HUMANITARIAN SUPPLIES

NGOs and local, state, or federal government agencies may establish sites within the affected area to distribute emergency relief supplies and commodities, such as water, ice, food, and supplies for first aid and sanitation, to support residents who remain at home. The CA-ESF 6 will coordinate with these entities to plan for and conduct the distribution of these emergency supplies.

The process (mobile or fixed) for distribution will be established according to the needs of the impacted area for essential items in areas where commercial trade is inoperative or insufficient to meet the emergency needs of the affected area.

5.2 EMERGENCY ASSISTANCE

Emergency assistance covers needs of individuals, families, and their communities beyond the scope of immediate mass care services. This assistance includes reunification services, support for individuals with disabilities, older adults, and others with AFN, support for household pets, emotional support and services animals, non-traditional sheltering activities, and support for volunteers and voluntary agency coordination.

5.2.1 REUNIFICATION SERVICES

Reunification involves locating, registering, tracking, and reuniting evacuees with families. These activities are performed at local, state, and federal levels.

Reunifying unaccompanied minors and separated or missing children with their parents or legal guardians in the aftermath of a disaster is a priority.

Reunifying individuals with disabilities, older adults, and others with an AFN

with their personal care providers, service animals, and assistive technology is also a priority. Referring and reunifying minors and individuals with disabilities, older adults, and others with an AFN, requires the efficient, coordinated use of resources and efforts from across the whole community and all levels of government. The CA-ESF 6 role will be to coordinate mutual aid and state and federal resources to support local government and tribal nations in reunifying an individual.

The CA-ESF 6 will also support planning efforts to ensure the collection and provision of information regarding individuals residing within the affected area to immediate family members outside the affected area. This information will be provided to immediate family members using tools such as the [National Emergency Family Registry and Locator System](#) and/or the National Emergency Child Locator Center, and the National Center for Missing and Exploited Children. The Red Cross' Safe and Well software is also available to states for use during disasters to track and assist in the reunification process.

5.2.2 SUPPORT FOR INDIVIDUALS WITH DISABILITIES, OLDER ADULTS, AND OTHERS WITH AFN

The CA-ESF 6 includes representatives from all levels of government and NGOs in all phases of emergency management. Planning and responding to an event that requires an inclusive approach to disaster preparedness, developing plans and guidance, performing trainings and exercises, and assisting counties with plan development and coordination of resources before, during, and after disasters. Emphasis is placed on serving individuals with disabilities, older adults, and others with AFN. Essential to this process is the inclusion of the internal and external community stakeholders throughout each phase of the emergency planning process. Local, state, and federal agencies must plan and prepare to meet the needs of the whole community (see the Cal OES publication [Integrating Access and Functional Needs within the Emergency Planning Process](#), June 2020).

All coordination of efforts to meet these needs begins at the local level. If resources exceed local level capacity, a request can be made for the state to assist. Fully addressing AFN considerations may include modifications to programs, policies, procedures, architecture, equipment, services, supplies, and communication methods. Examples may include provision of reasonable accommodations, modification of a policy, practice, or procedure, or the

provision of auxiliary aids and services to achieve effective communication, such as, but not limited to:

- the provision of way-finding assistance to someone who is blind or has low vision to orient to new surroundings,
- the provision of feeding, transferring, and toileting assistance for an individual with a mobility disability, or
- the provision of an interpreter to someone for whom English is not their primary language or someone who is deaf or hard of hearing. This includes AFN considerations for all survivors who seek public benefits (see FEMA's guidance on [Planning for Integration of Functional Needs Support Services in General Population Shelters](#), November 2010).

Individuals with disabilities, older adults, and persons with AFN should be equally served and integrated within the general population area of emergency shelters. A Functional Assessment Service Team (FAST), along with community-based organizations (e.g., independent living centers), can be requested to conduct assessments of individuals and facilitate the process of getting essential resources and services needed by individuals in shelters that have access or functional needs.

5.2.3 SUPPORT FOR HOUSEHOLD PETS, EMOTIONAL SUPPORT, AND SERVICE ANIMALS

The CA-ESF 6 coordinates with the CA-ESF 11 (Food and Agriculture) to support the reunification, care, and shelter of accompanied household pets, emotional support animals, and service animals. The CA-ESF 11, which is led by the California Department of Food and Agriculture (CDFA), provides technical support and subject-matter expertise regarding the safety and well-being of household pets and livestock. The CA-ESF 11 coordinates federal support services for household pets, service animals, and livestock during disasters. When requested by the OA, the CA-ESF 6 will collaborate with the CA-ESF 11 to ensure coordination of support these animals.

The California Animal Response Emergency System (CARES) is the primary responsibility of the CDFA and coordinates with the Cal OES, local governments, NGOs, and other volunteer organizations. The CA-ESF 6 coordinates with both the CDFA and the Cal OES in addressing household pets and service animals sheltering issues by leveraging the resources and contacts of CARES.

5.2.4 NON-TRADITIONAL SHELTERING ACTIVITIES

During a disaster, general population shelters may house individuals with needs that require medical attention. Examples include individuals who require the use of durable medical equipment, such as oxygen concentrators, continuous positive airway pressure (CPAP) devices, or access to prescribed medications. If local jurisdictions need assistance with medical support in a shelter, they may request support in accordance with the SEMS.

Non-congregate sheltering facilities are those that provide private, semi-private, or shared accommodations to support affected populations, including individuals with disabilities, older adults, and others with AFN, pets, and emotional support and/or service animals.

The CA-ESF 6 will ensure coordination with local, tribal, state, and federal governmental agencies, NGOs, and private sector organizations in all planning and support activities for non-traditional shelters. The CA-ESF 6 may take either a primary or support role in non-traditional shelters, as outlined below.

The CA-ESF 6 Primary Role

- Non-Congregate Shelters:
 - Hotels
 - Motels
 - Single-use facilities
 - Dormitories
 - Campgrounds
- Congregate Shelters:
 - Mega-shelters (large venues, large complex shelter locations, fairgrounds, etc.)
 - Open-air shelters (campgrounds, recreational vehicle parks, athletic fields, parking lots, etc.)
 - Spontaneous community shelter locations

The CA-ESF 6 Support Role:

- Pre-staging areas, TEPs, and other processing centers

- Planning support for emergency respite sites, evacuation assembly sites, survivor movement assembly sites, and other states hosting California residents
- Evacuation monitoring and reporting

5.2.5 SUPPORT FOR VOLUNTEERS/VOLUNTARY AGENCY COORDINATION

Disaster relief organizations with volunteers may include Voluntary Organizations Active in Disaster (VOADs); other NGOs and faith-based organizations; local, tribal, and state governments; and private sector entities. The CA-ESF 6 will coordinate with these organizations to facilitate an inclusive, multiagency, communitywide effort to address the unmet MCS needs of individuals, families, those with disabilities, older adults, and others with AFN.

The CA-ESF 17 (Volunteers and Donations Management) supports responsible jurisdictions in ensuring the most efficient and effective use of affiliated and unaffiliated volunteers and organizations to support incidents requiring a state response. The California Volunteers is the lead agency for the CA-ESF 17.

The Cal OES State Voluntary Agency Liaison (VAL) serves as a key contact for communications with voluntary and non-government agencies; VOADs; community and faith-based organizations; and local, tribal, state, and federal governments during all phases of emergency management. The Cal OES VAL provides guidance, collaboration, and support to partner agencies involved in CA-ESFs 6 and 17.

5.3 HUMAN SERVICES

The CA-ESF 6 will utilize its network during the transition from response to recovery to help maintain continuity of activities. The CA-ESF 6 will coordinate with other federal and state ESFs and RSFs and the Cal OES Individual Assistance Branch to support the following DCMP and other human services for needs of individuals and families:

- The CA-ESF 8 is responsible for short-term crisis counseling for individuals experiencing emotional or mental health challenges caused by the impact of the emergency or other incident. There are local, state, and federal programs designed to help relieve grieving, stress, and mental health problems caused or aggravated by a disaster or its aftermath, on a short-term basis. Spiritual and emotional support services are often

provided by the Red Cross, the Southern Baptist Convention Disaster Relief Ministries, and various grief counseling groups.

- The Red Cross provides client casework at most mass care delivery sites. Client casework assists clients with personalized recovery planning, supports clients in problem-solving, provides referrals to other organizations, advocates on behalf of a client with a third party such as a landlord, and connects clients to services provided by health and disaster mental health practitioners.
- Case management for disaster recovery benefits and services is typically provided by governmental agencies (local, state and federal) and qualified non-profits to eligible survivors. Case management ensures that a sequence of delivery is followed to streamline assistance, prevent duplication of benefits, and provide an efficient referral system. The CA-ESF 6 will support these case management services through the DCMP.
- The CA-ESF 6 will refer clients with recovery service providers to encompass a wide range of activities that are typically provided by local, state, federal, and NGO support to those affected by a disaster. These services are often provided at shelter sites, LACs, and DRCs. A CA-ESF 6 representative may be present in any of the above locations to provide information about the SSGP, DCMP, and other benefit assistance that may assist individuals affected by disasters.
- Many resources are available to assist affected individuals during the transition from response to recovery. For example, the TSA program provides short-term lodging assistance for evacuees who are not able to return home for an extended or indeterminate period following a presidentially declared disaster. The programs made available by the CA-ESF 6 stakeholder organizations and partners may be coordinated through the CA-ESF 6.
- Acute case management to ensure individuals with disabilities, older adults, and others with AFN can restore the services, support networks, and assistive technological needs necessary to maintain their pre-disaster state of independence may be provided by local, state, federal, NGO, and private sector partners.

- The CDSS Housing and Homelessness Branch, within the Family Engagement and Empowerment Division, is responsible for program development and oversight of statewide housing programs funded by CDSS. Resources and programs offered by the Housing and Homelessness Branch include:
 - Project Roomkey/Homelessness COVID Response
 - CalWORKs Housing Support Program
 - CalWORKs Homeless Assistance
 - Bringing Families Home Program
 - Housing and Disability Advocacy Program
 - Home Safe Program
 - Community Care Expansion Program

The CDSS works with the Housing Task Force during disasters and emergencies to identify resources for those people experiencing homelessness. The CDSS also provides resources and printed information to disaster survivors when requested at LACs and DRCs.

Section 6: Annex Maintenance, Training, & Exercises

6.1 ANNEX MAINTENANCE

This annex will be maintained by the CDSS. The annex will be reviewed annually by the CA-ESF 6 stakeholder organizations, which will develop recommendations for necessary revisions and direct them to the CDSS. Examples of these types of revisions are changes in format, operating procedures, and organizational structures.

Selected elements of the annex will be updated continuously, whenever the specific content in them changes. Examples of these types of revisions include:

- Changes to state or federal law.
- State or federal emergency management procedural change.
- Critical corrective actions to address lessons learned from activations and/or exercises.
- Development of or advancement in emergency response capabilities.
- Periodic review as recommended by the SEMS.

Proposed changes should align with existing authorities, regulations, statutes, and other plans. After the updates to the annex have been made, an updated document with a summary of the changes shall be sent out to all the CA-ESF stakeholders.

6.2 TRAINING AND EXERCISES

As the CA-ESF 6 lead department, the CDSS is responsible for developing and implementing a training and exercise program to support and improve the overall readiness of the CA-ESF 6 organizations, individuals, and stakeholders.

In general, the training program will include an orientation to the annex itself as well as emergency management that covers principles of SEMS, NIMS, and ICS. The exercise program will introduce, test, and validate the CA-ESF 6 plans, policies, and procedures specific to the MCSTF, DOC, SOC, REOCs, and AFO/JFO.

Appendix A: Acronyms and Abbreviations

AAR	After-Action Report
ADA	Americans with Disabilities Act
AFN	Access and Functional Needs
AFO	Area Field Office
CA-ESF	California Emergency Support Function
CA-ESF 5	California Emergency Support Function 5: Management
CA-ESF 6	California Emergency Support Function 6: Mass Care and Shelter
CA-ESF 7	California Emergency Support Function 7: Resources
CA-ESF 8	California Emergency Support Function 8: Public Health and Medical
CA-ESF 11	California Emergency Support Function 11: Food and Agriculture
CA-ESF 17	California Emergency Support Function 17: Volunteer and Donations Management
CAL FIRE	California Department of Forestry and Fire Protection
Cal OES	California Governor's Office of Emergency Services
CARES	California Animal Response Emergency System
CCC	California Conservation Corps
CCUSA	Catholic Charities USA
CDC	Centers for Disease Control
CDCR	California Department of Corrections and Rehabilitation
CDE	California Department of Education
CDFA	California Department of Food and Agriculture
CDPH	California Department of Public Health
CDSS	California Department of Social Services
CGA	California Growers Association
CalHHS	California Health and Human Services Agency
CNG	California National Guard
CONOPS	Concept of Operations
COVID-19	SARS-Co-V-2 Coronavirus Disease 2019
CPAP	Continuous Positive Airway Pressure
CSWC	California State Warning Center
DCMP	Disaster Case Management Program

DDS	Department of Developmental Services
DGS	Department of General Services
DHCS	Department of Healthcare Services
DHS	Department of Homeland Security
DMS	Division of Measurement Standards
DOC	Department Operations Center
DOJ	Department of Justice
DOR	Department of Rehabilitation
DRC	Disaster Recovery Center
DSB	Disaster Services Branch (CDSS)
EFAP	Emergency Food Assistance Program
EMSA	Emergency Medical Services Authority
EOC	Emergency Operations Center
ESF	Emergency Support Function
F&E	Fairs and Expositions
FAST	Functional Assessment Service Team
FEMA	Federal Emergency Management Agency
FMAG	Fire Management Assistance Grant
HSS	Health and Social Services
ICS	Incident Command System
IHP	Individuals and Households Program
JFO	Joint Field Office
LAC	Local Assistance Center
MAC Group	Multi-Agency Coordination Group
MCCH	California Missing Children Clearinghouse
MCS	Mass Care and Shelter
MCSTF	Mass Care and Shelter Task Force
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
NCMEC	National Center for Missing and Exploited Children
NCS	Non-Congregate Shelter
NGO	Non-Governmental Organization
NIMS	National Incident Management System
NRF	National Response Framework
OA	Operational Area
Red Cross	American Red Cross

REOC	Regional Emergency Operations Center
RSF	Recovery Support Function
SA	The Salvation Army
SEMS	Standardized Emergency Management System
SEP	State of California Emergency Plan
SFA	School Food Authority
SOC	State Operations Center
SOP	Standard Operating Procedure
SPR	Stakeholder Preparedness Report
SSGP	State Supplemental Grant Program
TEP	Temporary Evacuation Point
THIRA	Threat and Hazard Identification and Risk Assessment
TSA	Transitional Sheltering Assistance
USDA	United States Department of Agriculture
VAL	Voluntary Agency Liaison
VEST	Volunteer Emergency Services Team
VOAD	Voluntary Organizations Active in Disaster

Appendix B: Authorities, Supporting Plans, & Documents

AUTHORITIES

The authorities for this annex are listed below and provide a legal basis for ESF operations and activities.

Federal:

- Robert T. Stafford Disaster Relief and Emergency Assistance Act, amended the Disaster Relief Act of 1974
- Americans with Disabilities Act of 1990
- Homeland Security Act of 2002
- Homeland Security Presidential Directives 5 and 8, 2003
- Post-Katrina Emergency Management Reform Act of 2006
- Pets Evacuation and Transportation Standards Act of 2006
- American National Red Cross (USC 36 §300101-300111), amended in 2007
- National Incident Management System, revised 2017
- National Response Framework, revised 2019
- Social Security Act of 1935, as amended in 2019
- Public Health Service Act, as amended in 2021

State:

- California Emergency Services Act, 1970
- Standardized Emergency Management System, 1996
- California Department of Social Services general authority (Government Code Title 2, Division 1, Chapter 7, Article 16) and (Welfare and Institutions Code, Division 9, Part 3, Sections 13600 and 13613)
- State Supplemental Grant Program (Government Code, Title 2, Division 1, Chapter 7, Article 16, Section 8654) and (Welfare and Institutions Code, Sections 13600-13601)

The following table presents a range of supporting plans and documents that are relevant to CA-ESF 6.

SUPPORTING PLANS AND DOCUMENTS

Plan/ Document Name/ Version Date	Description	Stakeholders	Agency/ Dept.
California Catastrophic Incident Base Plan: CONOPS September 23, 2008	Establishes the CONOPS for the joint federal and state response to and recovery from a catastrophic incident in the state of California; defines the joint state/federal organization and operations that support the affected local governments and other entities in the incident area.	Local, county, state, federal, tribal government, volunteer organizations, the private sector, other NGOs	Cal OES
Bay Area Earthquake Plan July 2016	Establishes a regional disaster mass care and shelter system and prescribes responsibilities and actions required for an effective operation of MCS response to disasters.	Local, county, state, federal, tribal government, the private sector, other NGOs	Cal OES

Plan/ Document Name/ Version Date	Description	Stakeholders	Agency/ Dept.
Northern California Catastrophic Flood Response Plan 2018	Provides a framework outlining how local, state, and federal governments will respond and coordinate in anticipation of and following a catastrophic flood event, with emphasis on impacts to the Sacramento-San Joaquin Delta.	Local, county, state, federal, tribal government, the private sector, other NGOs	Cal OES
Cascadia Subduction Zone Earthquake and Tsunami Response Plan September 2013	Provides a framework outlining how local, tribal, state, and federal governments and private and nongovernmental organizations (NGOs) will respond and coordinate immediately following a catastrophic earthquake along the northern California coast.	Local, county, state, federal, tribal government, the private sector, other NGOs	Cal OES
Southern California Catastrophic Earthquake Response Plan December 2010	Provides a coordinated state/federal response to a catastrophic earthquake in Southern California.	Local, county, state, federal, tribal government, the private sector, other NGOs	Cal OES

Plan/ Document Name/ Version Date	Description	Stakeholders	Agency/ Dept.
Southern California Catastrophic Earthquake Response Plan December 2010	Provides a coordinated state/federal response to a catastrophic earthquake in Southern California.	Local, county, state, federal, tribal government, the private sector, other NGOs	Cal OES
State of California Emergency Plan (SEP) Pending update October 2017	Describes how response to natural or human-caused emergencies occurs in California. The plan is a requirement of the California Emergency Services Act, and describes: methods for conducting emergency operations, the process for rendering mutual aid, emergency services of government agencies, how resources are mobilized, how the public is informed, and how continuity of government is maintained during emergency.	Red Cross, VOADs, local, county, state, federal, tribal government, the private sector, other NGOs	Cal OES

Plan/ Document Name/ Version Date	Description	Stakeholders	Agency/ Dept.
California Disaster Recovery Framework January 2019	Supports local government in its recovery efforts. Identifies scalable, flexible, and adaptable coordinating structures to align key roles and responsibilities of State agencies to effectuate the timely restoration, strengthening, and revitalization of infrastructure, housing, and a sustainable economy.	Local, county, state, federal, tribal government, the private sector, other NGOs	Cal OES
Cal OES Tribal Consultation/ Collaboration Policy May 2015	Provides the framework to facilitate communication and maintain collaboration between Cal OES and California Federally Recognized Tribes.	State and tribal governments	Cal OES

Plan/ Document Name/ Version Date	Description	Stakeholders	Agency/ Dept.
Integrating Access and Functional Needs within the Emergency Planning Process: Best Practices for Stakeholder Inclusion June 2020	Outlines best practices to help emergency managers integrate access and functional needs throughout their planning processes.	Local, county, state, federal, tribal government, the private sector, other NGOs	Cal OES
Guidance on Planning for Integration of Functional Needs Support Services in General Population Shelters November 2010	Provides planning guidance that can be incorporated into existing shelter plans to State emergency managers and shelter planners to meet access and functional needs in general population shelters.	Local, county, state, federal, tribal government, the private sector, other NGOs	Cal OES
Administrative Order between CDSS and Cal OES 2016	Summarizes and expands upon the emergency preparedness, response, recovery, and mitigation functions of the CDSS established in the SEP.	Cal OES and CDSS	CDSS and Cal OES

Plan/ Document Name/ Version Date	Description	Stakeholders	Agency/ Dept.
CDSS Mass Care and Shelter Task Force Standard Operating Procedures Draft 2022	Defines the triggers for activating the MCSTF, how the MCSTF will conduct response operations, and the process for demobilization.	Local, county, state, federal, tribal government, volunteer organizations, the private sector, other NGOs	CDSS
CDSS Department Operations Center (DOC) Procedures 2019	Provides direction and guidance to the management and staff of the CDSS. Assists the DSB and CDSS staff with the necessary tools to plan for, respond to, recover from, and mitigate the effects of an emergency or major disaster.	Local, county, state, federal, tribal government, volunteer organizations, the private sector, other NGOs	CDSS
Mass Care and Shelter Guidance for Local Governments During a Communicable Disease Outbreak or Pandemic 2021	Provides a range of possible sheltering options as well as considerations when planning for how to best accommodate the needs of operational areas	Local, county, state, federal, tribal government, volunteer organizations, the private sector, other NGOs	CDSS

Plan/ Document Name/ Version Date	Description	Stakeholders	Agency/ Dept.
Americans with Disabilities Act (ADA) Best Practices Tool Kit for state and local governments (Chapter 7) July 26, 2007	Guides emergency management programs, services, and activities accessible to everyone, including individuals with disabilities, older adults, and others with AFN.	State and local governments	Department of Justice, Americans with Disabilities Act
National Disaster Recovery Framework, Second Edition June 2016	Establishes a common platform and forum for how the whole community builds, sustains, and coordinates delivery of recovery capabilities.	Local, county, state, federal, tribal government, the private sector, other NGOs	FEMA

Plan/ Document Name/ Version Date	Description	Stakeholders	Agency/ Dept.
National Mass Care Strategy: A Roadmap for the National Mass Care Service Delivery System September 2012	The National Mass Care Strategy provides a unified approach to the delivery of mass care services by establishing common goals, fostering inclusive collaborative planning, and identifying resource needs to build the national mass care capacity engaging the whole community including under-served and vulnerable populations.	Red Cross, VOADs, local, county, state, federal, tribal government, volunteer organizations, the private sector, other NGOs	Red Cross and FEMA
Memorandum of Agreement (MOA) between the Red Cross and the FEMA July 2020	Sets the terms by which the Red Cross and FEMA will cooperate to carry out their respective responsibilities with respect to disaster preparedness, operational readiness,	Red Cross and FEMA	Red Cross and FEMA
Memorandum of Understanding between the Red Cross and California Department of Social Services 2022	Provides a framework to enable coordination, collaboration, and support between the CDSS and Red Cross in assisting individuals, families, and communities impacted by a disaster or an emergency.	Red Cross and CDSS	Red Cross and CDSS

Appendix C: Supporting State Agencies

Below is a list of state government stakeholders and their resource capabilities.

California Volunteers

Resource: Serves as a key contact for communications with voluntary agencies; non-government agencies; VOADs; community- and faith-based organizations; and local, tribal, state, and federal government agencies during all phases of emergency management. Lead for CA-ESF 17 and responsible for supporting donation management.

California Conservation Corps (CCC)

Care and Shelter: Can provide personnel to assist with set-up and maintenance of care and shelter facilities. Provides personnel for mass care facilities, CARES, and for other animal related emergencies.

California Department of Corrections and Rehabilitation (CDCR)

Kitchen Capacity: CDCR may utilize excess kitchen capacity at state prison properties to provide meals for the mass care response. CDCR coordinates with the California Department of Forestry and Fire Protection (CAL FIRE) to staff mobile kitchen units to provide meals, primarily for base camps and responders.

California Department of Education (CDE) Food Distribution Program

Operates distribution centers in Sacramento and Pomona and can move commodities throughout the state using their own transportation and logistics providers. The CDE may avail their stockpile of commodities to local School Food Authorities (SFAs), in coordination with local authorities, for immediate disaster response when a school kitchen is utilized to support congregate feeding. The CDE supports disaster relief by notifying the USDA of the types and quantities of commodities needed to support disaster relief organizations in emergency feeding.

California Department of Food and Agriculture (CDFA)

Division of Measurement Standards (DMS)/Fairs and Expositions (F&E) coordination of fairground resource availability. Fairground resource assets based on availability and proximity to incident location.

California Department of Social Services' Disaster Services Branch (DSB)

The DSB Mass Care and Shelter Staffing: Personnel to operate under the DSB and assist with staffing and programs.

- Disaster Case Management Program (DCMP): The CDSS serves as the state agency overseeing the federal DCMP grant, receiving and providing top level administrative oversight and monitoring of the grant, including the performance of the Management Agency and Provider Agencies.
- State Emergency Repatriation Program: The CDSS and the Cal OES work together to ensure assistance is provided once repatriates arrive in the State of California. Selected Ports of Entry are designated Emergency Repatriation Centers in which eligible repatriates and others evacuated during an emergency reparation event from overseas can receive necessary provisions and resources upon arrival.
- Employee Redirect Program: The CDSS Employee Redirect is expected to take 72 hours to begin providing local assistance, as employees may require just-in-time training before being deployed. Organizational structure and communication plans must be established ahead of deployment.
- Functional Assessment Service Teams (FAST): FAST members serve as subject matter experts (SMEs) to identify resources in support of individuals with disabilities, older adults, and others AFN in support of mass care operations.
- Mass Care and Shelter Task Force (MCSTF): Is activated when incidents become complex enough to warrant prioritization of scarce resources and require joint decision-making by the primary stakeholders of the CA-ESF 6 MCS. The MCSTF is responsible for the overall, state-level mass care and shelter/CA-ESF 6 response activities through coordination with stakeholders, including the Cal OES and the Red Cross. The MCSTF operates much like a Multi-Agency Coordination (MAC) Group.
- State Supplemental Grant Program (SSGP): California's SSGP, administered by DSB, may provide grant funds to assist people who have suffered damage in a disaster area declared by the President when the federal assistance to Individuals and Households Program is implemented. The SSGP is 100 percent state funded.
- Volunteer Emergency Services Teams (VEST): Members can serve in the CDSS DOC, in LACs/DRCs as SSGP representatives, and in the SOC as the

MCS support staff and may also be assigned to perform a variety of tasks in shelter operations to assist local governments and the Red Cross.

California Governor's Office of Emergency Services (Cal OES)

Effectively help respond and recover from human caused and natural disasters. Assists the CA-ESF 6 with mission tasking, supplies, and coordination.

California Department of Public Health (CDPH)

The CA-ESF 6 will establish close coordination with the CA-ESF 8. The CA-ESF's 6 and 8 plan for the provision of behavioral health, public health, and medical services, if requested, and for referral of shelter residents to appropriate medical personnel and facilities. The lead departments for these services are as follows: the California Department of Healthcare Services (DHCS) for Behavioral Health Services, the CDPH for Public Health Services, and the EMSA for medical services.

California National Guard (CNG)

The CNG may establish Points of Distribution (PODs) around the affected area for survivors to obtain life-sustaining supplies. The system is determined by a flexible approach and will utilize available infrastructure in and around the affected areas.

California Prison Industry Authority (CALPIA)

The CALPIA is a self-supporting, customer-focused business that reduces recidivism, increases prison safety, and enhances public safety by providing incarcerated individuals productive work and training opportunities.

Department of Developmental Services (DDS)

Regional Centers are nonprofit private corporations that contract with the DDS to provide or coordinate services and support for individuals with developmental disabilities. Regional center staff will generally make visits to the local shelters in hopes to try and locate individuals served by the DDS via the regional center.

Department of General Services (DGS)

The DGS has contracts in place with vendors to provide accessible and standard showers, bathrooms, hand washing stations under the CA-ESF 7 (Resources). These vendors have been identified as sources for ADA-compliant resources that could be used at shelters, LACs, embarkation points, etc.

The DGS can procure for a variety of consumable supplies and rental equipment to assist in the response to emergency and disaster events in California.

The DGS can also support non-congregate sheltering for OAs during an event; however, it needs at least one of the following:

- Approved Fire Management Assistance Grant (FMAG)
- Requires the OA to exhaust all its resources
- State of Emergency/Disaster Declaration

Department of Justice (DOJ)

Reunification Resources: The California Missing Children Clearinghouse (MCCH) maintains a toll-free telephone hotline to receive information and inquiries regarding missing children and relays information to appropriate law enforcement agencies.

Department of Rehabilitation (DOR)

The DOR will coordinate with partner organizations who can assist with services to survivors including:

- The deaf & hard of hearing
- Blind and sign impaired
- Assistive devices

The DOR has expertise and contacts to assist with access issues in potential shelters.

The Emergency Food Assistance Program (EFAP)

Food Bank/School Meal Resourcing: The EFAP works with 48 food banks across the state to provide food boxes. These food items must be cooked; therefore, they are only useable by persons and disaster organizations with the capacity to cook.

Emergency Medical Services Authority (EMSA)

Disaster Health and Mental Health: the CA-ESF 6 will establish close coordination with CA-ESF 8. The CA-ESFs 6 and 8 will plan for the provision of behavioral health, public health, and medical services, if requested, and for referral of shelter residents to appropriate medical personnel and facilities.

Appendix D: Supporting Non-Governmental Organizations

Below is a list of partnering organizations. All of these partners support the feeding operations throughout California during and following a disaster, and some offer additional support.

The American Red Cross (Red Cross)

- Mobile Feeding: Emergency Response Vehicles circulate throughout affected communities after disasters to hand out food, relief supplies, information, and comfort to those in need.
- The Red Cross Safe and Well website assists people during times of disaster with communicating to their loved ones that they are safe. It also facilitates and supports reunification programs in general population shelters operated by the Red Cross. The Red Cross provides human and technological resources to reconnect these individuals as quickly as possible and arranges additional assistance for at-risk individuals with health and mental health concerns. The Red Cross has an MOU with the National Center for Missing and Exploited Children (NCMEC).
- The Red Cross Emergency! App features an “I’m safe” button that allows users to post a message to their social media accounts, so friends and family know they are safe.

Bethel Global Response

Bethel Global Response has a core mission of responding to, reviving, and restoring communities in crisis.

Catholic Charities USA

Catholic Charities USA (CCUSA) is the official domestic relief agency of the U.S. Catholic Church. CCUSA supports disaster response and recovery efforts with direct assistance, home repair, home rebuilding, health care services, and other programs that enable long-term disaster recovery.

Emergency Relief Catering Company

The Emergency Relief Catering Company provides fresh and shelf stable box meals and kits that may include multiple meals and can be customized.

Homeboy Industries

Homeboy Industries in its daily role provides hope, training, and support to former gang-involved and recently incarcerated men and women, allowing them to redirect their lives and become contributing members of our community. During disasters, this organization assists with feeding services. It has access to/or owns their own resources and do not require additional resources for activations.

Mercy Chefs

Mercy Chefs is a faith-based, non-profit disaster relief organization that provides professionally prepared, restaurant quality meals in natural disasters and national emergencies.

Off the Grid

Off the Grid's mission is to empower local food communities to thrive by connecting local food partners to guests seeking comfort and care. They have expanded their network exponentially in 2021 to cover 30 additional counties, including the Southern California region. During a disaster, this organization is able to assist with feeding operations.

Operation BBQ Relief

Operation BBQ Relief provides meals throughout the United States and internationally following disasters.

Revolution Foods

Revolution Foods can assist during emergency situations by providing commercial refrigeration/heating equipment, generators, and other services and products.

The Salvation Army

The Salvation Army (SA) disaster relief efforts focus on seven core services: training, food service, emotional and spiritual care, emergency communications, disaster social services, donations management, and recovery. These services may be modified based on the magnitude of the disaster and adapted to meet the specific needs of individual survivors: SA partners with non-governmental organizations, restaurants, and vendors to provide Disaster Feeding services throughout California. The Salvation Army provides both fixed and mobile feeding services utilizing Disaster Response Units positioned around the state.

Sikhs for Humanity

Sikhs for Humanity engages in selfless service for the welfare of humanity and to help build a stronger community. It also contributes to building digital distribution platforms and running campaigns that promote positive Sikh stories among “tough to reach” mainstream populations while providing resources to Sikh groups and individuals who are tirelessly working towards humanitarian causes around the world. This organization has partnered with the DSB to assist with feeding services during a disaster.

Southern Baptist Convention Disaster Relief Ministries

Southern Baptist Convention Disaster Relief Ministries strives to relieve human suffering caused by disasters by providing among other things: hot meals, debris removal, childcare, and family assistance. Southern Baptist can also provide:

- Crisis Counselors: Available for emotional or mental health challenges caused by the impact of the disaster.
- Fixed Kitchens: Comes with trained volunteers to staff them.

Try Hungry

Try Hungry is a national platform for top chef-made food production and delivery services that also includes business and event catering, contracted meal delivery services, chef-centric pop-ups, virtual chef experiences, and home meal delivery. This organization has partnered with the DSB to support feeding operations.

United Sikhs

The United Sikhs is an NGO that provides disaster relief services, immediate aid, and long-term rehabilitation for communities and individuals in need.

The United Way 2-1-1

Provides a network of resources and services 24 hours a day, seven (7) days a week to address any need. Partners with many organizations, including The United Ways of California, Goodwill, Community Action Partnerships, local crisis centers, after-school programs, utility companies, and many others.

World Central Kitchen

World Central Kitchen uses food as a powerful tool to heal communities in times of crisis and beyond and to strengthen economies by providing food during an emergency or disaster and supporting restaurants in the process.