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ESF 6 – Mass Care, Emergency Assistance, Housing and Human Services, and Other Assistance

DCCA: Standard of Operation or Guideline for Annexation of Emergency Support #6

Acknowledgement

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Table of Contents

1. Purpose	ESF 6-5
2. Scope	ESF 6-5
3. Roles and Responsibilities	ESF 6-6
3.1. Primary Agency	
3.1.1. Department of Community and Cultural Affairs	ESF 6-6
3.2. Support Agencies	ESF 6-6
3.2.1. CNMI Emergency Management Office	ESF 6-6
3.2.2. CNMI Office of Management & Budget	ESF 6-6
3.2.3. Commonwealth Health Corporation	ESF 6-6
3.2.4. Department of Public Safety (DPS)	ESF 6-7
3.2.5. Department of Public Works (DPW)	ESF 6-7
3.2.6. Public School System	ESF 6-7
3.2.7. American Red Cross (CNMI Chapter)	ESF 6-7
3.3. Adjunct Government Agencies	ESF 6-7
3.3.1. CNMI Disability Development Council	ESF 6-7
3.3.2. CNMI Office on Homeland Security	ESF 6-7
3.3.3. CNMI Office of Transit Authority	ESF 6-7
3.3.4. Mayoral Offices of Rota, Tinian, Saipan and Northern Islands	ESF 6-7
3.3.5. Northern Mariana Housing Corporation	ESF 6-7
3.3.6. CNMI Criminal Justice Planning Agency (CJPA)	ESF 6-7
3.4. Adjunct Non-Government Organizations	ESF 6-7
3.4.1. Ayuda Network	ESF 6-7
3.4.2. CNMI Salvation Army	ESF 6-7
3.4.3. Hotel Association of the Northern Mariana Islands (HANMI)	ESF 6-8
3.4.4. IT&E Inc.	ESF 6-8
3.4.5. Karidat Services	ESF 6-8
3.4.6. Saipan Chamber of Commerce (SCC)	ESF 6-8
4. Authorities and References	ESF 6-8
5. Policies	ESF 6-9
6. National Shelter System (NSS)	ESF 6-9
7. Concept of Operations	ESF 6-9
7.1. General	ESF 6-9
7.2. Responsible Organization	ESF 6-9
7.3. DCCA ESF 6 Functional Areas	ESF 6-9
7.3.1. Mass Care	
7.3.2. Conditional Extension of ESF 6	ESF 6-10
7.3.3. Emergency Assistance	ESF 6-11
7.3.4. Housing	ESF 6-12
7.3.5. Human Services	ESF 6-12

ESF 6 Tasked Agencies	
Primary Agency	Department of Community and Cultural Affairs
Supporting Agencies And Non-Government Organizations	CNMI Office on Management and Budget CNMI Emergency Management Office Commonwealth Health Corporation Department of Public Safety Department of Public Works Public School System American Red Cross (CNMI Chapter)
Adjunct Agencies	CNMI Disability Development Council CNMI Office of Homeland Security CNMI Office of Transit Authority Mayor Office, Northern Island Municipality Mayor Office, Rota Municipality Mayor Office, Saipan Municipality Mayor Office, Tinian Municipality Northern Marianas Housing Authority
Adjunct Non-Government Organizations	Ayuda Network, CNMI CNMI Salvation Army Hotel Association, Northern Mariana Islands IT&E Inc. Karidat Service Saipan Chamber of Commerce

1. Purpose

Emergency Support Function (ESF) # 6 coordinates the delivery of mass care, emergency assistance, housing, and human services from State, Non-Governmental Organizations (NGO), and voluntary agencies (VOLAG) when local and municipal response and recovery resources exceed their capabilities to ensure that the needs of individuals, families, and communities impacted by disasters in the Commonwealth (CNMI) are addressed.

2. Scope

The Department of Community and Cultural Affairs (DCCA) shall coordinates and leads state resources required to support other state agencies, local and county governments, NGOs, and VOLAGs in the performance of mass care, emergency assistance, housing, and human services missions. When directed by the Governor, ESF #6 services and programs are implemented to assist individuals and households impacted by disasters. ESF # 6 is organized into four primary functions: Mass Care, Emergency Assistance, Housing, and Human Services.

- **Mass Care:** Includes sheltering, feeding operations, emergency first aid, bulk distribution of emergency items, and collecting and providing information on victims to family members.
- **Emergency Assistance:** Assistance required by individuals, families, and their communities to ensure that immediate needs beyond the scope of traditional mass care services at the local level are addressed. These services include support to evacuations (including registration and tracking of evacuees) via public

transportation system designed for evacuation to designated safe zone area, reunification of families, pet evacuation and sheltering, support to specialized shelters, support to medical shelters, nonconventional shelter management, coordination of donated goods and services, and coordination of voluntary agency assistance.

- **Housing:** Includes housing options such as rental assistance, repair, replacement, factory built housing, semi-permanent and permanent construction, referrals, identification and provision of accessible housing, and access to other sources of housing assistance in accordance with the National Disaster Housing Strategy.
- **Human Services:** Includes the implementation of programs to help disaster victims recover their non-housing losses, including programs to replace destroyed personal property, and help obtain disaster loans, CNMI Nutritional Assistance Program under DCCA (DCCA NAP - formerly food stamps), crisis counseling, mental health services, disaster unemployment, disaster legal services support and services to special needs populations, case management, and other state and Federal benefits.

3. Roles and Responsibilities

3.1. Primary Agency

3.1.1. **Department of Community and Cultural Affairs**

The Department of Community and Cultural Affairs (DCCA) has the overall lead coordinator for ESF 6 in conjunction with CNMI Emergency Management Office and the Governor Appointed Representative (GAR) CNMI Office on Management and Budget, including vulnerable populations. Under a Presidential Individual Assistance declaration, Secretary, DCCA may provide a CNMI Individual Assistance Officer (CNMI IAO). In addition to facilitating the activity of ESF 6 partners, DCCA/DYS, CCDF, OoA and the CNMI DD Council will activate certain activities related to children's services, senior services, and disability services programs.

3.2. Support Agencies

3.2.1. **CNMI Emergency Management Office**

The CNMI Emergency Management Office (EMO) provides a liaison, if needed, to assist in coordination of ESF 6 in the State EOC, and at a JFO, if applicable.

3.2.2. **CNMI Office of Management & Budget**

The CNMI Office of Management & Budget coordinates with DCCA on accountability of cost associated with personnel dispatched during times of need at DCCA designated shelters, consumable products obtained by DCCA at the said shelters, and other allowable assistances.

3.2.3. **Commonwealth Health Corporation**

The Commonwealth Health Corporation coordinates with DCCA on providing shelter assistance to functional needs elders and low income households (females) who are in their latter stages of pregnancy.

3.2.4. Department of Public Safety

The Department of Public Safety (DPS) Emergency Management Services (EMS) unit coordinates with DCCA on transporting vulnerable elders with functional needs under Office on Aging Homebound clients who resides in the low lying area, a total of 40/180 that resides in prone area for flooding.

3.2.5. Department of Public Works

The Department of Public Works (DPW) coordinates with DCCA on securing the DCCA Shelters and provides assistance on generators at the DCCA shelter and facilitation of the debris removal in the community and at vulnerable elderly residence after a crisis.

3.2.6. Public School System

The Public School System (PSS) coordinates with DCCA on transportation services for general public and Shelter assistance at designated PSS Shelter sites. PSS also provides busing services that are ADA compliance and shelter accommodation for general public only.

3.2.7. American Red Cross (CNMI Chapter)

The American Red Cross (ARC) coordinates with DCCA on distribution of sleeping cot, first aid kits, and meals at the shelter (meals will be provided, 72 hours after math of any calamites).

3.3. Adjunct Government Agencies**3.3.1. CNMI Disability Development Council**

The CNMI Disability Development Council just recently appointed to the CNMI Mass Care and Emergency Assistance Task Force (CNMI MC/EA TF). Requires' coordination on assessment of the CNMI Community Capabilities on functional needs demographic.

3.3.2. CNMI Office of Homeland Security

The CNMI Office of Homeland Security provides technical assistance to DCCA in the area of emergency response and recovery trainings. Recently became member of the CNMI MC/EA TF.

3.3.3. CNMI Office of Transit Authority

The CNMI Office of Transit Authority is an agency responsible to receive and administer federal grants from the US Department of Transportation. This agency is critical to be a member on the CNMI MC/EA TF.

3.3.4. Mayoral Offices of Rota, Tinian, Saipan and Northern Islands

These Municipal offices are required to have representative on the CNMI MC/EA TF. The respective Mayoral offices will assist the Department of Public Work in facilitating clean up or debris removal in the community after a crisis.

3.3.5. Northern Marianas Housing Corporation

The Northern Marianas Housing Corporation, is an agency responsible to administer HUD Grants and Community Development Block Grant, recently the said agency became a member of the CNMI MC/EA TF.

3.4. Adjunct Non-Government Organizations**3.4.1. Ayuda Network, CNMI**

The Ayuda Network recently became member to the CNMI MC/EA TF. This

organization is responsible to organized volunteer programs and recruitment of volunteers in the CNMI.

3.4.2. CNMI Salvation Army

The CNMI Salvation Army recently became member to the CNMI MC/EA TF. This organization is the only recognized Food Bank entity in the CNMI. During a disaster this organization will distribute food through established network to affected areas.

3.4.3. Hotel Association, Northern Mariana Islands

The Hotel Association, Northern Mariana Islands (HANMI) is an organization in the CNMI that consist of Hotel operators and this organization represents the entire Hotel Industry. In the past the HANMI was instrumental partner with DCCA RAC Team.

3.4.4. IT&E Inc.

The IT&E is a private company in the business field of telecommunication. The said company recently became a member of the CNMI MC/EA TF; the presence of this industry in the Task Force is of great importance.

3.4.5. Karidat Social Services

The Karidat Social Services is a Family, Community & Civic Organizations that provides Community & Family Services in the CNMI. This organization is the responsible organization that receives donation for disaster victims and distribute the donation received to disaster victims. The organization is a member of the CNMI MC/EA TF.

3.4.6. Saipan Chamber of Commerce

The Saipan Chamber of Commerce (SCC) is the largest business organization in the Commonwealth of the Northern Mariana Islands. This organization is a member of the CNMI MC/EA TF. This organization plays important role in community and business sector s in the CNMI in the facilitation of emergency assistance in the CNMI.

4. Authorities and References:

- 4.1. 1 CMC § 2351 et al (CNMI P.L. 1-8) [Department of Community & Cultural Affairs]
- 4.2. 1 CMC § 5522 et al (CNMI P.L. 2-14) [Food Stamp Program]
- 4.3. The federal Food Stamp Act of 1977, as amended [7 U.S.C. 2011 et seq.]
- 4.4. Robert T. Stafford Disaster Relief and Emergency Assistance Act
- 4.5. Homeland Security Presidential Directive/HSPD 5
- 4.6. Post-Katrina Emergency Management Reform Act (PKEMRA)
- 4.7. Pets Evacuation and Transportation Standards Act 2006 (PETS)
- 4.8. Americans With Disabilities Act
- 4.9. National Response Framework
- 4.10. Governor Fitial designation letter (August 24, 2011)

- 5. Policies:** ESF #6 will coordinate assistance without regard to race, color, religion, nationality, sex, age, disability, limited English proficiency, or economic status; and duplication of effort and benefits will be reduced to the extent possible.
- ESF #6 will coordinate with ESF #8, voluntary agencies, and non-governmental organizations in addressing functional needs support services (FNSS) to enable individuals to

maintain their independence in general population shelters. FNSS includes reasonable modifications to policies, practices, and procedures; durable medical equipment (DME); consumable medical supplies (CMS), personal assistance services (PAS); and other goods and services as needed. Children and adults requiring FNSS may have physical, sensory, mental health, and cognitive and/or intellectual disabilities affecting their ability to function independently without assistance. Others that may benefit from FNSS include women in late stages of pregnancy, elders, and people needing bariatric equipment.

The state ESF #6 community recognizes the varying and special requirements of individuals that require and utilize the assistance of family members, personal assistants, and/or service dogs, and is committed to ensuring that the physical and mental health needs of these individuals are appropriately addressed and that the individuals and assistance providers remain together during evacuation, transport, sheltering, or the delivery of other services.

6. National Shelter System:

The National Shelter System (NSS) is a web-based database that provides information on shelters during disasters and emergencies. Reports from the NSS will detail the location and capacities of shelters (evacuation, general population, ADA compliant, pet friendly, medical, etc.) open, on stand-by, or closed. Information in the NSS is submitted by local, county, NGO, and/or VOLAG entities operating the shelters. ESF #6 will coordinate NSS training and serve as the state administrator in conjunction with the Director of CNMI EMO for access to the system in the CNMI.

7. Concept of Operation

7.1. General

7.1.1. The Department of Community and Cultural Affairs (DCCA) will coordinate response and recovery operations with other state agencies, local governments, NGOs, and the private sector. Close coordination will be maintained between the ESF #6 primary agency (DCCA) and supporting agencies. Initial response activities will focus on immediate needs of victims (food, water, cots, blankets, durable and consumable medical items, etc). Short-term recovery efforts will be initiated concurrently with response activities in coordination with support and adjunct agencies.

7.2. Responsible Organization

7.2.1. The Governor has designated DCCA as the primary CNMI agency to coordinate mass care, emergency assistance, housing, and human services to disaster impacted communities.

7.2.2. The DCCA Secretary serves as the Lead Coordinator for the Emergency Support Function #6 and will be the main point of contact (POC) with CNMI EMO as well as the ESF #6 supporting agencies. Upon activation of ESF #6, the Secretary for DCCA will report to the State Emergency Operations Center.

7.3. DCCA ESF 6 Functional Areas

7.3.1. Mass Care

The Governor has designated the Department of Community and Cultural Affairs

(DCCA) as the primary lead agency for mass care to ensure services are provided to the affected population. DCCA, in the role of ESF #6 lead agency, coordinates closely with supporting agencies to assist and augment local governments' resources and abilities in the areas listed below:

A. Shelter:

Emergency shelter includes the use of pre-identified shelter sites in existing structures within the affected area, creation of temporary facilities or the temporary construction of shelters, and the use of similar facilities outside the incident area, should evacuation be necessary. Shelter sites will be selected to maximize accessibility for individuals with disabilities and will meet the standards of the Americans with Disabilities Act (ADA) whenever possible.

B. Feeding:

Feeding will be provided to survivors through a combination of fixed sites, mobile feeding units, and bulk distribution sites. Feeding operations are based on sound nutritional standards to include meeting requirements of survivors with special dietary needs to the extent possible. Initially, meals may be pre-packaged until kitchen operations are established. Feeding will be provided through a combination of vendor contracts, NGOs, VOAD agencies, and unaffiliated volunteers.

C. Bulk Distribution:

Emergency First Aid: Emergency first aid includes provision of basic first aid at mass care sites and referral and transportation to appropriate medical personnel and facilities.

D. Disaster Welfare Information: Includes services related to the provision of information about individuals residing within the affected area to immediate family members outside the affected area. It may also include services related to the reunification of family members within the affected area and assistance with reentry operations.

7.3.2. Conditional Extension of ESF 6 to local and or VOLAG's or NGO's:

The department (DCCA) will implement annexation of ESF #6 to provide the following support to local governments, VOLAGs, and NGOs upon request with the approval of the Governor Appointed Representative (GAR-Special Assistant, OMB) and the Director of CNMI Emergency Management Office and or the Governor concurrence:

A. Emergency Feeding and Distribution: ESF #6 will coordinate with the United States Department of Agriculture (USDA) and with local and county governments and VOLAGs to distribute food and food supplies when their capabilities are in need of additional resources from the Federal Government. This may include support to private-sector feeding operations, securing food commodities, developing feeding plans, and obtaining warehouse space.

B. Distribution of Emergency Relief Items: ESF #6 will support local and county and VOLAG points of distribution (PODs) for distribution

of emergency relief items. Support may include transportation, technical support, and other mission critical items.

7.3.3. **Emergency Assistance**

The department is responsible to coordinate resources and emergency assistance in support of other state agencies, local or municipal governments, NGOs, VOLAGs, and the private sector to augment their mass care response activities as requested.

- A. Facilitated Reunification:** During mass evacuations ESF #6 will assist victims with the reunification of separated family members utilizing the National Emergency Family Registry and Locator System (NEFRLS) and/or the National Emergency Child Locator Center (NECLC) and the National Center for Missing and Exploited Children (NCMEC), the Criminal Justice Planning Agency (CJPA) as the responsible administering agency for the aforementioned US DOJ programs will be facilitating this service in conjunction with DCCA on annexations of ESF-6.
- B. Household Pets and Service Dogs:** ESF #6 coordinates with ESF #11 to provide for the safety and well being of household pets (as defined by the National Response Framework) during evacuations and sheltering operations. ESF #6 is committed to ensuring that the physical and mental health needs of individuals dependent on service dogs remain together during evacuation, transport, sheltering, or the delivery of other services and in accordance with the requirement of the Americans with Disabilities Act (ADA).
- C. General, Specialized, Medical, and Nonconventional Shelters:** ESF #6 will coordinate resources and technical assistance required for conventional and nonconventional congregate care shelters and shelter-in-place activities. Whenever possible, congregate care shelters will be accessible to individuals with disabilities. Nonconventional shelters include:
- Hotels, motels, and other single-room facilities.
 - Temporary facilities such as tents or trailer housing.
 - Medical Needs Shelters. Support for other congregate care facilities such as respite centers, rescue areas, and decontamination stations.

The department (DCCA) will coordinate with the HANMI or SCC on assistance regarding

- D. Support to Unaffiliated Volunteers and Unsolicited Donations:** Donations and Volunteer Management will be coordinated by designated DCCA Staff in coordination with Karidat Social Services.
- E. Voluntary Agency Coordination:** The department (DCCA) will coordinate activities with the responsible coordinator (Ayuda Network). Ayuda Network will facilitate coordination with the Division of Youth Services Community Action Agency Coordinator;

Office on Aging, faith based organization, and the private sector lead organization (Saipan Chamber of Commerce) on volunteer assistance.

7.3.4. Housing

The ESF #6 housing function addresses needs of victims in the affected areas, and is accomplished through the implementation of the National Disaster Housing Strategy utilizing disaster housing assistance programs and services including housing resources available from the private sector, Northern Mariana Housing Corporation, FEMA, and other Federal agencies as listed below:

- Small Business Administration (SBA) Disaster Loan Program
- Department of Housing and Urban Development
- USDA – Rural Development
- Veterans Administration

7.3.5. Human Services

The ESF #6 human services component provides assistance to meet non-housing needs of victims. This includes:

- Behavioral Health Services: DHS may task its components to assist in assessing mental health and substance abuse needs; providing disaster mental health training materials for workers; providing liaison with assessment, training, and program development activities undertaken by Federal, county, local, private non-profit and volunteer mental health and substance abuse officials; and providing crisis counseling services as needed.
- Other Needs Assistance:
- Disaster Case Management:
- Social Services: (Medicaid, Disaster SNAP, etc.)
- Disaster Legal Services:
- Disaster Unemployment Assistance (DUA)

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