Mass Care and Shelter

Support Annex to the

Emergency Operations Plan

April 2024

EXECUTIVE SUMMARY

The City of San José (City) Emergency Operations Plan (EOP) provides an overview of the City's approach to managing emergency operations. The EOP is a broad programmatic document applicable to all hazards or threats, and all the missions/functions the City may perform in response to or recovery from and incident. To provide planning support to the EOP the City has developed Support Annexes for each of the critical functions the City must manage, coordinate, and/or perform following an emergency. The City of San José (the City) Mass Care Support Annex is a supporting component of the City's EOP provides an overview of concepts and establishes an all-hazards framework for the coordination of mass care services and activities for all people with mass care needs, including people with disabilities and others with access and functional needs, including those with limited English proficiency. ***To preserve the common dignity and humanity of all people in need of mass care services, the City will strive towards providing services that are accessible, equitable and inclusive.***

This Mass Care Annex describes basic organizational relationships to manage mass care activities; identifies the capabilities, roles, and responsibilities of City departments and external entities; and outlines critical activities associated with mass care that take place in the preparedness, response, and recovery phases of an emergency. **The Shelter Management Plan** is a supporting plan of this Annex which provides detailed guidance for sheltering.

The core capability of mass care services as defined in the National Preparedness Goal includes hydration, feeding, sheltering, temporary housing, evacuee support, reunification, and distribution of emergency supplies.[1] These mass care services are the City of San José 's method of providing temporary relief to disaster survivors to meet their basic sustainment needs resulting from an incident or disaster. Other mass care services to meet survivors needs include sharing of disaster information, basic health and mental health services, disaster case management and other situationally required assistance that may be provided at mass care sites. The mass care services provided to meet basic human needs following a disaster support the general operational priority of "people" identified in the City's EOP.

The 2017 Coyote Creek Floods, the global pandemic of COVID-19 and the Winter Storms and Flooding of 2023 all required the City to galvanize its mass care resources and provide shelter, food, and immediate assistance to the City's most vulnerable people. The City rose to those challenges and provided mass care services with a well-coordinated dynamic whole community effort. Future events like those combined with the City's potential exposure to climate driven extreme temperature events, fires in the wildland urban interface and major seismic activity all support the need for the robust mass care capability this plan details.

Parks, Recreation, and Neighborhood Services Department (PRNS) is responsible for coordination of mass care services in the City of San José. Significant support is required from many other departments and nongovernmental organizations (NGOs) including, the American Red Cross and Collaborating Agencies' Disaster Relief Effort (CADRE), which serves as the coordinator for local community-based organizations (CBOs) for Santa Clara County. PRNS, as primary department, is responsible for coordinating, delegating, and/or overseeing mass care planning in coordination with supporting departments responsible for aspects of mass care and shelter that will perform their duties as directed. Many concepts in the mass care annex are interrelated with other functional annexes that address

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[1] FEMA, Core Capability Development Sheets, May 2022, https://www.fema.gov/emergency-managers/national-preparedness/mission-core-capabilities/development-sheets

concurrently occurring response and recovery activities: these include the **Evacuation Support Annex**, - framework for evacuations that may require mass care, the **Recovery Support Annex**, -framework for Citywide recovery, including the recovery of housing, and the **Crisis Communications Support Annex**, - the City's framework for sharing public information in an emergency.

APPROVAL & ENDORSEMENT

This **Mass Care and Shelter Support Annex** has been approved and endorsed by the City of San José departments with responsibilities described herein. It supersedes all previous versions.

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Record of Changes

Each update or change to the plan should be tracked. When changes to the plan are made, document the change number, the date of the change, and the name of the person who made the change and add a summary description of the change.

Change No.	Description	Date Entered	Posted By

Table of Contents

1. Introduction

The mass care services of hydration, feeding, sheltering, temporary housing, evacuee support, reunification, and distribution of emergency supplies[2] are the City of San José 's method of providing temporary relief to disaster survivors to meet their basic sustainment needs resulting from an incident or disaster. Other mass care services to meet survivors needs include sharing of disaster information, basic health and mental health services, disaster case management and other situationally required assistance that may be provided at mass care sites.

1.1 Approach

One of the keys to building ownership in the City of San Jose Emergency Management Program is a collaborative plan revision process. This process combined iterative draft document development with facilitated working group sessions. The City of San Jose Emergency Management leadership used a collaborative methodology to capture information and inform the Mass Care Annex update process. This methodology is defined as one in which each mass care stakeholder's experience is considered, and diverse viewpoints are incorporated into the final product. Additionally, the City has engaged specific stakeholder organizations and departments (see the list below) that provided quality assurance and document oversight for Access and Functional Needs (AFN) considerations in mass care operations. To that end, the list below details how the City of San Jose implemented the following approach for updating the Mass Care Annex.

- Two workshops with key stakeholders to review the document(s).
  - Parks Recreation and Neighborhood Services (PRNS)
  - Library Services
  - Public Works
  - Silicon Valley Independent Living Center (SVILC)
  - Department of Transportation
  - Housing
  - American Red Cross
  - Planning, Building and Code Enforcement
  - Santa Clara County Office of Supportive Housing
  - Office of Emergency Management
  - Collaborating Agencies' Disaster Relief Effort (CADRE)

- A comprehensive document review process to ensure historical knowledge and expertise was incorporated into the final product. The same stakeholder organizations and departments were included in the document review process.
- One workshop that focused on the Access and Functional Needs (AFN) community and inclusion, equity, and diversity issues for input into the final product.
- A City of San Jose project lead for the Mass Care Annex to ensure the inclusion of stakeholders that represent the unique difference and intricacies that are so beautifully woven into the fabric of the City of San Jose.

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[2] FEMA, Core Capability Development Sheets, May 2022, https://www.fema.gov/emergency-managers/national-preparedness/mission-core-capabilities/development-sheets

1.2 Purpose

This all-hazards Mass Care Annex provides guidance for mass care services in the City of San José. The Annex identifies department roles and responsibilities, the concepts of operations which establishes the goals of mass care services, capabilities, activities, key policies, and the operational guidelines for mass care service provided to people who require support to meet their sustainment needs. The mass care framework in this annex applies before, during, and after an emergency.

This functional annex provides guidance to assist decision makers, coordinators, planners, and department representatives involved in assessing immediate needs and implementing situation-specific mass care and shelter programs and services to meet the sustainment needs caused by the unique circumstances of each incident.

The City's Shelter Management Plan supports this mass care annex and provides coordinating guidance for all assisting organizations providing assigned support and resources to sheltering operations. Specific operating procedures, protocols, and tactical actions taken at an activated shelter are addressed in Job Tools and Checklists maintained by the participating departments/organizations and in the city's **Mass Care Handbook**.

1.3 Jurisdictional Authority

The City of San José Emergency Operations Plan identifies the Department of Parks, Recreation and Neighborhood Services as the responsible agency for the provision of mass care services, including sheltering in the City of San José. Please see 6.1 Authorities of this annex for a complete list of other relevant emergency management and mass care authorities from the state, federal and local levels.

1.4 Scope

Mass care services and programs are implemented to support individuals and households before, during and after a disaster. This Annex describes mass care services that may be needed for response to all hazards including extreme weather events, power outages or other hazardous conditions that may limit peoples' access to safe shelter, food, water, basic supplies, and other resources that normally sustain them in the places where they live.

Additionally, extreme temperatures or other hazardous circumstances may create conditions that result in disproportionate impacts to economically vulnerable populations, community members requiring AFN support, seniors and the medically fragile, members of the population who are unhoused, and those whose health and safety may be affected if mass care services or shelters are not provided.

Evacuations may drive the need to provide mass care services for evacuee support. Guidance identifying responsibilities, activities, and added mass care considerations for evacuation can be found in the **Evacuation Support Annex**. Similarly, evacuations resulting from civil disturbance or other events prompted by a need to support public safety under protective measures create added layers of complexity for mass care operations, including sheltering. Responsibilities under these conditions may include the need to set up secure sites close to evacuation zones, the need to coordinate opening times and closing times after an assessment of threat and risk has been conducted by law enforcement and the need to support individuals who are displaced by curfew restrictions. For additional details refer to the Evacuation Support Annex.

This Mass Care Annex addresses the coordination and resource support for mass care services including:
- Sheltering that includes basic health services, behavioral health support and feeding to all people displaced by the disaster and their pets.

- Provisions of aid and services to people impacted by the incident who have disabilities and others with access and functional needs (AFN)[3], as well as their accompanying service animals[4].
- Shelter registration.
- Collecting information on sheltered survivors to support reunification efforts.
- Community Feeding.
- Distribution of emergency supplies.
- Provision of information regarding disaster assistance programs.
- Support to the responsible departments for transitional and temporary housing efforts and the transition to recovery.

The special needs of people who are incarcerated or people who require continued care for chronic debilitating medical conditions are beyond the scope of this annex. The organizations responsible for provision of safe accommodations and daily support to people in these categories must plan to accommodate their disaster caused needs. The City may be able to coordinate some assistance in the form of materiel resource support in the form of equipment and supplies, but responsible organizations should develop and plan for mass care capability to meet the needs of the people for whom they are responsible. Volunteer and donations management is also beyond the scope of this annex.

1.5 Assumptions

- This annex assumes scenario conditions where damage and impacts require mass care service for people from more than 10-15 impacted units and activation of the City's Emergency Operations Center (EOC).

- The EOC Mass Care Branch will use these planning factors to inform planning for mass care services:

- Three to five percent of the population displaced from their homes as a planning factor for individuals who will need shelter during a disaster should be considered for shelter planning purposes.

- Many people electing to stay at shelters will want to shelter in their vehicles, RVs or tents collocated on the grounds of designated shelter sites.

  - Ten percent of the population displaced from their homes as a planning factor for individuals who will need shelter during a catastrophic events is used for shelter planning purposes.

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[3] Consistent with the definition used by Cal OES Office of Access and Functional Needs, access and functional needs (AFN) refers to individuals who are/have physical, developmental, or intellectual disabilities; chronic conditions or injury; limited English proficiency; older adults; children; pregnant women; and low income, unhoused, and/or transportation disadvantaged, https://www.caloes.ca.gov/office-of-the-director/policy-administration/access-functional-needs/

[4] Service animals are defined by Title II and Title III of the Americans with Disabilities Act (ADA) as: Any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability.

- o 25 percent of the total displaced population is the planning factor used for mass care resources to support individuals with disabilities, older adults, and others with an AFN for shelter planning purposes.[5]
- Incidents that create emergency conditions may allow for some response preparation, like Coyote Creek flooding or El Niño rainstorms, or they may be no-notice events, such as an earthquake or hazardous materials release.
- If there is advanced warning of the impending disaster, mass evacuations may be ordered. If an evacuation center is required, mass care operations, including feeding and first aid, may occur simultaneously at evacuation centers.
- When the City activates the EOC, the EOC Action plan provides the framework for emergency management direction, including mass care and shelter-related objectives.
- During a major incident, a detailed and credible Common Operating Picture may not be available for several hours.
- Critical utilities, such as electricity, water, and sanitation, may be disrupted, rendering identified shelter facilities uninhabitable.
- Resources and their distribution will be extremely limited in the first few days following a disaster or the beginning of an incident.
- In a large-scale or catastrophic disaster, it is likely that long-term mass care will be required until rental assistance and temporary housing resources become available.
- Roads, bridges, communications systems, and other infrastructure may be impacted and may prevent personnel from assuming their mass care and shelter duties immediately.
- Response capabilities and resources may be overwhelmed.
- City employees should expect to respond (via email, text, phone call) to a request for their Disaster Service Worker (DSW) services as soon as they receive the notification, per Section 3100 of the California Government Code.
- DSWs should arrive at their assigned workplace as soon as possible, but ideally within 1-2 hours after sending the notification that they are reporting for DSW duty, but there is no guarantee adequate staff will be available in the first 24 hours of a disaster.
- Neighborhood, community-based, and faith-based organizations will provide some level of support for mass care activities.
- Many City employees and their families may themselves be negatively impacted by the disaster and unable to fulfill their role as disaster service workers until their personal situation has stabilized.

1.6 Considerations for Equity, Accessibility, and Inclusion

The City of San José's commitment to examining and improving San José's policies, programs and decision making to improve outcomes for communities of color (Black, Indigenous, Latino/a/x and Asian and Pacific

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[5] California Health and Human Services Agency. 2022. *California Emergency Support Function 6, Mass Care and Shelter, Annex* to the *California State Emergency Plan*. Available at https://www.caloes.ca.gov/wp-content/uploads/Preparedness/Documents/CA-ESF-6-Mass-Care-and-Shelter-Annex_Final508.pdf . Accessed July 21, 2023.

Islander) extends to mass care services. Additionally, mass care services must address the needs and impartial treatment of all individuals including other people of color, members of religious minorities, lesbian, gay, bisexual, transgender, and queer (LGBTQ+) people, people with disabilities, people who live in rural areas and people otherwise adversely affected by persistent poverty or inequality. In 2007, the City passed Resolution No. 73677, which affirms the City's support for the immigrant community to ensure that "undocumented" immigrants do not fear interacting with their local government authorities. Mass care services provided by the City are informed by the resolution's mandate to create safe and secure spaces, including in emergency shelters, for all people.

1.5.1 Access and Functional Needs

Providing reasonable accommodations and working to overcome barriers to preserve the autonomy, safety, health, and privacy of all community members are common operating standards for all mass care operations in the City of San José. Every effort will be made to provide all people, including those with disability integration or access and functional needs, access to a safe and healthy environment and the resources to maintain their independence while they require mass care services. This requires a coordinated effort of whole community stakeholders including local government, nongovernmental organizations, community-based organizations, local businesses, and others. The City's newly developed Equity Atlas may be a critical resource in developing a common understanding of communities in the city that may require additional support resources to address social or cultural considerations when developing mass care plans.

Before, during, and after an incident mass care service providers can support the health, safety, and independence of individuals with disabilities, limited access and limited English proficiency, and functional needs by using the "C-MIST" framework to help identify their needs. C-MIST is the acronym for **C**ommunication; **M**aintaining health; **I**ndependence; **S**afety, support services, and self-determination; and **T**ransportation. A detailed process for identification of barriers and accommodations in the framework of C-MIST is included in the City's **Mass Care Handbook**.

1.5.2 Language Accessibility

Language accessibility is another major consideration of mass care. San José's richly diverse population contributes to significant language diversity in the community. The American Community Survey 2021 estimates show 57.9% of households speak a language other than English at home. Of the total estimated 322,881 households in the City of San Jose, 38,376 of them or 11.9% identify as limited English-speaking households. Table 1.1 below shows the percentages by language of the 38,376 limited English-speaking households identified in the 2021 American Community Survey Supplemental Data Estimates.

Table 1.1. City of San José Limited English Proficiency Households

Language Spoken in the Household	Total Households identifying as limited English Speaking	Percentage of Households identifying as limited English Speaking
Vietnamese	10,469	31%
Chinese	9,588	25%
Spanish	9,103	24%
Other Indo-European Languages	2,098	6%
Other Asian and Pacific Island languages	2,192	4%
Tagalog	1,019	2%
Korean	1,351	4%
Russian, Polish or other Slavic languages	979	2%
Arabic	249	>1%
German or other West Germanic languages	141	>1%
French, Haitian, or Cajun	49	>1%
Other and unspecified languages	1,138	3%
Total Limited English Proficiency Households	38,376	

Data Source: American Community Survey, 2021, 1-year Estimates.

A detailed breakdown of language demographics by census tract can be found the City of San Jose' Languages Map hosted on the Office of Racial Equality's website To support this rich diversity, plain language communication is essential. Pictorial communication may be necessary. In cases where interpreters may not be immediately available, the City will engage bilingual staff to provide translation support.

Even those with English proficiency may experience a greater degree of trust towards the local government and choose to go to a shelter or seek other mass care services when they see communication efforts designed specifically for their community. Information and instructions about accessing mass care services, shared using mediums like alerts, radio/TV messages, postings, social media notifications, signage, and others, should be translated into other languages. At mass care sites, including inside shelters, registration, postings, materials, and announcements should be provided in multiple languages as well. In some cases, this may include having an on-site translator.

The following non-exhaustive list of tools and methods of communication can help the whole community with receiving essential information about mass care and shelter:

- Qualified interpreters
- Qualified sign language interpreters (American Sign Language and other languages as needed)
- Real-time open captioning
- Large print
- Pictorial diagrams
- Plain language
- Braille

As a least preferred option, with acknowledgement of these system's limitations, services like Google Translate may be used help to provide information until better resources can be coordinated.

2. CONCEPT OF OPERATIONS

The Concept of Operations (CONOPs) presents an overall framework for mass care services, organization for the coordination and execution of mass care activities, and a phased timing of expected mass care and shelter actions. The City of San José recognizes that disasters may exhaust local resources. The City continues active work to develop, Premises Use Agreements (PUA), Memorandums of Understanding (MOU), Memorandums of Agreement (MOA), and contract amendments with private vendors to increase mass care response capability and available resources. In addition, the City of San José maintains relationships with private sector entities who may provide donations in an emergency. The **Recovery Support Annex** identifies a framework and a transition of services from mass care services to recovery.

2.1. Mass Care Services Operations Summary

Doctrinally, mass care services prioritize meeting the immediate basic needs of disaster survivors. The City of San José also prioritizes providing mass care services in a stable, safe, secure, and welcoming environment. To that end, security considerations when planning the City's mass care activity will integrate a whole community, multi-jurisdictional effort that incorporates behavioral health support, disaster workers trained in psychological first aid, and as needed, unarmed security resources trained in de-escalation. The City emphasizes that Law Enforcement is rarely the first choice when addressing security needs at mass care sites. Mass care site managers are responsible for determining the appropriate level of security at sites. Site managers call 9-1-1 if immediate assistance is required. The term "security" used throughout the City's Mass Care plans always refers to this context.

The Department of Parks, Recreation, and Neighborhood Services (PRNS) is the primary department for mass care and shelter activities for the City of San José. PRNS is assigned direct responsibility to carry out the full scope of mass care services and retains ongoing coordinating responsibilities throughout the preparedness, response, and recovery phases for the City of San José. Assisting departments and external agencies provide personnel, services, or other specific capabilities or resources for mass care services to PRNS.

As the primary department, PRNS will assign responsibility to supporting departments/agencies for specific mass care services as needed. Mass care services and activities in the City of San Jose include sheltering, feeding, distribution of emergency supplies, reunification, evacuee support, and disaster emergency assistance.

Recovery efforts may be started concurrently with mass care activities. Close coordination is needed among local departments and may require support from the county, state agencies, and other nongovernmental organizations (NGOs) responsible for mass care resources and services and those responsible for the recovery support functions of housing and health and human services.

The Mass Care Branch in the Emergency Operations Center provides coordination for departments, NGOs, faith-based organizations (FBOs), and other whole community partners to integrate their capabilities into efforts to provide these mass care services the community. **Table 2.1. Mass Care Primary, Supporting and Assisting Agencies Departments and Organizations** provides an overview of department agencies and organizations in the City of San José whose efforts will be required to support community mass care efforts.

Table 2.1. Mass Care Primary, Supporting and Assisting Agencies Departments and Organizations		
Primary	**Supporting**	**Assisting**
The organization with direct responsibility for mass care services.	*A department, agency or organization providing personnel, services, or other resources to the agency with direct responsibility for mass care services.*	*A department, agency or organization supplying assistance other than direct operational or support functions or resources to the mass care services.*
Department of Parks, Recreation and Neighborhood Services	City Manager's Office Office of Emergency Management Department of Public Works Department of Public Works, Division of Animal Care and Services San Jose Public Library Department of Planning, Building and Code Enforcement Red Cross Collaborating Agencies' Disaster Relief Effort (CADRE) Housing Office	Department of Transportation Human Resources Office, Office of Employee Relations Police Department Fire Department Office of the City Attorney Finance Director

Table 2.2. Mass Care Services CONOPs Summary supplies basic information and decision-support considerations used by the Mass Care Branch to develop incident specific operational and coordinating objectives**.**

Table 2.2. Mass Care Services CONOPs Summary	
Core Capability	Provide life sustaining and human services to the affected population, to include hydration, feeding, sheltering, evacuee support, reunification, and distribution of emergency supplies.
End State	Immediate lifesaving and life-sustaining needs are met for all people, their service animals and household pets impacted by the disaster. The needs of people seeking shelter are met and the planning for the transition into temporary housing alternatives is initiated and informed by those needs. Sustainment assistance provided to evacuees, service animals and pets, including reunification and relocation assistance.

Table 2.2. Mass Care Services CONOPs Summary	
Concept of Operations	• Move and deliver resources to meet immediate needs for mass care and emergency assistance. • Provide resources and technical assistance to set up, staff and equip emergency shelters for the affected population. • Support mass evacuation activities, including coordination of support for people with disabilities and others with access and functional needs and the unique cultural inclusivity needs. • Coordinate emergency assistance. • Support recovery planning efforts for relocation assistance/interim housing solutions for families unable to return to their pre-disaster homes
Initial Information Requirements	• Arrival times and receiving areas for mass evacuees. • Assessment of support needs to address reasonable accommodations to support equity considerations for children, seniors, people with disability integration needs, people with access and functional needs including limited-English proficiency, the undocumented, the unhoused or people who are precariously housed, the LBGQTIA+ community, people without private transportation or digital access, people with household pets, and others. • Number of affected residences o Understanding of the affordable rental and housing inventory in the impacted area and adjacent areas and the impacts of the disaster on that inventory. • Population estimates living or present in impact areas. • Impact severity estimates: number of homes that sustained major damage or were destroyed (from Situation Reports (SITREP and other vetted Emergency Operations Center (EOC) sources). • Impact severity estimates and status of utility, power and sanitation systems (from SITREPs and other vetted EOC sources).

2.2. Activating Mass Care Services

When notified of the need for mass care services, PRNS will activate a Department Operations Center (DOC) to implement, coordinate and manage mass care operations. The EOC Operations Section's Mass Care Branch will determine required mass care services based on assessments of the need for shelter, feeding, emergency supplies and reunification. The Mass Care Branch Coordinator will identify needed resources required for mass care services from assisting departments and take the necessary steps to ensure that departments are activated or placed on standby.

When requested by the Office of Emergency Management (OEM), PRNS will make a representative available to the EOC Operations Section's Mass Care Branch for the coordination of mass care and shelter information, resource coordination and assistance in support of mass care and shelter operations. Mass care partners and service providers from coordinating departments or organizations may make representatives available to the DOC for close coordination and information-sharing. Resource requests will be coordinated through the Mass Care Branch once resource sharing is established among entities from the City, community organizations, County resources and other local support systems. The Mass

Care Coordinator at the PRNS DOC will adjudicate assigned resources for NGOs, community-based organizations (CBOs) and faith-based organizations (FBOs) providing mass care support for the City of San José. Those organizations providing support in coordination with city efforts receive priority assignment of resources.

2.3 Mass Care Service Capabilities

2.3.1 Mass Care Activities and Services

Mass Care and Emergency Assistance (MC/EA) is the provision of life-sustaining services to disaster survivors as defined in the National Response Framework. MC/EA comprises seven services known as activities. Activities include sheltering; feeding; distribution of emergency supplies; support for individuals with disabilities and others with access and functional needs; reunification services for adults and children; support for household pets, service animals, and assistance animals (HPSA); and mass evacuee support.[6] **Tables 2.3. through 2.8** provide an overview of what each mass care service or activity entails for the City of San José and the types of sites or methods of delivery for those services.

Resources may be in short supply, and multiple requests for services can occur. Resource requirements for supplies, equipment, vehicles, facilities, or personnel are initially filled from within City departments or in coordination with local organizations. Once internal resources have been exhausted (to include inventories on hand, resources from community organizations, and procurement from vendors) or when a shortfall is projected, a resource request based on a needed outcome is submitted by the DOC to the Mass Care Branch at the EOC.

Resource requests should include enough detail to ensure that those receiving the request understand what is needed. Resource requests from the DOC will be consolidated on an ICS 213 Resource Request form and at a minimum contain the following information:

- Detailed item description including quantity, capability, category, kind, and type, if known, or a description of required capability and/or intended use if not If suitable substitute resources or preferred sources exist, these should also be indicated.
    - Capability: The core capability for which the resource is most useful (e.g., sheltering, feeding, reunification, emergency supply distribution…)
    - Category: The function for which a resource would be most useful (e.g., sheltering, feeding, emergency supply distribution, reunification)
    - Kind: A broad characterization, such as personnel/staff, teams, facilities, equipment, and supplies
- If the resource is not a common or standard incident resource, then detailed specifications should be provided.
- Required arrival date and time
- Required delivery or reporting location

For additional detail on requesting resources for sheltering, please see page 50 of the **Shelter Management Plan.**

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[6] FEMA, May 2021, Individual Assistance Program and Policy Guide (IAPPG), Version 1.1, FP 104-009-03. https://www.fema.gov/sites/default/files/documents/fema_iappg-1.1.pdf. Linnk accessed June, 2023. Note this document is scheduled for update and revision in 2023.

Table 2.3. Core Capability: Mass Care Services, Activity: Sheltering	
Sheltering Service Description	**Sheltering Options**

• Sheltering is the provision of life-sustaining services in a safe, sanitary, and secure environment for survivors who have been affected by disasters and people who evacuate before a disaster strikes. Sheltering includes:
 	
   o Finding facilities.
   o Supplying life-sustaining and essential services
   o Support community strategies to place shelter residents into interim and longer-term housing solutions.
   o Closing of shelters
   o Temporary construction, issuance, or permitting of shelter facilities (e.g., tents).
   o The coordination of facilities outside of the City's authority.
   o Operational activity at shelters includes:
      ▪ Provision of core and situational services to people needing shelter.
      ▪ Shelter Management
      ▪ Staffing
      ▪ Shelter resident needs assessments.
      ▪ Support for the transition from emergency shelter to transitional or permanent housing.
 	
• Sheltering in the City of San José will be integrated and inclusive, and people with disabilities and others with access and functional needs (with and without support) will be sheltered with the general population.
 	
   o Shelter staff will make efforts to supply reasonable accommodations as defined under ADA law.
   o No one should be denied shelter services based on their race, sexual orientation, gender identity, housing
	• **Shelter:**
	   o A shelter is an accessible facility set up to supply comfort, food, water, information, and sleeping accommodations to meet the immediate disaster-caused needs of individuals, families, and communities.
	   o Core services are provided in every shelter.
	   o Situational services are supplied based on the needs of the clients.
	   o All services are programmatically and physically accessible to all clients.
	
	• **General Population Shelter**
	   o An accessible facility set up to provide shelter for everyone in the community including those individuals with access and functional needs, including those with disabilities requiring supportive services to keep independence and use the shelter and its programs and services.
	
	• **Non-Traditional Shelter**
	   o A location, generally in a large structure or open space, where a significantly substantial number of evacuees can take refuge and be sheltered for short or longer periods of time.
	   o These locations require an expanded amount and diversity of internal infrastructure and support services, which may include infrastructure operations such as logistics, utilities, security, maintenance, janitorial services, additional behavioral health support and traffic control, as well as services such as laundry, medical care, and recovery support.
	
	• **Non-Congregate Shelter**
	   o A nontraditional facility (e.g., home of family or friends, trailer, hotel, dormitory, cruise ship, recreational vehicle) that provides individuals and households with a level of privacy higher

Table 2.3. Core Capability: Mass Care Services, Activity: Sheltering	
Sheltering Service Description	**Sheltering Options**
status, residency/documentation status, access and functional needs or disability integration needs. • A whole community, multi-jurisdictional effort may be required to establish an environment that creates physical and emotional security for all people seeking shelter. o To maintain a safe and healthy sheltering environment for all shelter occupants, security may require a workforce trained in de-escalation and/or conflict resolution that combines behavioral health workers, shelter workers trained in psychological first aid and unarmed security workers. • For events that cause widespread displacement of people, to facilitate the transition out of the temporary refuge provided by mass care sheltering, a robust level of coordination must be initiated early between sheltering operations and housing recovery efforts.	than that of a congregate shelter. • **Other congregate facilities:** In addition to congregate shelters, other congregate facilities may include recreation and respite opportunities for displaced residents.

Table 2.4. Core Capability: Mass Care Services, Activity: Feeding	
Feeding and Hydration Service Description	**Feeding Site or Method Options**

• Feeding is the provision of food, snacks, and hydration to the affected population and emergency workers.
   o It often begins with the whole community, starting with the local food banks, restaurants, and caterers and then transitioning to non-profit organizations that are noted for their disaster feeding expertise.
   o Feeding can be provided at fixed and mobile sites.
   o Feeding requirements are based on the demographic, cultural, dietary, and ethnic diversity of an impacted community.
 	
 • Feeding operations includes the preparation, coordination, and delivery of meals through the following methods:
 	
   o Congregate feeding—supplying meals and beverages in a shelter.
   o Outreach feeding—supplying meals and beverages either at a fixed, non-shelter location in or near a disaster-affected area or by using emergency response vehicles (ERV) or other vehicles that travel throughout affected communities delivering meals.
	• **Shelter Feeding**
	   o Vendor Contracts
	   o Partner Organization
	   o Field Kitchens
	
	 • **Community feeding sites:**
	   o Can include fixed sites for preparation/distribution/both of food and mobile feeding units, as well as bulk distribution of food commodities (i.e., Food boxes).
	   o May be at sites already used by the community to support supplemental nutrition assistance or other feeding programs.
	
	 • **Mobile Distribution**
	   o Emergency Response Vehicles (ERVs)
	 Other possible resources for mobile feeding include grocery delivery services, restaurant delivery services (potentially cost-prohibitive) and food-trucks.
	
	 • **Canteening**
	
	   o Supplying snacks, beverages, and sometimes meals to first-responders, shelter clients, and others who need their nutrition needs to be met outside of scheduled mealtimes.

Table 2.5. Core Capability Mass Care Services, Activity: Distribution of Emergency Supplies	
Distribution of Emergency Supplies Service Description	**Supply Distribution Site or Method Options**

• Mass care activities include acquiring and delivering life-sustaining resources, hygiene items, and clean-up items for emergency distribution to meet the urgent needs of disaster victims.
• Distribution of Emergency Supplies entails three categories of supplies:
    o Life sustaining – food, water, non-prescription medicine, and first aid kits
    o Comfort- Supplies that provide comfort include hygiene kits including items such as toothpaste, towels, wash cloth, soap, and toothbrushes.
    o Other essential supplies- Essential supplies including but not limited to shovels, masks, gloves, lanterns, lantern fuel, tents and sheeting, sleeping bags, household kits, cots, blankets, cooking kits, comfort kits, household pet and service animal needs, and clean-up kits (detergents, bucket, sponges, mop, trash bags, disposable gloves)
• Added support required for distribution of emergency supplies may include:
    o Transportation
    o Warehousing
    o Equipment
    o Technical Assistance
    o Other Mission Critical Services
	• **Points of Distribution**
	    o Fixed locations where emergency supplies can be distributed to community members impacted by the disaster.
	• **Commodity points of distribution (C-PODs):**
	    o A centralized point where supplies and commodities are delivered for the public to pick up.
	• **Mobile Distribution**
	    o Vehicle drop of emergency supplies to neighborhoods or individual residences.

Table 2.6. Core Capability Mass Care Services, Activity: Reunification	
Reunification Service Description	**Reunification Resources**

• The service of reunification describes the human and technological resources to reconnect individuals as quickly as possible following a disaster or incident.
• The nature and specific circumstances of an event will determine the entity best suited to assume responsibility for reunification services.
   o The Operations Section Coordinator at the EOC in coordination with the Mass Care Branch Coordinator will evaluate the reunification activities required for each event and recommend the appropriate entity to assume responsibility for reunification services.
• Reunification may involve locating, registering, tracking and reuniting evacuees with families.
   o Reunification of unaccompanied minors and separated or missing children with their parents or legal guardians in the aftermath of a disaster is an operational priority.
   o 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.
	• **Self-registration tools on Social Media, like Facebook Mark Yourself Safe**
	• **National Center for Missing and Exploited Children, Unaccompanied Minors Registry (UMR)**
	   o Provides a safe and secure place for emergency management agencies, law enforcement, shelter staff, hospital employees and other organizations to report minors in their care during disasters.
	   o Accepts reports of children up to age 18 who have been separated from their parents, legal guardians, or other relatives.
	   o Allows shelters, hospitals and other agencies managing many unaccompanied children to upload entire lists of names at once.
	   o When a person makes a report to the Unaccompanied Minors Registry it goes directly to NCMEC's Call Center. A case will be opened for the child and information will be passed on to field resources on the ground.
	• **Local resources**
	   o As of June 2022, the American Red Cross Safe and Well website and applications are not functional.
	   o Red Cross family reunification provides limited reunification services for specific groups of people including the elderly, people with access and functional needs or people with limited English proficiency.
	   o For more information visit the Red Cross Website at Red Location Services

Table 2.7. Core Capability Mass Care Services, Essential Services: Evacuee Support	
Evacuee Support Service Description	**Evacuation Support Site Options**

• Mass evacuee support includes supplying life-sustaining services and resources to people displaced during evacuations.
  o May include support for mass evacuation tracking and the movement of government-assisted evacuees and their household pets, service animals and medical equipment.
  o Supplying resources including equipment, material, supplies, facilities, and personnel to support mass evacuees.
  o Support for evacuees being moved by government transportation.
  o Providing shelter for people displaced by evacuation.
  o Providing evacuees who are sheltered with current information about the status of the disaster including information about actions evacuees may need to take when returning home.
	• Mass evacuee support includes supplying life-sustaining services and resources to people displaced during evacuations.
	  o May include support for mass evacuation tracking and the movement of government-assisted evacuees and their household pets, service animals and medical equipment.
	  o Supplying resources including equipment, material, supplies, facilities, and personnel to support mass evacuees.
	  o Support for evacuees being moved by government transportation.
	  o Providing shelter for people displaced by evacuation.

Table 2.8. Core Capability Mass Care Services, Essential Services: Emergency Assistance	
Emergency Assistance Service Description	**Site Locations Where Emergency Assistance May Be Offered**

• Situational help and services based on the needs of people impacted by the disaster.
• **Emergency first aid** supplemental to any physical and behavioral healthcare services that may be needed to support shelter residents.
   o Basic (first aid)
   o Emergency medical care
• **Basic health services:**
   o Referrals and coordination with supporting agencies, departments and organizations for health and medical support.
   o Provision of physical and behavioral health services
   o Contagious disease monitoring
   o Acquisition of prescription medication and durable medical equipment
   o Monitoring those with chronic health conditions.
   o For the City of San José, Santa Clara County Public Health Department has the capability to provide limited support for these services, as described further in Assignment of Responsibilities, Section B.
      ▪ Requests for this support should be initiated using SEMS processes through the Mass Care Branch at the EOC.
• **Behavioral Wellness services:**
   o Disaster Psychological First Aid
   o Referrals and coordination with supporting agencies, departments, and organizations for behavioral health support.
   o Conflict resolution support for survivors in shelters in coordination with shelter staff and security staff
• **Disaster Case Management**
   o Longer-term support services designed to connect disaster survivors with existing
	• **Shelters**
	• **Cooling centers:** Temporary facilities made available during extreme temperature conditions that are dangerous or present difficulties for coping, can also be used for unsafe air quality events.
	• **Community Resource Centers**
	• **Local Assistance Centers**
	• **Disaster Recovery Centers** Identify locations for multiagency (recovery) resource centers and/or disaster recovery centers.
	• **Overnight Warming Locations**

Table 2.8. Core Capability Mass Care Services, Essential Services: Emergency Assistance	
Emergency Assistance Service Description	**Site Locations Where Emergency Assistance May Be Offered**
resources in the community to help them transition from mass care services into individual recovery. ○ Case management ensures that a sequence of delivery is followed to streamline assistance, prevent duplication of benefits, and provide an efficient referral system. ○ Typically initiated as part of the transition to intermediate recovery, disaster case management is reliant on effective whole community coordination. ○ Information collected during shelter assessments, can help inform strategies for disaster case management. ○ May provide essential support needed for transition to temporary housing and immediate community recovery efforts. • **Disability Integration and Access and Functional Needs Support and Accommodations** • **Social services and Cultural Competency Support**	

2.1.2 Mass Care Accommodation Considerations

To meet the mass care needs of all people impacted by the disaster, planning must consider accommodations and support for a variety of needs that arise when people cannot access the places they normally sleep, work and spend their time at. Tables 2.9 through Tables 2.11 provide an overview of some of the planning considerations that should be integrated into responses which require any mass care activity.

Table 2.9. Additional Considerations: Reasonable Accommodations	
Service Priorities	**Planning Considerations**
• Mass care service provision and planning for individuals with disabilities and others with access and functional needs in the City of San José is informed by these Key Principles: ○ Equal Access- People with disabilities and others with access and functional needs must be able to access the same programs and services as the	**CMIST** is the approach used in the City of San José to assess and develop reasonable accommodations strategies for people disabilities and others with access and functional needs. • CADRE is the organization that coordinates volunteer organizations active in disaster in Santa Clara County. As such, CADRE serves as the city's designated subject matter expert

Table 2.9. Additional Considerations: Reasonable Accommodations

general population.

- o Physical Access - People with disabilities and others with access and functional needs must be able to access locations where emergency programs and services are provided.
- o Access to Effective Communication - People with disabilities and others with access and functional needs must be given the same information provided to the general population. Communications with people with disabilities must be as effective as communication with others.
- o Inclusion - People with disabilities and others with access and functional needs have the right to participate in and receive the benefits of emergency programs, services, and activities.
- o Integration - Mass care programs, services, and activities typically must be provided in an integrated setting and serve the needs of everyone affected by the disaster.
- o Program Modifications – People with disabilities and others with access and functional needs must have equal access to programs and services, which may entail modifications

for ADA quality assurance and the primary coordinator of resources to meet individual AFN needs identified at mass care sites.

- o CADRE will coordinate resource support with the Mass Care Coordinator at the Department Operations Center and with the Mass Care Branch Director at the EOC.
- o If the resources to meet AFN needs cannot be coordinated with either the City's resources or those identified by CADRE, the City will submit resource requests to the OA using their SEMS compliant resource request process.
- The City will engage district disaster offices and representatives from local officials' offices to provide information about the challenges underserved people from their communities are facing in accessing mass care services.
  - o DDO support for information about local need for mass care services will be requested by the Mass Care Branch and coordinated through the Liaison Officer at the EOC.
- The City of San José will ensure the implementation of ADA Accessibility Guidelines for mass care site selection and operations, including for shelters and other mass care sites.
  - o Before establishing facility use agreements for facilities designated for use as mass care sites including shelters, all sites will be pre-inspected using the Premises Use Agreement Inspection form.
    - ▪ ADA compliance shortfalls should be noted on the Shelter Premises Use Agreement Inspection Form.
  - o Pre-scripted resource requests should be developed so these shortfalls can be mitigated if use of the site is required. Shortfalls might include but are not limited to:

Table 2.9. Additional Considerations: Reasonable Accommodations

	- ▪ Ramps for mobility support devices - ▪ Additional AFN compliant toilet and shower trailers - ▪ Temporary partitions or barriers to support areas for people vulnerable to sensory overload. - • Facilities and mass care sites designated for service provision will be inspected for ADA compliance by a designee from DPW. - • Sites may be temporarily improved to meet ADA standards by assistive measures and additional resources (i.e., ramps, handrails, ADA compliant shower, toilet and handwashing stations and/or trailers). - • Sites will also be evaluated for inclusion on local micro-grids and alternate power sources when the Pacific Gas and Electric grid is challenged.

Table 2.10 Additional Considerations: Children

Service Priorities	Planning Considerations

Save the Children, a charitable organization dedicated to helping children in need, has identified that children in disaster areas require protection from:
 	
- • Physical harm
- • Exploitation and gender-based violence
- • Psychosocial distress
- • Recruitment into gangs
- • Family separation
- • Abuses related to evacuation.
- • Denial of children's access to quality education
 	
Mass Care Workgroup pre-disaster priorities:
 	
- • Establish a list of suppliers in the City who can provide emergency supplies and equipment related to the care of children (diapers, wipes, formula, feeding implements, etc.), including address and contact information.
	PRNS provides oversight and coordination for developing capacity in the community to address the needs of children in disasters.
	
	- • The City's practices for maintaining the safety of separated children and unaccompanied minors are detailed in the Shelter Management Plan.
	- • These considerations for services to children should also be addressed:
	  - o Immediate trauma services
	  - o Assistance for medically fragile children and their caregivers
	  - o Benefit programs to respond to new needs (e.g., housing repairs or reconstruction)
	  - o Childcare for families
	  - o Transit to school
	  - o Reunification Services

• Engage child-focused non-governmental organizations (NGOs) operating in the community (disaster and non-disaster related) for support.	• Coordinate with CDSS (California Department of Social Services) through the OA, to obtain an expanded list of out-of-state family contact points and resources to support the reunification of children and families

Table 2.11 Additional Considerations: Household Pets	
Service Priorities	**Planning Considerations**

Household pet and service animal support requires reducing barriers for people and seeking assistance for their pets together whenever possible.
 	
• The City will support the needs of household pets based on the resources available. Service animals will be accommodated at all mass care sites.
• Individuals will still carry the primary responsibility of care for their household pets and service animals.
 	
The MC/EA role in providing household pet and service animal support is supporting the needs of individuals with household pets and service animals during evacuation, rescue, and coordination of veterinary care.
	• Mass Care Branch at the EOC in coordination with Animal Care and Services at the EOC will establish the community pet sheltering strategy for each disaster.
	• The City will attempt to support accommodations for household pet sheltering as a mass care practice, although they may not always be able to support pet shelters at the same location as their owners.
	   ○ This will require a significant line of effort requiring whole community resources.
	   ○ When co-located pet sheltering cannot be supported, pets may be sheltered using any one of the following methods.
	      ▪ The City of San José Animal Shelter may accept some pets.
	      ▪ When possible, in an auxiliary trailer with kennels coordinated by Animal Care and Services through whole community or other service providers.
	      ▪ A separate site close to the shelter
	• Service animals are allowed on public transport for evacuations and at all mass care sites under all circumstances, in accordance with ADA law.
	• The American Red Cross supports co-located pet sheltering at its shelters.
	• The preferred method for co-located pet shelters, is a designated area managed by the City or a 3rd -party arranged for by the City at shelters.

2.1.3   Current Mass Care Capability in the City of San José

Table 2.10 provides identifies the current shelter capability in the City of San Jose. As the number of shelters and/ or the duration they are open increases, there will be a need to coordinate additional resources to sustain operations.

Table 2.10. City of San José Shelter Capability - Local Resources Only			
Organization	Number of Shelters	Capacity to Support	Duration Local Resources Only
Red Cross	2	200 People each shelter	0-72 Hrs.
PRNS	2	200 people each shelter	0-72 Hrs.
Total Capacity	4 Shelters	800 People total	0-72 Hrs.

2.4 EOC Mass Care Branch Critical Tasks and Activities

Mass Care and Shelter Branch- will support the overall coordination of mass care operations in the City. This includes site selection, shelter opening and closing, and managing available resources for shelters and mass care sites. It also includes the communication and coordination with shelter and site managers and monitoring the services provided to the affected populations, ensuring that shelters are providing a safe environment for people displaced by the disaster, and meeting their sustainment needs. On activation, these priorities should inform the unified efforts of the EOC Mass Care Branch:

- Rapid assessment of the situation,
  - o Identify actions already taken.
  - o Using criteria established by the City identify people most likely to face disproportionate impacts and prioritizing resources to meet their needs.
  - o Identify the next steps to be taken by the Branch.
- Activating and acquiring/deploying resources needed to meet the immediate sustainment needs of people requiring mass care services, including requesting Functional Assessment Support Teams (FAST) and other resources as needed to support people with access and functional needs.
- Recurring analysis of information regarding mass care needs, site usage, and the operations for each mass care site operated or supported by city.
- Maintaining situational awareness based on information from the public and interdependent functions and branches.
- Mass Care Branch provides the EOC PIO with required information to ensure accurate mass care service information is provided to the public, either through the joint information system (PIO to PIO) or through coordination from the Mass Care Branch at the EOC to the Lead PIO.
- DOC Mass Care Coordinator to initiate and maintain contact with site managers involved in the emergency response to assess the scope of the emergency and their need for added resources.
- Coordination with Housing and other organizations to identify resources and facilitate transitions to meet the longer term needs of people who require mass care support.

- Provide periodic reports on the emergency and the status of city resources with information gathered from impacted areas.
- When local mass care capacity, including the mass care capability of the whole community, has been exceeded the Mass Care Branch at the EOC will initiate coordination with the Santa Clara County Operational Area through the EOC Operations Section for additional resources and support as needed in accordance with SEMS.

2.5. Mass Care Branch Operating Phases

Resource considerations, and the priority of effort for different mass care services will change over the life of the mass care operating cycle. The specific type of mass care services needed and the level of activity and the time that it takes to address resource needs that appear during each period of activity are dependent on a variety of factors like the availability of resources, number of people evacuated or displaced, extent of infrastructure damage or disruption, number of homes identified as major damaged or destroyed, etc. size. Supplies carried out by

Section 1.3.1. Phases of Emergency Management of the EOP informs the operating cycle of preparedness, response, and recovery activities in the City of San José. **Table 3: Phases of Emergency Management** from that document describes the time-estimate sequencing of the emergency management cycle.

Table 5: Phases of Emergency Management	
Phase	**Approximate Timeline**
Phase 1: Preparedness	Pre-incident
Phase 2: Initial Response	Within first 72 hours of an incident
Phase 3: Continued Response	72 hours to 14 days after an incident
Phase 4: Short-Term Recovery	Two weeks to two months after an incident
Phase 5: Long-Term Recovery	Two months to a year or more after an incident

The Parks, Recreation, and Neighborhood Services Department, the primary department for mass care and shelter, is responsible for coordinating and/or delegating the preparedness, response, and recovery activities associated with mass care and shelter to supporting departments or external partners and establishing the advanced operational planning cycle to ensure that mass care services are adequately resourced to meet the basic sustainment needs of people affected by the disaster.

Table 5 Mass Care Operating Phases is an overview of the phases of mass care operations activity, which are Initiate, Stabilize/Enhance, Sustain/Right Size, and Transition to Recovery/Demobilize. The table identifies the conditions and activities that characterize each phase to provide a basis for decision support and advanced operational planning for mass care services. **The Mass Care Critical Tasks and Actions List** in the **City Mass Care Handbook is** organized by the phases of emergency management, described in the EOP. Mass care activities and sheltering happen concurrently, and the sequence will vary depending on the size and specifics of the incident. The activities described in the timeline do not constitute a comprehensive list of all possible actions that may be taken; the tasks do represent the most critical activities to be carried out based on best practices.

Table 2.6: Mass Care Operating Phases

Emergency Management Phases	Preparedness	Initial Response		Continued Response	Short Term Recovery
Mass Care Operating Phases	**Phase 1: Initiate**	**Phase 2: Stabilize/Enhance**		**Phase 3: Sustain/Right Size**	**Phase 4: Transition to Recovery/ Demobilization**
Point in Time	• Event or warning level requiring mass care support occurs.	• Hazardous conditions exist. • Event or response may be moving to containment. • Evacuation warning or orders in affect, but areas may be stable.		• Some evacuated areas begin to repopulate. • Evacuation orders may remain in effect for other areas. • Hazardous conditions diminishing or concluded.	• Implementation of local rehousing strategy. • No remaining hazardous conditions or evacuation orders.
Activity Drivers	• Demand rises as incident or event starts to scale.	• Demand for mass care services and support activity peak.		• Mass care support needs decline and then plateau.	• Individual recovery solutions identified, and long-term community recovery efforts started.
Needs (Problem sets for Mass Care Branch to resolve)	• A safe place where basic sustainment needs are met, information is available about impacts from the hazard or threat, and options for next steps are provided.	• More robust sustainment (wrap-around services implemented) for people impacted by disaster. • Transition people from mass care to more sustainable options. • Connecting people impacted by the disaster to meet disaster caused needs.		• Resources to sustain population in their homes or new location identified. • Community strategy developed to address individual recovery needs of members of vulnerable and underserved populations including safe and health replacement housing options.	• Connecting people who lost their homes or who are otherwise unable to return home with the programs, agencies, and case work needed to both meet their needs and allow mass care services to fully demobilize and close.
Resource Trends	• Rapid scale up of services and associated resources as mass care services activate.	• Recurring resource patterns identified, and resupply cycle established. • Extent of impacts and complexity of unmet needs drive sustainment planning. • Assess need to combine mass care public safety sites.		• Required number of sheltering and resource relief sites reduces. • Need for recurring resources declines. • Projected end of mass care services end is identified. • Resources required to sustain population in their homes or new location identified.	• No remaining recurring mass care resource needs. • Long term support has transitioned from local jurisdictions to the appropriate agency for continued casework and services. • Resource demobilization started, including the stoppage of contracts developed for the incident.
Planning Assumptions	• Historic data and estimates of damage to	• Damage assessments underway.		• Preliminary damage assessment is complete or in draft form.	• All mass care services, activity providers, demobilize equipment and facility.

Table 2.6: Mass Care Operating Phases

Emergency Management Phases	Preparedness	Initial Response	Continued Response	Short Term Recovery
Mass Care Operating Phases	**Phase 1: Initiate**	**Phase 2: Stabilize/Enhance**	**Phase 3: Sustain/Right Size**	**Phase 4: Transition to Recovery/ Demobilization**
	residences and population displacement.	• Planning assumptions updated and refined. • Evacuation areas may be reduced or expanded or given new order/warning designations.	• Evacuation areas are reduced or lifted, or Incident Command has identified specific thresholds for warnings/orders to be lifted later.	• Facility owners inspect and resume normal operations. • Evacuation warnings/orders lifted. • Hazardous conditions no longer exist.
Desired End State	• Local jurisdictions provide mass care needs assessments to county. • Required mass care resources identified and planning assumptions developed. • Resource requests to fill shortfalls complete. • Immediate initial mass care needs of impacted population met with existing resources.	• Immediate mass care needs of disaster impacted population have been equitably met and additional sustainment resources are provided (wrap-around services.) • Mass care site resource contracts, such as for meals or security, are developed and finalized. • Aligned strategy for temporary housing initiated. • Whole community resources and shortfalls for support of individual recovery (i.e., solutions other than mass care) of impacted population identified and a plan to resolve initiated. • Recovery planning process initiated. • Short- and mid-term care and shelter site(s) staffing and operations finalized.	• Need for mass care reduced to displaced survivors without other options. • Temporary housing strategy Implemented. • Long Term Recovery (LTR) planning complete, LTR committees established, and solutions identified for unmet needs of all impacted diverse populations. • Coordinated strategy to transition remaining individuals in shelters to situations that meet their unique needs (MASTT, LAC, DRC) initiated.	• Damage assessment complete. • All agency and organizational support return to normal operations. • Complete demobilization of material and human resources complete, including termination of contracts, collection of Form 214s from site workers, and resource documentation/receipts collected. • All City, mass care and shelter documentation provided to the City EOC Finance and Administration Section. • Post-usage site walkthrough conducted with site owner and necessary repairs and modifications are completed.
ALL MASS CARE ACTIVITIES IN THE CITY OF SAN JOSÉ PRIORITIZES THE SAFETY, HEALTH, AND WELL-BEING OF THE DISPLACED POPULATIONS SERVED.				

3. Organization and Assignment of Responsibilities

This section outlines roles and responsibilities specific to mass care and shelter by City department, in addition to the roles outlined in the EOP. Roles and responsibilities for external entities are also outlined. City departments and external partners may also make or be asked to make contributions in addition to what is described below.

3.1 Organization

Parks, Recreation, and Neighborhood Services Department is the primary agency for mass care services. They will lead the city's efforts to coordinate and manage mass care operations. The Emergency Operations Center (EOC) Operations Section's Mass Care Branch will determine required mass care services for each incident based on assessments of the need for shelter, feeding, emergency supplies and reunification. The Mass Care Branch Coordinator will identify resources required for mass care services from assisting departments and take the necessary steps to ensure that departments are activated or placed on standby.

Mass Care at the EOC Level- The Mass Care Branch Director will lead mass care operations at the City of San José EOC. The EOC is the centralized location where emergency management coordination and decision-making is conducted during a critical incident, major emergency, or disaster. When activated, the EOC supplies support for critical tasks related to communications, coordination, resource management, and executive leadership. Additionally, the EOC coordinates tasks that augment existing Department Operations Center (DOC) standard operating procedures. Activity here focuses on policy level decisions, coordination with other Branches and departments for mass care support and coordination for out of authority resources.

Mass Care at the DOC Level- A Department Operations Center (DOC) is an operational and logistical entity that is designed to coordinate functional support for mass care at the department level. The role of a DOC typically involves two functions: continuing critical pre-disaster operations and supplying functional support to field operations. In the City of San José 's EOC Organization, DOCs can serve as extensions of the functional branches in the Operations Section. PRNS is one of several City of San José Departments who sustain the capability to activate a Department Operations Center (DOC) to fulfill their emergency management and departmental responsibilities. A DOC is responsible for continuing critical pre-disaster operations. The DOC also provides functional support to field operations.

Department Operations Center	Location
Parks, Recreation and Neighborhood Services	Camden Community Center 3369 Union Ave., San Jose, CA 95124

The American Red Cross federal charter grants the American Red Cross the authority to supply mass care and shelter services as part of domestic disaster relief. As their resources allow, the American Red Cross will support mass care and shelter efforts in the City by supplying personnel, resources, and equipment to manage or supplement sheltering operations when it aligns with their disaster relief mission. In events where fewer than 25 individuals need shelter, the City may choose not to open a shelter, but request American Red Cross support for assistance with temporary accommodations for displaced individuals.

Each incident's unique requirements will influence the mass care coordination structure required for the

response. For example, not all responses will require community feeding. Some may not require sheltering. **Figure 1 Expanded Mass Care Branch Structure** is one possible example of the coordination and reporting framework of the EOC, DOC and mass care sites in the field. This table of organization reflects the coordinating relationships for a relatively complex disaster with significant impacts to infrastructure and buildings. It illustrates coordination between multiple shelter sites, a line of effort supporting community and shelter feeding and lines of effort providing support for Community Feeding and Distribution of Emergency Supplies.

Figure 1. Sample Expanded Mass Care Branch Structure
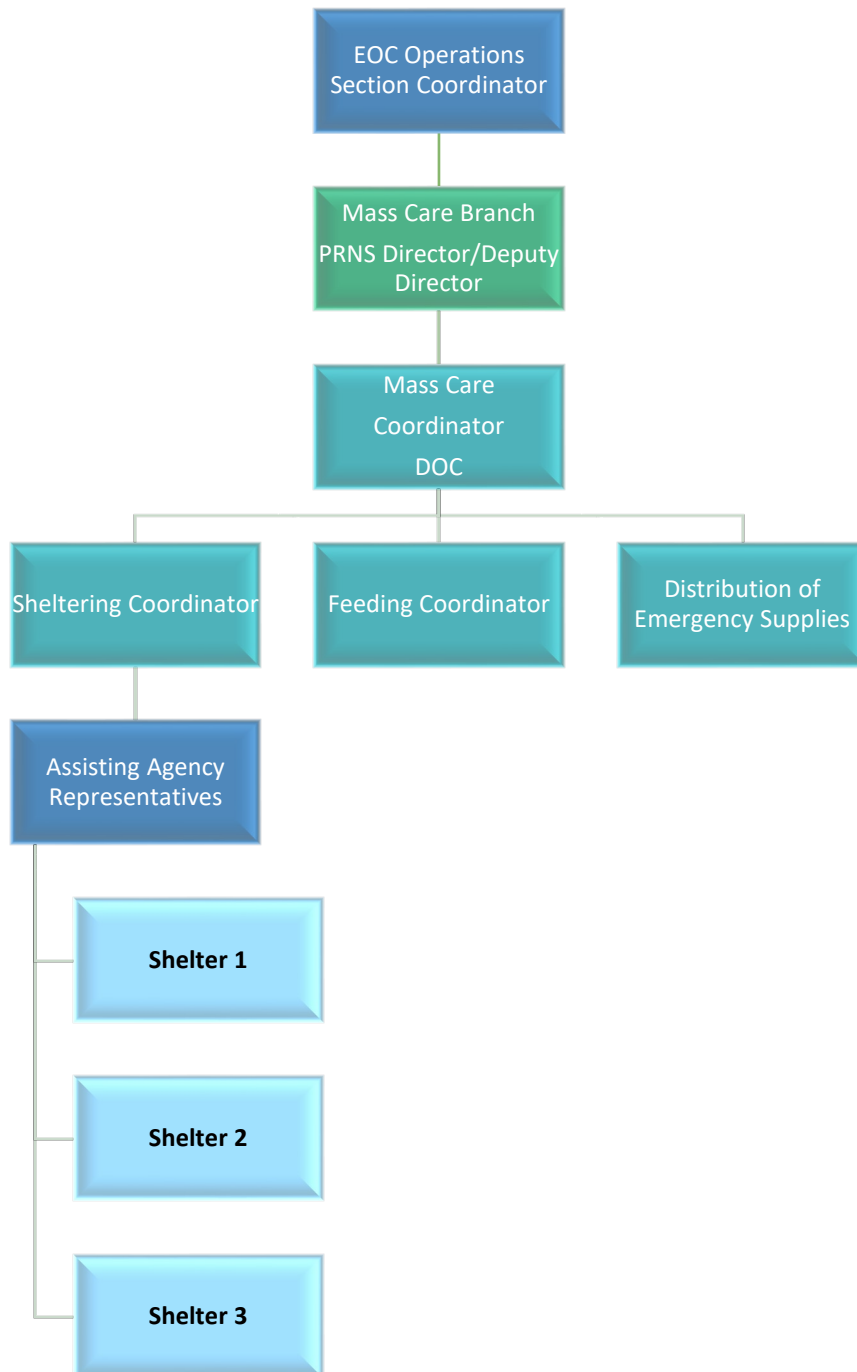
3.2 Responsibilities

3.1.1   City Department Responsibilities

In addition to providing essential services, responding departments will also be expected to perform the activities described below during an emergency or disaster. When required, departments will assign personnel and resources to support mass care and shelter operations in the field and at the City's EOC.

Departments are expected to develop supporting plans and procedures to help them meet the roles and responsibilities outlined below. Departments may direct their staff to obtain added training to support mass care and shelter efforts. A staff training database will be kept and updated. Departments should use the resources of the whole community to increase their ability to fulfill their mass care support responsibilities. **Table 3.1** provides a summary of mass care responsibilities by city department.

Table 3.1. City Department Responsibilities	
Agency	**Responsibilities**
Department of Parks, Recreation, and Neighborhood Services (PRNS)	- Serves as the primary department for mass care services – sheltering, feeding, reunification, distribution of emergency supplies and coordination of emergency assistance- planning and response. - Delegates and/or coordinates planning, preparedness, response, and recovery responsibilities for mass care services to supporting departments and other organizations, agencies, and departments. - In coordination with OEM, leads the City of San José Mass Care and Shelter Workgroup - Develop a workgroup work plan. - Delegate work plan tasks. - Establishes training standards and just in time training programs to increase mass care capability when needed. - Pre-Disaster Task- In coordination with Red Cross and Human Resources- develop program to provide Just in Time Training and a process to qualify (background check included) people to expand the capability to provide mass care services for more complex disasters with wide-spread impacts. - Coordinates opening and operation of mass care sites, including shelters if American Red Cross and other non-governmental relief agencies are not available. - Coordinates American Red Cross-provided training, staffing, and management of all shelter operations for the City of San José. - Develop and keep a roster of PRNS personnel with shelter training (staff and management). - Leads and staffs the EOC Operations Section's Mass Care Branch.

Table 3.1. City Department Responsibilities	
Agency	**Responsibilities**

Department of Parks, Recreation, and Neighborhood Services (PRNS)	• Assesses, identifies, forecasts, and addresses mass care site need in the city.
	• Provides leadership, direction, coordination, and integration of citywide efforts to provide mass care services to meet the needs of people impacted by disaster.
	• Coordinates with the Housing Department, Planning, Building and Code Enforcement Department, and Public Works Department to ensure compliance with ADA standards at mass care sites.
	• Activates the Parks, Recreation and Neighborhood Services DOC.
	• Requests representatives or liaisons from assisting and cooperating departments and partner to support in the DOC.
	• Coordinates with subject-matter experts for quality assurance to meet the needs of those with access and functional needs in shelters and at mass care sites in the City of San José.
	• For City managed shelters coordinate with other City departments (such as City Attorney, Information Technology, Immigrant Affairs, Police Department, and others) on develop and implement a registration process for use is in shelters and at mass care sites.
	   o **CADRE** has a system called VisionLink with the functionality for both a registration system for city run shelters and case management secure information sharing among multiple agencies.
	      ▪ Effective implementation of the system hinges on pre-disaster coordination to all participants understand information requirements and use by each agency, any limitations on the information they can and can't share and the overarching requirements for information collection and input.
	   o Information from individuals undergoing the Red Cross Shelter Resident Transition process and Client Casework process can only be shared if the client consents to a release of information to agencies/organizations providing recovery assistance and resources.

Table 3.1. City Department Responsibilities	
Agency	**Responsibilities**
Department of Parks, Recreation, and Neighborhood Services (PRNS)	○ Red Cross to ensure that relevant information provided by shelter clients who have indicated their consent for shared information is made available to the agency's/department's responsible for case management and other recovery services. • Coordinate and manage the shelter registration process when the City is running and managing mass care and shelter operations. • Provides accurate information including locations, operating hours and services offered at shelters and mass care sites to the PIO for dissemination to the public. • In coordination with the Finance/Administration Section implements documentation that captures correct and complete required information and documentation for all activities, including receipts, volunteer hours, donations, labor, and equipment usage records. • In coordination with the Human Resources department implement process to ensure all workers assigned to mass care services have completed and cleared the appropriate level background check for their assignment. • DOC verifies before deploying assigned resources to sites. • EOC coordinates required mass care critical information requirements and reports. • DOC receives, combines, and provides information from each site for submission to Branch Director. • Coordinate with American Red Cross and other providers to find and assess/survey potential shelter locations and provide a list of facilities with shelter capabilities and accessibility information to the EOC. • Coordinate with OEM Mass Care representative for maintenance of Facility Use Agreements with third-party facility owners, such as school districts and faith-based organizations, for use of their facilities as disaster shelters. • Coordinate the memorandum of understanding (MOU) with American Red Cross and manage the relationship.

Table 3.1. City Department Responsibilities	
Agency	**Responsibilities**

Department of Parks, Recreation, and Neighborhood Services (PRNS)	• Provide personnel for mass care operations including sheltering, feeding and/or the distribution of emergency supplies.
	• Coordinate resources for human services support (e.g., personal assistance, therapeutic services, senior services, etc.)
	• Supply customer service in the form of hotlines, outreach, or other forms of public interface as appropriate to community center/recreation personnel.
	• Coordinate with Animal Care and Services regarding animal care issues at mass care and shelter facilities.
	• Provide personnel for mass care operations including sheltering, feeding and/or the distribution of emergency supplies.
	• Coordinate resources for human services support (e.g., personal assistance, therapeutic services, senior services, etc.)
	• Supply customer service in the form of hotlines, outreach, or other forms of public interface as appropriate to community center/recreation personnel.
	• Coordinate with Animal Care and Services regarding animal care issues at mass care and shelter facilities.
	• Identify personnel responsible for documentation at all or each shelter sites.
	• Coordinates with the EOC Logistics Section's Procurement Branch for required resources at mass care sites including meals, security, materials, equipment, supplies and AFN resources.
	• Ensure resources and materials are available in sufficient quantities at shelter locations, including the following items:
	  ○ Forms for shelter inspection and activation
	  ○ Shelter management and administration supplies
	  ○ List of shelters with the contacts for each shelter manager as available
	  ○ List of all food providers and contact information, including bulk providers and food pantries.
	  ○ List of all hospital and ambulance services with contact information
	  ○ List of locations of all mass feeding sites and contact information for managers

Table 3.1. City Department Responsibilities	
Agency	**Responsibilities**
City Manager's Office	• As the Director of Emergency Services, provide overall authority and leadership during emergency operations. • As the Primary office for Recovery, monitor mass care and sheltering operations and provide leadership to ensure fast and effective transition to long-term housing recovery operations. • Make policy recommendations and/or decisions. • PIO resources from the City Manager's Office of Communications serve as the primary Emergency PIO and will support care and shelter operations with public information dissemination services. o Integrate the VLAC into development of messaging strategies for dissemination of information about mass care services.
The Office of Emergency Management (OEM)	• Activate the EOC. • Coordinate training and exercise for mass care and shelter activities. • Provide coordination and support to other departments and offices, as necessary. Support the identification of shelters and the need for transportation services to support evacuees or people impacted by the incident with a prioritization for those with transportation limitations based on disability integration or access and functional needs. • Maintain Facility Use Agreements with third-party facility owners, such as school districts and faith-based organizations, for use of their facilities as disaster shelters in coordination with PRNS. • Provide public information and updates to PIO, including first responders and mutual aid resources, involved in mass care and sheltering operations. • Coordinate resource needs for the City with the Santa Clara County Operational Area, Cal OES, and FEMA. • Support planning efforts related to mass care and shelter, including planning for individuals with disabilities and others with access and functional needs. • Work with the Collaborating Agencies' Disaster Relief Effort (CADRE) Access and Functional Needs team leads, Silicon Valley Independent Living Center, the San Andreas Regional Centers, and other services and organizations that serve individuals with access and functional needs, as needed and appropriate.

Table 3.1. City Department Responsibilities	
Agency	**Responsibilities**
City Finance Department	• Supports emergency resource procurement. • Facilitates post-disaster cost-recovery. • Establishes systems/procedures in advance of an emergency to deal with tracking all emergency costs, etc. for recovery.
Housing Department	• Staff the EOC Operations Section's Mass Care Branch and/or Recovery Section's Housing Recovery Support Function, as circumstances require. • Coordinate with the Parks, Recreation and Neighborhood Services Department, Planning, Building and Code Enforcement Department, and Public Works Department to ensure compliance with ADA. • Coordinate information support for housing-related case management programs for shelter residents who require temporary and/or long-term housing placement options because of disaster impacts. • To the extent possible, assist unhoused persons displaced by the disaster with housing options, as part of the department's Homeless Concerns mission and operations. • Use existing resources and staff to assess temporary housing needs, coordinate with appropriate partners, and track next steps. • Assist the EOC Recovery Section with identifying short- and long-term housing needs of disaster survivors. • Integrate consideration of household pets into transitional and temporary housing strategies in coordination with mass care branch and Animal Care and Services. • Provide a housing resource list to the EOC and shelter manager. • Provide support for the closure of shelters and the movement of shelter populations from shelters into temporary housing. • Arrange for the activation and release of an emergency housing response. • Develop and establish a process and means of electronic communication with displaced disaster survivors regarding housing needs and requests.

Table 3.1. City Department Responsibilities	
Agency	**Responsibilities**
Department of Public Works (DPW)	• Staff the EOC Operations Section's Public Works Branch and Recovery Section's Infrastructure Branch, as necessary. • Coordinate with the Parks, Recreation, and Neighborhood Services Department, Housing Department, and Planning, Building, and Code Enforcement Department to ensure compliance with ADA by providing evaluation of potential shelter sites for structural and accessible requirements. • Perform safety assessments of proposed shelter sites to ensure they can be safely occupied after an incident within 24 hours of incident, or as early as practicable. Perform additional safety assessments as necessary throughout the incident. • Requests additional safety assessment resources through the State Safety Assessment Program (SAP) when necessary due to volume of damage. • Provide coordination and support to other departments, as necessary. • Provide, via contract, an ADA Specialist to ensure the engineering and configuration of shelter or other mass care sites is appropriate for use for residents with disabilities and others with access and functional needs. • The Animal Care and Services division will coordinate support and the community pet sheltering strategy for the evacuation and sheltering of companion animals/pets (including in general population shelters and separate facilities) and provide additional support for service animals at general population shelters as resources allow with the Mass Care Branch. • Animal Care and Services division will coordinate the community strategy for pet sheltering. • If not sheltered together, the Animal Care and Services division will, using available resources, establish companion animal/pet shelters near general population shelters, such as trailers with kennels.

Table 3.1. City Department Responsibilities	
Agency	**Responsibilities**
Department of Transportation (DOT)	• Staff the EOC Operations Section's Transportation Branch. • Supports Mass Care Branch coordination for movement between evacuation sites, pickup points, shelter sites, and other support services locations that may be available to people in shelters when required. • Transportation resource coordination efforts for mass care will prioritize support for those people impacted by the disaster with disability integration and/or others with access and functional needs. • In limited incidents, such as heavy storms immediately displacing populations may coordinate support for short-term shelter in transportation vehicles while evacuation centers or emergency shelters are set up.

Human Resources Department / Office of Employee Relations	• Staff the EOC Logistics Section and branches as needed, such as the Personnel Branch.
	• Manage aspects of personnel assignment in support of mass care and shelter.
	• Maintain records of personnel skilled to provide several types of assistance, including translation or interpretation services.
	• Manage Disaster Service Workers and swear in affiliated volunteers for integration into the City's emergency response.
	• Swear in event-based volunteers (preferably in groups where they can receive just-in-time training).
	    o Note: City staff that hold the title of Division Manager or above can swear in volunteers.
	    o In addition to this, all staff with the Office of Employee Relations can swear in volunteers.
	• Provide personnel to staff shelters or mass feeding or distribution operations as needed.
	• Coordinate and provide volunteers to mass care and shelter operations.

Fire Department	• Staff the EOC Operations Section's Fire and Rescue Branch. • Provide fire safety and capacity inspections at shelters as requested via Fire Marshal or other appropriate personnel.

Table 3.1. City Department Responsibilities	
Agency	**Responsibilities**
Police Department	• Staff the EOC Operations Section's Law Branch. • In coordination with the Mass Care Branch, develop strategies and coordinate security resources for assignment to mass care sites as needed. • In coordination with the Sheriff's Office and the mass care branch develop strategies to address the sheltering needs of known sex offenders as needed. • As resources allow support reunification of unaccompanied minors and separate children.
Office of the City Attorney	• Staff the position of Legal Officer in the EOC Management Section. • Provide general legal oversight of the City's mass care and shelter operations. • Provide subject matter expertise on ADA compliance to offer guidance about accommodation and discrimination in emergency sheltering. • Provide subject matter expertise on civil rights to offer guidance on issues like shelter curfews.
Department of Planning, Building and Code Enforcement (PBCE)	• Staff appropriate EOC Operations Section and Recovery Section branches. • Provide subject matter expertise on code enforcement to offer guidance on relaxing shelter habitability standards as needed. • Coordinate with the Parks, Recreation and Neighborhood Services Department, Housing Department, and Public Works Department to ensure compliance with ADA by providing evaluation of potential shelter sites for structural and accessible requirements.
San Jose Public Library	• When activated and as resources allow, the SJPL will support mass care service to people in San Jose impacted by the incident. • Service may be provided at shelters, mass care sites, family assistance centers, District Disaster Offices (DDOs), Points of Distribution for emergency supplies, or sites. • Services may include multilingual interpretation services as available.

Table 3.1. City Department Responsibilities	
Agency	**Responsibilities**
San Jose Public Library	• Provide information support for assessment of mass care needs and resource prioritization through data analysis of demographics in the impacted areas and development of decision-support tools from sources like the Digital Equity/Inclusion Index. • As resources allow, provide communication resource support to mass care sites including iPad, MIFIs and other communications tools.
Information Technology	• Staff the EOC Logistics Section's Information Technology Support Branch. • Assist Parks, Recreation and Neighborhood Services Department with identifying required resources for technology and communications support at shelters and other mass care sites. • Support identification of resources or vendors when resources are not immediately available in the City. • Provide technology and communications support.

3.2. External Partner Responsibilities and Capabilities

The following external entities may provide support, services, situation reports, information, and/or resources to the City of San José, based on their expected roles and responsibilities and availability. The City must request state and federal resources through coordination with the Santa Clara County Operational Area.

3.2.1 Special Districts

SEMS treats special districts as units of local government, maintaining their own operations and coordinating with the local government (city, county) levels, as appropriate based on their jurisdiction and the geographic service boundaries. Special districts serving the City of San José include the following school districts:

1. Alum Rock Union Elementary School District
2. Berryessa Union Elementary School District
3. Cambrian School District
4. Campbell Union High School District
5. Campbell Union School District
6. Cupertino Union School District
7. East Side Union High School District
8. Evergreen Elementary School District
9. Franklin-McKinley Elementary School District
10. Fremont Union High School District
11. Los Gatos-Saratoga Joint Union School District
12. Luther Burbank School District
13. Metro Education School District
14. Moreland School District

15. Morgan Hill Unified School District
16. Mount Pleasant Elementary School District
17. Oak Grove Elementary School District
18. Orchard Elementary School District
19. San Jose Unified School District
20. Santa Clara Unified School District
21. Union Elementary School District

School Districts serving the City of San José will:

- Provide facilities to respond to mass care and shelter needs, as appropriate.
- Be responsible for any students who are already in the care of the School District when the incident occurs.

> In addition to the City public school districts in in City of San José, the community is host to many charter and private schools that may have support resources for mass care that can be integrated into any community-wide response. The Santa Clara County Office of Education is a key partner when coordinating across school districts as well as when coordinating with Charter Schools and special schools.

3.2.2 Santa Clara County and Santa Clara County Operational Area

The City will coordinate with the County during mass care and shelter planning and operations through the EOC when activated. If the EOC is not activated, coordination will be led through the PRNS DOC..

Table 3.2. County Department Capabilities	
Agency	**Capabilities**
Santa Clara County Office of Emergency Services	- Coordinate county resources with the City's EOC based on the resource request process. - Provide information and fill resource requests to support the City. - Serves as the primary point of contact for FAST resources in the county of Santa Clara. - Maintains records of trained FAST resources in Santa Clara County. - Serves as the coordinating authority for FAST resources requested from the state.
Santa Clara County Office of Supportive Housing	- Provide oversight of resource coordination for mass care services within the Operational Area - Provide information, services, and resources for shelter, rental assistance, and connecting to long-term housing to extremely low income/special needs households.

Santa Clara County Department of Public Health and Behavioral Health Department	• Provide public health oversight for shelters especially for communicable diseases and behavioral health services, such as trauma/crisis counseling. • Monitor and evaluate the health status of the shelter population to prevent the spread of communicable disease in the Operational Area to fulfill City of San José requests. • Monitor crisis counseling requests. • Maintain the Medical Volunteers for Disaster Response Program (MVDR) of Santa Clara County registry and activate medical health professionals for public health related tasks in an emergency. • Conduct inspections as needed or required to ensure food safety in shelters. • Provide mutually agreed on medical and behavioral health services in the shelter in the Operational Area to fulfill City of San José requests. • Provide public health and sanitation oversight for shelters, including periodic health and sanitary inspections of each opened shelter in the Operational Area to fulfill City of San José requests. • Provide public health nursing services to shelter residents in the Operational Area to fulfill City of San José requests.
Santa Clara Emergency Medical Services Agency	• Provide a Medical Health Operational Area Coordinator (MHOAC). The MHOAC is responsible for monitoring, ensuring, and procuring medical and health resources during a local emergency or disaster, and is authorized to submit and respond to medical and health requests for resources outside of the Operational Area. The MHOAC for Santa Clara County is the Emergency Medical Services (EMS) Director.
Santa Clara County Social Services Agency • **Department of Aging and Adult Services** • **Department of Employment and Benefits Services** • **Department of Family and Children's Services**	• Coordinate programs for childcare, General Assistance, Medi-Cal, Housing Assistance, Food Stamps, Supplemental Security Insurance (SSI), Social Security Disability Insurance (SSDI) and In-Home Support Services (IHSS) in the Operational Area to fulfill City of San José requests.

3.3 Regional Partners

Table 3.3. Regional Partner Capabilities	
Agency	**Capabilities**
Santa Clara County Housing Authority	• Coordinate re-location of displaced persons that are a part of Santa Clara County Housing Authority programs. • Participate in State-Coordinated Disaster Housing Task Force to identify gaps in state and federal housing capabilities and viable solutions, and to develop a post-disaster housing strategy. • Provide strategic guidance and insight into post-disaster housing challenges and resources.
Santa Clara Valley Transportation Authority	• Provide transportation resources, including vehicles and operators, to assist with mass care and shelter operations, including transportation from pick-up points to evacuation center(s) and shelter site(s). • Provide paratransit resources. • In limited circumstances, vehicles can also serve as very temporary shelters, such as in instances of severe storms, when evacuation/shelter facilities are not yet open.

3.4 State of California

Table 3.4. State of California Mass Care Support Capability	
State resources are requested through the County of Santa Clara Operational Area	
Agency	**Capabilities**
California Governor's Office of Emergency Services	• On request and based on available resources, send an Agency Representative to the City EOC if the Operational Area EOC is not activated. On request by a city and at the discretion of the OA and state, an agency representative can be deployed to the EOC when the Operational Area is activated. • Provide technical assistance through the appointment of a State Voluntary Agency Liaison, if necessary. • Coordinate all mutual aid requests from the Operational Area for the shelter(s) • Process all resource requests from the Santa Clara County Operational Area, including City of San José requests.

Table 3.4. State of California Mass Care Support Capability

State resources are requested through the County of Santa Clara Operational Area

Agency	Capabilities
	• Provide limited caches of equipment such as accessible cots, Durable Medical Equipment (DME) and Consumable Medical Supplies (CMS) to support shelter residents with access and function needs in the Santa Clara County Operational Area, including City of San José requests. • Provide a combination of government and nongovernment staff to conduct functional assessments as people with needs arrive at general population shelters, so that they can remain at the site. • Through the MHOAC, coordinate requests for DME and CMS for shelter residents with functional needs on request, after local resources are exhausted.
California Health and Human Services Agency	• Provide state support at the shelters in the Operational Area to fulfill City of San José requests.
California Department of Public Health	• Coordinate with the Emergency Medical Services Authority (EMSA) to provide services for people with medical needs beyond those that can be handled in general population shelters in the Operational Area to fulfill City of San José requests. • Support the Santa Clara County Department of Public Health in monitoring the sanitation of shelter sites, the health of shelter residents, and the safety of food, water, drugs, medical devices, and other consumer products in affected areas in the Operational Area to fulfill City of San José requests.
California Department of Social Services	• Provide transportation, if requested and if available, from shelters to hospitals or other nonemergency care facilities in the Operational Area to fulfill City of San José requests. • Coordinate the Functional Assessment Service Team (FAST) program to provide trained personnel to conduct functional assessments of people with disabilities and others with access and functional needs to determine what resources are needed so that an individual can remain in the general population shelter. • Administer the Emergency Food Assistance Program to eligible households and Congregate Feeding Agencies.

Table 3.4. State of California Mass Care Support Capability	
State resources are requested through the County of Santa Clara Operational Area	
Agency	**Capabilities**
	• Administer the CalFresh Program (also known as the Disaster Supplemental Nutrition Assistance Program [D-SNAP]) to meet the temporary nutritional needs of victims following a natural disaster.
California National Guard	• Assist the Operational Area with the delivery and distribution of resources in the City of San José as requested by the City of San José through the Operational Area.

3.5 Federal Agencies

Table 3.5. Federal Mass Care Support Capability	
Federal resources must be requested by California Governor's Office of Emergency Services, through Santa Clara County with a Presidential declaration.	
Agency	**Responsibilities**
Federal Emergency Management Agency	• In the National Response Framework, serves as the primary agency for federal Emergency Support Function #6 - Mass Care, Emergency Assistance, Temporary Housing, and Human Services, responsible for identifying initial needs and ensuring that the requested and necessary support is in place for ESF #6 support agencies to execute their missions, including requests for assistance, activation of pre-scripted mission assignments, and issuance of mission assignments. • Administer individual assistance programs including the Individual and Households Program, Crisis Counseling, Other Needs Assistance, and the Cora Brown Fund. • Assist Cal OES in supporting all federal resource requests in the Operational Area to fulfill City of San José requests. • Convenes and coordinates activities of regional ESF #6 support agencies. • Provide technical assistance to designated State lead agencies, as needed. • Provide public health and medical support under federal ESF #8 - Public Health and Medical

Table 3.5. Federal Mass Care Support Capability

Federal resources must be requested by California Governor's Office of Emergency Services, through Santa Clara County with a Presidential declaration.

Agency	Responsibilities
Department of Agriculture	• Locate and secure supplies of food, including federally owned surplus foods, to supplement those in the disaster area. • Provide statistics on the quantities and locations of food furnished by the Food and Nutrition Service (FNS). • Provide other food and nutritional assistance in accordance with federal ESF #11 - Agriculture and Natural Resources. • Provide emergency food stamps
Department of Health and Human Services	• Expedite claims for new Federal benefits. • Ensure continuity of services to beneficiaries, such as Medicaid, Temporary Assistance to Needy Families, Child Care, etc. • Support States hosting relocated populations by extending existing programs and benefits or taking other actions as needed, consistent with program authorities. • Provide support and consultation to the primary agency in the development and provision of case management services, to include advocacy services.
Department of Housing and Urban Development	• Provide access to and information on available habitable housing units, including housing units accessible to individuals with disabilities, owned, or in Housing and Urban Development (HUD) possession, in or adjacent to the incident area for use as temporary housing. • Ensure that disaster victims who were receiving Section 8 Rental Assistance vouchers before the disaster are reintegrated into that program. • Provide available HUD staff to assist when needed with mass care and housing operations. • When requested and funded by FEMA, administer the Disaster Housing Assistance Program for eligible applicants. • Provide housing resources for individuals certified as eligible for long-term housing. • Provide access to housing counseling services. • Provide enforcement of the Fair Housing Act and compliance with other civil rights statutes.

Table 3.5. Federal Mass Care Support Capability

Federal resources must be requested by California Governor's Office of Emergency Services, through Santa Clara County with a Presidential declaration.

Agency	Responsibilities
Department of Labor	• Administer Disaster Unemployment Assistance (DUA) program for individuals whose employment or self-employment has been lost or interrupted a as result of a major disaster declared by the President. • Through the Occupational Safety and Health Administration, provide technical assistance related to worker safety and health issues.
Internal Revenue Service	• Assist victims with filing claims for tax refunds. • Provide tax information and assistance. • Distribute disaster kits containing tax forms and publications to help victims determine the amount of a causality loss deduction for destroyed property. • Provide information on ways to reconstruct destroyed financial records. • Provide copies or transcripts of previously filed tax returns free of charge to taxpayers located in the federally declared disaster area. • May postpone tax deadlines to provide extra time to file and pay beforee assessing any penalty or additional amount to the tax. Interest may be abated for the period for which an extension of time to file tax returns and pay taxes is granted because the individual or business is in a Presidentially declared disaster area. • Execute agreement to supplement DHS/FEMA's tele-registration capabilities.
Small Business Administration	• Provide low-interest, long-term disaster loan assistance for qualified homeowners and renters, nonagricultural businesses of all sizes, and nonprofit organizations to fund the repair and replacement of disaster-damaged property. • Provide loan funds that also may include money for such things as relocation, mitigation, refinancing of existing liens, code-required upgrades, and one-year insurance premiums.
U.S. Army Corps of Engineers	• Fulfill mass care requirements for ice and water in coordination with federal ESF #6.

Table 3.5. Federal Mass Care Support Capability	
Federal resources must be requested by California Governor's Office of Emergency Services, through Santa Clara County with a Presidential declaration.	
Agency	**Responsibilities**
	• Provide assistance by inspecting mass care shelter sites to ensure suitability and accessibility of facilities to safely shelter victims. • Provide assistance in constructing temporary shelter facilities, including accessible shelters, in the affected area, as required. • Provide temporary housing support, such as temporary structures and expedited repair of damaged homes (to include temporary roofing or other repairs that facilitate reoccupation of minimally damaged structures), as necessary.
Department of Veteran's Affairs	• May provide for food preparation and stockpiling in its facilities during the incident. • Provide for the provision of medical supplies and services. • Provide medical workers to augment health services personnel to support mass care operations, as appropriate. • Provide available facilities suitable for mass shelter. • Administer the laws providing benefits and other services to veterans and the dependents and beneficiaries of veterans. • During incident operations, provide emergency healthcare services to veteran beneficiaries in VA medical facilities, to active-duty military personnel, and, as resources permit, to civilians in communities affected by national security emergencies. Contributes to emergency support functions, including providing remedial infrastructure restoration, mass care services, resource (logistic) support, and health and medical services. • Work with lenders concerning foreclosure/waiver/underwriting/credit protection flexibilities related to VA-issued home loans. • Provide assistance to veterans affected by disasters to help them avoid defaulting on existing home mortgages and/or foreclosure on their homes, as well as assistance for

Table 3.5. Federal Mass Care Support Capability

Federal resources must be requested by California Governor's Office of Emergency Services, through Santa Clara County with a Presidential declaration.

Agency	Responsibilities
	veterans with disabilities to retrofit their homes with necessary accessibility measures (e.g., wheelchair ramp).

3.6 Nongovernmental/Community-Based/Faith Based Organizations and Others

After a disaster, the need for social and human services increases exponentially. The staff, facilities, and resources of service provider organizations may be directly affected, further limiting their capacity to respond to increased need. CBOs and FBOs can offer invaluable support during mass care operations and often have close ties to the communities and neighborhoods they serve.

Table 3.6. Other Organizations' Mass Care Support Capability

Organization	Capability
American Red Cross	• As resources allow, support the City of San José in activating, managing, and/or running emergency shelters to respond to incident needs. • Commit resources to mass care and shelter operations. • Ensure shelter registration desk service associates are trained to request the ability to share resident information with agencies and organizations offering disaster related resources and assistance. • Share general information regarding shelter registrants with the City for situational awareness and case management purposes possible allowed by shelter resident preferences on the sharing of their personal information. • Share information on shelter registrants about their post-disaster needs when the agreement to share information has been obtained. • As resources allow coordinate transition support efforts for Red Cross Shelter residents to more permanent housing solutions. • As resources allow, coordinate, and provide Red Cross financial resources authorized by the Red Cross NHQ to support the transition to more permanent housing options for disaster impacted resident.

Table 3.6. Other Organizations' Mass Care Support Capability	
Organization	**Capability**

Collaborating Agencies' Disaster Relief Effort (CADRE)	• As resources allow, assign representatives to the EOC and DOC for Mass Care Service support and SME for DAFN considerations in the response.
	 • Provide coordination services like those of a local Voluntary Agencies Active in Disaster (VOAD) organizations for Santa Clara County.
	 • Establish a network of participating private nonprofit organizations to support the community in a disaster through the following functional teams: Access and Functional Needs, Food Sourcing and Distribution, Mental Health, Donations Management, Case Management.
	 • Act as a point of contact for nonprofit organizations and volunteers that work in disasters including:
	   o Goodwill for unsolicited donations management.
	   o Salvation Army for community feeding and support resources for the unhoused.
	   o Catholic Charities for case management.
	   o Tzu Chi for emergency assistance and other support.
	   o Church of the Brethren's Children's Disaster Service
	 • Coordinate information and resources available from participating organizations.
	 • Assist with coordinating the relationship between the City of San José and participating organizations to obtain goods, services, and financial assistance to meet long-term recovery needs of survivors.
	 • Connect the City with programs and organizations that can provide volunteers to support mass care and shelter operations

Second Harvest Food Bank	• Assist in feeding operations by providing food, volunteers, food management, food handling, serving food, and food cleanup. • Assist with food services for delivery and special dietary concerns in the Operational Area to fulfill City of San José requests. • Provide coordination for food bank volunteers for food service and delivery in the Operational Area to fulfill City of San José requests.

Table 3.6. Other Organizations' Mass Care Support Capability	
Organization	**Capability**
Central California Animal Disaster Team	• 501-C3 whose mission is to assist animal response agencies with animal evacuation, emergency sheltering, search and rescue and animal reunification. • Coordinate support through Animal Care and Services
Bill Wilson Center	• Programs focus on youth housing, education, counseling, and advocacy. Trauma informed response resources.
Catholic Charities	• Provides Disaster Case Management services. • Working relationship with CADRE to support individual recovery efforts in Santa Clara County
Children's Disaster Services-Church of the Brethren	• A national organization that deploys trained volunteers to provide emotional support resources to children in Shelters. • Coordinate through CADRE or the Red Cross.
Other community- and faith-based organizations	• Provide advocacy, information, volunteers, strategic guidance, resources, and direct assistance to support survivors. • Coordinate with CADRE the City's recovery organization to identify individual recovery resources.

4. Direction, Control and Coordination

The City Manager, Assistant City Manager, and Deputy City Managers have the power to direct staff and civilian responses in the City and to settle questions of authority and responsibility. If necessary, the City Council or the City Manager may issue orders and regulations to protect life and property or to preserve public order and safety. When required these will be published in writing and disseminated widely. In a proclaimed emergency, the City Manager, or designee may buy or commandeer supplies and/or equipment and may command the aid of citizens.

4. Emergency Operations Center (EOC) Organization

The Mass Care Branch is a line of effort of the Operations Section Levels of EOC.
The organizational structure for the EOC is consistent with a SEMs informed EOC Organization Structure, with a management section and five functional sections: Operations, Planning/Intelligence, Logistics, Finance/Administration, and Recovery. Please see the City's Emergency Operations Plan for a table of organization.

4.1 EOC and Branch Activation

EOC Activation levels are referenced in section 3.2 (Levels of Emergency) of the Emergency Operations Plan (EOP). Mass care services and an EOC Mass Care representative may be required for either activation Level.

Partial Activation. For a partial activation, the EOC is activated but only some of the positions are filled. This may involve a smaller emergency that a limited number of responders can handle, it might involve the initial stages of an expanding disaster, or it might involve the late stages of a response before deactivation of the EOC. Staffing needs for partial activations vary depending on the scope of the event and must be adaptable to changing conditions.

Full Activation. For a full activation, the EOC is activated, and all or most of the positions are filled. A full activation occurs for the most significant events involving the use of the full scope of City resources and the need for outside assistance.

The levels of emergency and their relationship to EOC activations indicate the complexity of the incident and the scope and scale of resources required to manage the incident. Additional details regarding EOC levels, triggers and the staffing plans for each level are found in the Emergency Operations Plan.

Table 4: City of San José EOC Activation Levels	
Level I: Catastrophic Emergency	- A major disaster for which resources in or near the affected areas are overwhelmed. Extensive State and/or Federal resources are required. Examples include a major earthquake; a large-scale terrorist attack; or multiple, large, wildland fires. - Requires activation of the City of San José, Santa Clara County and State emergency plans and their EOCs. - To ensure available resources are provided on a prioritized basis during Level I Emergencies, access to State and Federal resources is coordinated through the Santa Clara County Operational Area EOC. Other resources not normally provided

Table 4: City of San José EOC Activation Levels	
	through mutual aid are coordinated through the City EOC during Level I Emergencies. • Large-scale mass care and shelter operation with multiple shelter locations, significant mass care needs, and full-scale EOC and DOC activations are likely.
Level II: Major Emergency	• A moderate to severe emergency for which local resources are not adequate; assistance may be required across jurisdictional boundaries or on a regional basis. • Requires implementation of affected governments' emergency plans and activation of their EOCs as well as the activation of the Santa Clara County EOC. Cal OES Coastal Region may activate its EOC. • A Level II Emergency that impacts one city in Santa Clara County will, by definition, also impact the surrounding cities in Santa Clara County and neighboring counties. Santa Clara County activates and declares a Local Emergency. • If resource assistance is required from outside Santa Clara County or if more than one Operational Area is affected, the Governor declares a State Emergency. • Mass care and shelter operations will likely require the activation of shelters, mass care activities, and support from activated EOC and DOC.
Level III: Minor Emergency	• May trigger local governments' emergency plans and require partial or full activation of their EOC. • May have varying impacts on specific local governments. • A city may activate its emergency plan, while surrounding cities and the County may not. • The need for mass care and shelter operations will be evaluated based on current situational intelligence

5. Information Collection, Analysis and Dissemination

5.1 Information Analysis

Analysis of the information about the extent of risk to impacted communities, impacts to residences, damage to infrastructure in communities and the community needs for mass care services provides the decision support used to assess the shifts in the operational phases of mass care (Initiate Phase, Stabilize/Enhance Phase, Sustain/Right Size Phase, and the Transition to Recovery/Demobilization Phase). Critical Information Requirements (CIRs) and Essential Elements of Information (EEIs) establish a basis to track the benchmarks for mass care service advanced planning and resourcing over the life of mass care operations. Applying information obtained through CIRs and the EEIs to the criteria that characterize the distinct phases of the sheltering or resource relief site operating cycle can help inform resource coordination and planning at the Branch level. The Mass Care Branch Director or a designee should assume responsibility for assessing the advanced planning needs for distinct phases of activity at least one operating cycle in advance and as needed assign resources to support this effort. A detailed list of Mass Care CIRs and EEI is provided in the **Mass Care Handbook.**

5.2 Critical Information Requirements (CIRs)

CIRs are a comprehensive list of information requirements that are critical for timely, effective sheltering and care facility decision-making. The Shelter Management Plan contains an appendix of Mass Care CIRs and Essential Elements of Information (EEIs) to track as an event or incident requiring mass care services scales and a community becomes needs resources from outside of its jurisdiction to sustain operations. The CIRs provided in the Shelter Management Plan represent the types of information from shelters or mass care sites that should be reported regularly, and which may help inform the justification for additional resources or indicate a need to scale down operations. The Mass Care Branch should consolidate, track and update information daily and provide a summary to sites using information reported by mass care sites and shelter population reports to help inform site operations and support decision-making and resource allocation by the Mass Care Branch.

5.3 Essential Elements of Information (EEIs)

EEIs provide greater detail on the overall incident or event to inform decision-making. This information should be updated daily, and the Mass Care Branch should analyze this information to inform their assessment of ongoing and future mass care site needs. Most of this information should be collected from other sources in the Emergency Operations Center (EOC). ICS Form 209s, field IAPs, or EOC Situation Status Reports are all great sources for information to find EEI-related data. Annex D includes a list of relevant Essential Elements mass care decision-makers may need to consider as they develop objectives for mass care services and operations during a response.

Other Sources of EEI:

- o Emergency Digital Information System
- o National Weather Service
- o California Warning System
- o Bay Area Emergency Public Information Network, formed by many Bay Area Public Information Officers
- o Telephone services such as Reverse 911, 211 (operated by the California Alliance of Information and Referral Services and United Ways of California, which provides non-emergency updates on social services), and 311 (operated in San Jose by the General Services Agency, which relays emergency alerts and public information)
- o Outdoor public warning systems (e.g., sirens)
- o Other media, including Internet websites, social media, and technology to reach people with access and functional needs.

5.4 Shelter Population Reports

On smaller scale disasters, much of the information required to make decisions about mass care sites will be obtained directly from service providers. On larger disasters, the Red Cross typically maintains a daily status report of shelter status and occupancy and overnight stays at Partner Shelters and Red Cross Managed Shelters. During operations requiring sheltering these reports are available through the Red Cross-National Shelter System (NSS) and can be provided daily by the Red Cross Liaison to the Mass Care Branch. The collection tool used by the Red Cross to collect aggregate sheltering information on an operation is maintained in a suite of Excel workbooks and can be used by the Mass Care Branch to collect information for all open shelters. Copies of the Shelter Reporting Collection Tool are available through your local Red Cross representative. See the **Shelter Management Plan** for more information on shelter population reports.

5.5 Information Dissemination and Public Information Systems and Resources

The City Manager's Public Information Officer is the lead contact for the JIC. City department PIOs or district disaster office PIOs who develop and release public information specifically about shelters and mass care activities in their jurisdictions should coordinate all information with the lead PIO in the JIC. The EOC is informed about these local mass care and sheltering activities but does not release City-specific public information about them. For additional information about crisis communications and pre-scripted messaging for mass care, please see the Crisis Communications Annex to the EOP.

The Mass Care Branch at the EOC will consolidate public information to post at mass care sites and distribute it to the DOC for dissemination at sites on a regular basis. Priorities and content for public information and messaging for mass care sites will evolve over the life of the response to the incident or event.

Mass Care Messaging Priorities

- Information about the availability of shelters, how people can access shelters and other mass care services, and identification of designated pickup points for transport to shelters or other mass care sites.
    - Services available at each site
    - What to bring to sites and what not to bring to sites
    - Information regarding locations, requirements, and processes to access services at those sites
    - Information regarding 'no proof of immigration statuses required to access services.
- Information about actions for evacuees to take on return to their homes.
- Information about disaster impacts, evacuations, and warning orders.
- Regularly update evacuees with information about building inspections and safety assessments of damaged homes and access to other recovery resources
    - Unsolicited Donations
        - Not accepted at shelters
        - Agencies or organizations accepting donated material goods and receiving sites.

More information on multilingual messaging and communication needs, methods, and systems can be found in the **Crisis Communications Annex** and further instructions will be included in the upcoming **Crisis Communications Plan.**

The City has established various communication means to inform the public of emergency situations and recommended protective actions including evacuations and sheltering in place. These communications means help share information with people who may need additional information and resources about mass care services, including people with disabilities, access and functional needs, and commuters and visitors. Emergency notifications are primarily disseminated using the AlertSCC via a web-based mass notification platform that supports alerting through phone calls, text messages, email, TTY/TTD (for the deaf and hearing impaired), Wireless Emergency Alerts (WEAs), and Emergency Alert System (EAS) messages. Notifications may also be delivered directly to residents via door knocks and/or evacuation sirens on law enforcement vehicles. The City also disseminates messages via the City of San José Mobile Emergency Alert System which leverages Long Range Acoustic Device (LRAD) technology to provide mass notification and warning during natural disasters.

The City's emergency preparedness webpage and emergency notifications webpage, provide platforms for sharing information, including Flash Reports which detail emergency updates and provide necessary and timely information to the community. Social media platforms (e.g., Twitter, Facebook), through print,

radio, TV, and digital media, and 2-1-1 and Call Center hotlines provide other methods of dissemination. Most of these platforms rely on the availability of communications infrastructure, like the internet, cell phones, landlines, and broadcast media; all of which can be impacted by a disaster. Additionally, populations with limited resources, existing social or economic disparities, and language and communication barriers, may not have access to all the methods used for notifications, or may not trust messages from government programs, staff, and officials, putting these populations at greater risk.

Content published via City-led communication tactics including owned and paid digital and broadcast platforms, print material, and more should be provided in English, Spanish, Vietnamese, and Chinese (Traditional and Simplified). Message notifications sent by City Departments, Mayor, Council, County, and non-profit partners may be leveraged to communicate details of activated care and shelter sites, such as locations, address, and operating hours.

The City has developed messages and the means to disseminate them in languages other than just English and Spanish. As needed and as resources allow, direct translation, through outreach to media that operate in these languages, or through resource requests to local translators or nonprofit organizations serving these populations, should be integrated into the coordinated messaging strategy for public safety messaging about sheltering/resource relief site services in the city.

6. AUTHORITIES

The following agreements, procedure, plans, and guidelines apply to the execution of mass care and shelter activities: Multiple local, state, and federal authorities provide statutory requirements for accessible, equitable and safe conditions for mass care services including sheltering. Please see a more comprehensive list of applicable statutes and regulations in the Authorities and Reference section of this plan.

Federal laws such as ADA and other civil rights legislation prohibit discrimination based on characteristics such as age, gender, and disability and require shelters to accommodate and support individuals with access and functional needs. Federal civil rights protections apply to emergency management of both government and nongovernment entities. Discrimination during a presidentially declared disaster is specifically prohibited in the Robert T. Stafford Disaster Relief and Emergency Assistance Act (as amended August 2016) (Stafford Act).

The Pets Evacuation and Transportation Standards Act of 2006 (PETS Act) amends the Stafford Act to ensure that State and local emergency preparedness operational plans address the needs of individuals with household pets and service animals following a major disaster or emergency.

State authorities such as immunity of government workers and volunteers from liability (California Civil Code, section 1714.5169), quarantines of individuals who have communicable diseases, and workers compensation coverage for people injured during sheltering operations also govern the provision of shelter and mass care services to varying degrees.

Locally, memoranda of understanding with the American Red Cross, school districts, and others such as community and faith-based institutions, establish nonbinding agreements regarding the provision of shelter and mass care services during an emergency.

6.1 Authorities

City of San José:

- City of San José Municipal Code, Chapter 8.08 – "Office of Emergency Services"
- City of San José City Charter, Section 203, "Continuity of Government in Event of Disaster"
- City of San José Municipal Code, Chapter 4.12 – "Emergency Purchases"
- City of San José Resolution No. 66401, "Adopting the Standardized Emergency Management System to Manage Unusual Occurrences Within the City of San José", January 23, 1996
- City of San José Resolution No. 72949, adopting NIMS as the City's formal emergency management system, November 1, 2005
- City of San José Resolution No. 78286, "Adoption of a resolution approving volume I and the City of San José annex within volume 2 of the two volume Santa Clara County Operational Area Mitigation Plan, as the City of San José's local hazard mitigation plan", June 27, 2017
- City of San José Resolution No. 78092, "A Resolution of the Council of the City of San José designating officials authorized to apply for disaster assistance", February 28, 2017
- Memorandum of Understanding with the Unified School District
- Memorandum of Understanding with American Red Cross

Santa Clara County:

- County of Santa Clara, Code of Ordinances, Section A-8, "Civil Protection and Emergency Services"
- County of Santa Clara, Mass Care and Shelter Operational Annex (2015) (under revision 2023)
- County of Santa Clara Emergency Operations Plan (2022)
- Santa Clara County Operational Area Hazard Mitigation Plan

State of California:

- California Emergency Services Act (CA Gov. Code §8550 - 8660)
- Accessibility to Emergency Information and Services (CA Gov. Code §8593.3)
- Emergency Plan; Cultural Competence; Forum (CA Gov. Code §8593.3.5)
- Disaster Service Worker (California Labor Code, §3211.92)
- Cal OES Disaster Service Worker Volunteer Guidance
- State of California Emergency Plan (SEP), State of California, Cal OES, 2017 (G.C (Government Code). §8560)
- California Disaster Assistance Act (CDAA), Government Code Chapter 7.5 of Division 1 of Title 2
- California Disaster and Civil Defense Master Mutual Aid Agreement
- Standardized Emergency Management System Regulations (19 California Code of Regulations [CCR] §2400-2450)
- CDAA Regulations (19 CCR §2900-2999.5)
- California Animal Response Emergency System (CARES) (CA Gov. Code §8608)
- Local Emergency Prevention Measures for County Health Official: California Health and Safety Code §101040
- Orders and Regulations that may be selectively promulgated by the Governor during a State of Emergency or State of War Emergency
- Natural Disaster Emergency Shelter Program (CA H.S.C. 34070 – 34082)

Federal Authorities and Statutes:

- Fair Employment and Housing Act
- Section 504 of the Rehabilitation Act
- Rehabilitation Act of 1973, Section 504, nondiscrimination provision applicable to FEMA programs
- National Response Framework, 2020
- Homeland Security Act of 2002
- Homeland Security Presidential Directive 5
- Post-Katrina Emergency Management Reform Act of 2006
- Pets Evacuation and Transportation Standards Act of 2006
- Public Health Service Act, as amended
- Social Security Act of 1935, as amended
- Americans With Disabilities Act of 1990
- Fair Housing Act of 1988, as amended
- Robert T. Stafford Disaster Relief and Emergency Assistance Act (Public Law 93-288, as amended)
- Stafford Act, Section 308, nondiscrimination provision applicable to FEMA Programs
- Stafford Act, Section 309, nondiscrimination provision applicable to FEMA Programs

- Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency,"
- Executive Order 12898, "Environmental Justice in Minority and Low-Income Populations."
- Title VI of the Civil Rights Act
- Title IX of the Education Amendments Act
- Age Discrimination Act

APPENDIX A: ACRONYMS AND GLOSSARY

Acronyms

The following list of acronyms represents a list used in this annex, it is not meant to be an exhaustive list, especially in cases of City department name acronyms commonly used. Throughout this annex, full department names are used whenever possible and contextual. However, in limited cases, acronyms are used.

ACS	American Community Survey
ADA	Americans with Disabilities Act
AFN	Access and Functional Needs
ASL	American Sign Language
CADRE	Collaborating Agencies' Disaster Relief Effort
Cal OES	California Governor's Office of Emergency Services
CBO	Community-based organization
City	City of San José
C-POD	Commodity Point of Distribution
DOC	Department Operations Center
DOT	(San Jose) Department of Transportation
DRC	Disaster Recovery Center
DPW	(San Jose) Department of Public Works
DSW	Disaster Service Worker
EAN	Emergency Assistance Network
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
FAST	Functional Assessment Service Team
FBO	Faith-based organization
ICS	Incident Command System
JIC	Joint Information Center
MAC Group	Multi-Agency Coordination Group
MHOAC	Medical Health Operational Area Coordinator
MOU	Memorandum of Understanding
MVDR	Medical Volunteers for Disaster Response Program
OEM	(San Jose) Office of Emergency Management
PIO	Public Information Officer
PRNS	(San Jose) Parks, Recreation and Neighborhood Services Department
SEMS	Standardized Emergency Management System
VOAD	Voluntary Organizations Active in Disaster

Glossary

Access and Functional Needs: For the purposes of this annex, people with access and ~~an~~ functional needs may include individuals who have developmental or intellectual disabilities, physical disabilities, chronic conditions, injuries, limited English proficiency or who are non-English speaking, seniors, children, people living in institutionalized settings, or those who are low income, homeless (alternative use 'unhoused'), or transportation disadvantaged, including, but not limited to, those who are dependent on public transit or those who are pregnant. This is consistent with the definitions of Santa Clara County and the State of California as referenced in The California Government Code Section 8593.3 addressing the need to integrate the needs of people with access and functional needs into county emergency plans.

Capabilities-Based Planning: Planning, under uncertainty, to provide capabilities suitable for a wide range of threats and hazards while working in an economic framework that necessitates prioritization and choice. Capabilities-based planning addresses uncertainty by analyzing a wide range of scenarios to identify required capabilities.

Client Casework: 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.

Cooling Center: Facilities that are made available by public, private, and volunteer organizations that provide people a safe place to go to get relief from extreme heat conditions, typically equipped with air conditioning or other means for staying cool.

Core Capabilities: Distinct critical elements necessary to achieve the National Preparedness Goal.

Cultural Competence: The ability to understand, value, respect, communicate with, and effectively interact with people across cultures to ensure that the needs of all community members are addressed, with priority given to "culturally diverse communities." "Cultural competence" includes, but is not limited to, being respectful and responsive to the cultural and linguistic needs of diverse population groups. California Government Code, Chapter 7, California Emergency Services Act, Article 6.5 Accessibility to emergency information and services, 8593.3.5 (2020) amended to require integrating cultural competence into emergency plans by addressing at a minimum how culturally diverse communities in its jurisdiction are being served.

Used most frequently in the context of healthcare and education, cultural competence is loosely defined as organizational practices that are responsive to the cultural beliefs, language, interpersonal styles, etc., of those receiving services as well as of those providing them. (City of San José, Racial Equity Glossary)

Culturally Diverse Communities: Include but are not limited to, race and ethnicity, including indigenous peoples, communities of color, and immigrant and refugee communities; gender, including women; age, including the elderly and youth; sexual and gender minorities; people with disabilities; occupation and income level including low-income individuals and the unhoused; education level; people with no or limited English language proficiency; as well as geographic location. (California Emergency Services Act §

8593.3.5)

Distribution of Emergency Supplies: The provision of items essential to basic survival, health, and sanitation as quickly and equitably as possible to people affected by a disaster. Items provided must meet the specific, urgent needs of the disaster affected community.

Disaster Case Management: 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.

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.

Disaster Recovery Centers: Following a Presidential major disaster declaration for Individual Assistance, a DRC may be established by FEMA to provide convenient locations for disaster survivors to obtain information and resources about available recovery programs and services. A DRC is a fixed or mobile facility, managed by FEMA, and staffed with agencies based on the needs of the community.

If a LAC is already established before the issuance of the PDD, local government will determine whether to continue the LAC as a locally managed facility with federal and state agencies present, or transition to a DRC managed by FEMA. To meet special circumstances or remote populations, it may be necessary to establish a DRC in addition to a LAC to provide survivors an alternate location to seek assistance. DRC staff may refer visitors to the LAC for expanded services. It is possible to have both LACs and DRCs in operation at the same time in the same county.

Diversity: A multiplicity of races, genders, sexual orientations, classes, ages, countries of origin, educational status, religions, physical, or cognitive abilities, documentation status, etc. in a community, organization or grouping of some kind. Pop wisdom: Achieving diversity is not the same thing as achieving inclusion or equity. (As cited at the City of San José Racial Equity Glossary, https://www.sanJoseca.gov/your-government/departments-offices/office-of-the-city-manager/racial-equity-resources/racial-equity-glossary

Emergency: Any incident(s), whether natural or human-caused, that requires responsive action to protect life or property.

Emergency Evacuation Shelters: A safe congregate care, environmentally protected facility used for durations typically not to exceed 72 hours (about 3 days) by populations displaced by an incident or an event. (Sheltering Guidance Aid and Shelter Staffing Matrix, Joint Publication: American Red Cross, Dallas Convention Center, FEMA, International Association of Venue Managers, State of California, State of Florida, 2010)

Equity: Fairness and justice in policy, practice, and opportunity consciously designed to address the distinct challenges of non-dominant social groups, with an eye to equitable outcomes. See also: Racial

equity.

Evacuation Center (also called Community Reception Center or Reception Center): An interim site along an evacuation route that provides mass care and other emergency services to evacuees arriving in a host location via government transportation. An Evacuation Center/ Reception Processing Site may be located in an impact jurisdiction (although outside the impact area) or in a host jurisdiction. These locations provide life-sustaining services, such as food, water, basic medical support, and assignment and transportation to a shelter. Additional services may include disaster and local weather information, reunification, and crisis counseling. Temporary sleeping space may also be provided while evacuee needs are evaluated or if evacuees arrive late at night. Jurisdictions should arrange separate areas for unaccompanied minors, people without identification, and individuals subject to judicial and/or administrative orders restricting their freedom of movement. These sites may also process evacuees returning to the impact jurisdiction. (Planning Considerations: Evacuation and Shelter-In-Place, FEMA, 2019)

Evacuation Point: An area out of danger where evacuees are met with someone who can provide additional information or direction to additional resources. (FEMA Guide to Evacuation and Sheltering in Place)

Evacuation Order: Immediate threat to life. This is a lawful order to leave now. The area is lawfully closed to public access. *(California Statewide Evacuation Terminology, 2020)*

Evacuation Order(s) Lifted: The formal announcement of lifting evacuations in an area currently under evacuation. (*California Statewide Evacuation Terminology, 2020*)

Evacuation Warning: Potential threat to life and/or property. Those who require additional time to evacuate, and those with pets and livestock should leave now. (*California Statewide Evacuation Terminology, 2020*)

Extreme Temperatures: Environmental temperatures (low or high) that are often slower to develop, taking several days of continuous, oppressive extreme temperatures beforee a significant or quantifiable impact is seen**.**

Family Assistance Center (FAC): A central location where services and information are provided to the family members of people killed or injured in an incident or disaster. Family Assistance Centers can play a pivotal role in local governments effectively managing their responsibilities for the reunification of individuals and families. Services and planning for these facilities are beyond the scope of this plan.

Feeding: The provision of meals, snacks, and beverages to individuals and families in communities impacted by man-made and natural disasters, ranging from single-family fire to large scale events, such as tornadoes, hurricanes, and floods.

Functional Assessment Support Team (FAST): A FAST consists of trained government employees and CBO personnel ready to respond and deploy to disaster areas to work in shelters. FAST will work side by side with shelter personnel and other emergency response workers to assist in identifying and meeting essential functional needs so shelter clients can maintain their health, safety, and independence during

disasters. The role of FAST is to conduct assessments of individuals and facilitate the process of getting essential resources needed by individuals in shelters that have access and functional needs. These may include durable medical equipment (DME), consumable medical supplies (CMS), prescribed medications or a person to assist with essential activities of daily living. The program is run by California Office of Emergency Services.

Hard Closure: Closed to all traffic except Fire and Law Enforcement. (*California Statewide Evacuation Terminology, 2020)*

Inclusion: Authentically bringing traditionally excluded individuals and/or groups into processes, activities, and decision/policy making in a way that shares power.

Inclusivity: The practice of integrating those people and groups that otherwise might have been excluded or marginalized, such as (though not limited to) those with disabilities, access, and functional needs.

Local Assistance Center (LAC): A centralized location for critical services and resource referrals for unmet needs to communities following a disaster or significant emergency. Representatives from the whole community provide and share information about the resources their organizations, agencies, and departments can provide to people impacted by the disaster. LACs are also known as Disaster Recovery Centers and may include provision of services to assist with replacing lost or destroyed vital documents (identification, financial information, etc.). May also provide an opportunity to connect impacted people with support services. Planning for these facilities is beyond the scope of this plan.

Multi-agency Shelter Transition Teams: A shelter transition team, comprised of representatives from multiple local, state, federal, nongovernmental, and private organizations, helps shelter residents to prioritize needs and choose the most appropriate available housing solution.

No-Notice Incident: An incident occurring with little or no warning and requiring rapid assessment, decision making, communication, and implementation of protective action.

Notice Incident: An incident where jurisdictions have warning of an impending hazard. The officials have time to prepare in advance, assess, communicate, and implement protective action measures. Typically, initial preparation discussions regarding the impending hazard occur as soon as the jurisdiction receives first notice of impact.

Non-congregate Shelters: A nontraditional facility (e.g., home of family or friends, trailer, hotel, dormitory, cruise ship, recreational vehicle) that provides individuals and households with a level of privacy higher than that of a congregate shelter.

Personally Identifiable Information (PII): Defined by the federal Office of Management and Budget as "…information which can be used to distinguish or trace an individual's identity, such as their name, social security number, biometric records, etc., alone, or when combined with other personal or identifying information which is linked or linkable to a specific individual, such as date and place of birth, mother's maiden name, etc."

Planning Assumptions: Planning assumptions identify what the planning team assumes to be facts for planning purposes to make it possible to execute the Annex. During operations, the assumptions indicate areas to adjust in the crisis action plans- EAP (Emergency Action Plan), Response Plan, Advanced Operational Plans as the facts of the incident become known.

Presidential Emergency Declaration: Under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, an emergency means any occasion or instance for which, in the determination of the President, federal assistance is needed to supplement state and local efforts and capabilities to save lives, protect property and public health and safety, or to lessen or avert the threat of a catastrophe in any part of the United States.

Presidential Major Disaster Declaration: Under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, the President can declare a major disaster for any natural event, including any hurricane, tornado, storm, high water, wind-driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, or drought, or, regardless of cause, fire, flood, or explosion, that the President determines has caused damage of such severity that it is beyond the combined capabilities of state and local programs to respond. A major disaster declaration provides a wide range of federal assistance programs for individuals and public infrastructure, including funds for both emergency and permanent work.

Resident only Closure: Soft closure with the additional allowance of residents and local government agencies assisting with response and recovery. (*California Statewide Evacuation Terminology, 2020*)

Reunification Support: Provision of human and technological resources to reconnect individuals as quickly as possible following a disaster or incident.

Shelter-In-Place: The use of a structure to temporarily separate individuals from a hazard or threat. Sheltering in place is commonly the primary protective action in situations where it is safer for individuals to shelter-in-place than to try to evacuate. Sheltering in place is appropriate when conditions require individuals to seek protection in their home, place of employment, or other location when disaster strikes. When ordered to shelter-in-place, people should go indoors, shut and lock doors and windows, and prepare to self-sustain until further notice and/or contacted by emergency personnel for additional direction.

Shelter: A safe, sanitary, and secure place that provides life-sustaining services in a congregate or non-congregate facility for individuals who have been displaced by an emergency or a disaster, usually designed to provide overnight and sleeping accommodations. (Planning Considerations: Disaster Housing, Department of Homeland Security, 2020)

Sheltering: The provision of short-term life-sustaining services in a safe, sanitary, and secure environment for disaster survivors who have been displaced from their homes and are unable to meet their own immediate post-disaster housing needs. (Planning Considerations: Disaster Housing, Department of Homeland Security, 2020)

Shelter Demand: A planning assumption that identifies the estimated percentage or number of people in a population who will require mass care services in public shelters. A general rule of thumb is to plan

for approximately 5-20 percent of the population, but this can vary widely based on socioeconomic factors, hazard specifics, and other variables. This figure is based on modeling conducted by the American Red Cross

Soft Closure: Closed to all traffic except Fire, Law Enforcement, and critical Incident resources (i.e., Utility, Caltrans, City/County Roads etc. or those needed to repair or restore infrastructure). (*California Statewide Evacuation Terminology, 2020*)

State of Emergency: As defined in Government Code Section 8558 (b), state of emergency means the duly proclaimed existence of conditions of disaster or of extreme peril to the safety of persons and property in the state caused by conditions such as air pollution, fire, flood, storm, epidemic, riot, drought, cyberterrorism, sudden and severe energy shortage, plant or animal infestation or disease, the Governor's warning of an earthquake or volcanic prediction, or an earthquake, or other conditions, other than conditions resulting from a labor controversy or conditions causing a state of war emergency, which, by reason of their magnitude, are or are likely to be beyond the control of the services, personnel, equipment, and facilities of any single county, city and county, or city and require the combined forces of a mutual aid region or regions to combat, or with respect to regulated energy utilities, a sudden and severe energy shortage requires extraordinary measures beyond the authority vested in the CPUC.

A state of emergency proclamation by the Governor is warranted when:
There exists conditions of disaster or of extreme peril to the safety of persons, which, by reason of their magnitude, are or are likely to be beyond the control of the services, personnel, equipment, and facilities of any single county, city and county, or city and require the combined forces of a mutual aid region or regions to combat, or with respect to regulated energy utilities, a sudden and severe energy shortage requires extraordinary measures beyond the authority vested in the California PUC [Government Code Sections 8558(b)and 8625]; or

The Governor is requested to do so by the mayor of a city or the chair of the county board of supervisors or the county administrative officer; or The Governor finds that local authority is inadequate to cope with the emergency; and Local emergency response costs are significant to make these costs eligible for reimbursable under the California Disaster Assistance Act or as a prerequisite for a request for federal disaster assistance for state and local governments.

Temporary Evacuation Points (TEPs): A safe staging area used for periods of up to several hours for populations that have been displaced by an incident or event. May be in a parking lot or clearing area. Provides safe temporary access to information and other limited emergency services.

Temporary Housing: Temporary housing is the intermediate phase of housing assistance that covers the gap between sheltering and the return of survivors to permanent dwellings. This phase provides displaced survivors with safe, habitable, and secure places to live with access to community services and the opportunity to begin the process of recovery. (*Planning Considerations for Disaster Housing, Guidance for State, Local, Tribal and Territorial Partners, May 2020*)

Overnight Warming Location (OWL): A short-term shelter that operates when temperatures or a combination of precipitation, wind chill, wind and temperature become dangerously inclement.

Wrap-around Services: Term refers to additional sustainment resource that are required during sheltering operations to support the population that cannot return to their home or place where they lived and will remain sheltered until temporary housing options can be identified. These additional resources are commonly referred to as "wrap-around" services and may include but are not limited to access to laundry services, connection with resources for support in identifying housing options, establishing transportation to support children's return to school and adults' transportation needs for work, and access to social services.

APPENDIX B: EOC TOOLS AND RESOURCES

The following tools and resources may be developed or implemented in the EOC to assist in the mass care and shelter services function:

- Register of MOUs (Memorandums of Understanding) and pre-scripted resource requests-capability/department/activation conditions
- District Community Profiles
- Registries
- Shelter resident registration/tracking system
- Shelter resident case management system
- Goods donations request system for shelter residents to streamline donations of goods.
- GIS tools to show multiple mass care facilities and services on screen with information about the communities they serve.
- GIS and Data Support Resource list with links

Table A is a preliminary list of resources that may help with decision support when evaluating shelter locations for use during a response.

Table A. EOC Tools and Resources			
Resource	**How it Supports**	**Agency POC (point of contact)**	**Capability or Mass Care Service**
CSJ Master Shelter List	List of assessed priority shelters with updated agreements for both Red Cross and PRNS	PRNS/OEM	Sheltering
Premise Use Agreement Template	City/Facility Agreement documents	PRNS/OEM	Sites
Microgrid List	Known sites with connection to CSJ Microgrid	PRNS	Sites
Equity Atlas	Decision support tool		Planning

State

CDSS (California Department of Social Services) Disaster Services Branch Website.
- Overview of CDSS's role in disasters and listing of their disaster related programs. Links to FAST, VEST (Volunteer Emergency Services Team) and CDSS Planning Documents
  - https://www.cdss.ca.gov/inforesources/disaster-services-branch

CAL FIRE statewide fire map, requires username and password,
https://www.fire.ca.gov/imapdata/index.html

CalFresh Healthy Living GIS Map Viewer
- A product of Cal Fresh, California Department of Public Health the Map Viewer developed in 2021 by the Nutrition Policy Institute for the Nutrition and Obesity Prevent Branch of CDPH.

Provides a variety of human service program facility and data related layers in a single convenient Map Viewer.

- https://www.arcgis.com/apps/webappviewer/index.html?id=ae1c184e6901437099aa457c099f7423

The California Healthy Places Index (HPI) Public Health Alliance of Southern California (Alliance) and Virginia Commonwealth University's Center on Society and Health

- tool to explore conditions that change life expectancy. 25 community characteristics combined for a single indexed HPI score. HPI scores for each census tract can be compared across the state to paint an overall picture of health and well-being in each neighborhood in California. Indicators for assessment include Economic, Education, Transportation, Social, Neighborhood, Clean Environment, Housing, Healthcare access.
- https://map.healthyplacesindex.org/

<u>**Underserved Populations**</u>
Licensed Residential Elder Care Facilities.

- https://data.ca.gov/dataset/community-care-licensing-residential-elder-care-facility-locations

Cal OES Access and Functional Needs Viewer

- A GIS based tool to assist emergency managers in identifying, locating, and deploying access and functionals (AFN) related assets and resources during all phases of emergency management. AFN refers to accommodations for individuals who are/or have: Physical, Developmental or Intellectual Disabilities, Chronic Conditions or Injuries, Limited English Proficiency, Older Adults, Children, Low Income, Unhoused and/or transportation disadvantaged (i.e., Dependent on Public Transit)
- https://www.caloes.ca.gov/cal-oes-divisions/access-functional-needs/oafn-web-map

<u>**National**</u>
Mutual Aid Hub

- Resource for identifying active non-profit and private sector networks to support feeding and other activities.
- https://www.mutualaidhub.org/

Find Open Shelters

- If an emergency has forced you to evacuate your home, the Red Cross may be able to help. Click or tap the Red Cross icons for shelter information
- Some of the shelters shown on the map may be operated by partner agencies and are not Red Cross shelters.
- https://maps.redcross.org/website/maps/ARC_Shelters.html

FEMA, Resilience Analysis and Planning Tool

- The Resilience Analysis and Planning Tool (RAPT) is a geographic information systems (GIS) tool to help emergency managers and community partners at all GIS skill levels to visualize and assess potential challenges to community resilience. Supplies multiple data layers for mass care plans. Infrastructure information drawn from the Homeland Infrastructure Foundation-Level

Data (HIFLD)1 Subcommittee, such as fire station and hospital locations, Hazards such as real-time weather layers from the National Oceanic and Atmospheric Administration (NOAA), and historic tornado/hurricane tracks. Risk information from the National Risk Index on the estimated annualized frequency of 15 natural hazards, including coastal flooding, drought, earthquake, and wildfire. The 20 Community Resilience Indicators identified in the Community Resilience Indicator Analysis: County-Level Analysis of Commonly Used Indicators from Peer-Reviewed Research: 2020 Updates (CRIA) conducted by FEMA and Argonne National Laboratory. All 20 indicators include county data: 12 also include census tract data. Tribal census data is also included in RAP

- https://fema.maps.arcgis.com/apps/webappviewer/index.html?id=90c0c996a5e242a79345cdbc5f758fc6

The National Mass Care Strategy Website,
- the website provides a centralized location for updated planning guidance, doctrinal updates, Red Cross best practices, Red Cross Standard Procedures and Job Aids and series of Mass Care Activity Plan Templates- state level- but easily adapted for county and local jurisdiction use.
- https://nationalmasscarestrategy.org/

Homeland Infrastructure Foundation Level Data (HIFLD)
- The layer contains shelter facilities for the Homeland Infrastructure Foundation Level Data (HIFLD) database. The National Shelter System feature layer contains facilities that can house individuals in the event of an issued evacuation for the facilities area. This layer's attribution contains physical, demographic, and capacity information for facilities in the continental United States and some of its territories. The purpose of this layer is to provide accurate locations for a potential shelter in the event of a disaster. The facilities included have been designated as a Shelter by either the Federal Emergency Management Agency (FEMA) or the American Red Cross (ARC.)
- **THIS LAYER SHOULD NOT BE USED TO DETERMINE THE OPERATIONAL STATUS OF A FACILITY DURING AN ACTIVE EMERGENCY**. Coordinate with your local Red Cross to integrate their National Shelter System mapping application into your Common Operating Platform.
- https://hifld-geoplatform.opendata.arcgis.com/datasets/geoplatform::national-shelter-system-facilities/about

CDC Control and Prevention Website, Natural Disasters and Severe Weather page
- provides guidance and tools for a variety of hazards. Intervention measures, mitigation protocols and guidance for a variety of response activities.
- https://www.cdc.gov/disasters/covid-19/disasters_severe_weather_and_covid-19.html

Medicare Electricity Dependent Populations by Geography- HHS empower Map
- Over 2.7 million Medicare beneficiaries rely on electricity-dependent durable medical and assistive equipment and devices, such as ventilators, to live independently in their homes. Severe weather and other emergencies, especially those with prolonged power outages, can be life-threatening for these individuals. The HHS emPOWER Map is updated monthly and displays the

total number of at-risk electricity-dependent Medicare beneficiaries in a geographic area (i.e., state, territory, county, or ZIP Code), as well as near real-time natural hazard data.

- Map users can select different geographies, as needed, to identify at-risk populations and download selected data results to inform emergency preparedness, response, recovery, and mitigation public health activities. Users can also access near real-time natural hazard data layers to anticipate and address the needs of at-risk community members in emergencies. For more information, review the job aids in the top right corner.
- https://empowerprogram.hhs.gov/empowerma