

## Emergency Support Function #6 – Mass Care, Emergency Assistance, Temporary Housing, and Human Services Annex

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### ESF Coordinator:

Department of Homeland Security/  
Federal Emergency Management Agency

### Primary Agencies:

Department of Homeland Security/  
Federal Emergency Management Agency  
American Red Cross

### Support Agencies:

Corporation for National and Community Service  
Department of Agriculture  
Department of Defense  
Department of Health and Human Services  
Department of Homeland Security  
Department of Housing and Urban Development  
Department of the Interior  
Department of Justice  
Department of Labor  
Department of Transportation  
Department of the Treasury  
Department of Veterans Affairs  
General Services Administration  
Social Security Administration  
U.S. Army Corps of Engineers  
U.S. Postal Service  
U.S. Small Business Administration  
American Red Cross  
National Center for Missing and Exploited Children  
National Voluntary Organizations Active in Disaster  
Other Nongovernmental Organizations

## INTRODUCTION

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### Purpose

Emergency Support Function (ESF) #6 – Mass Care, Emergency Assistance, Temporary Housing, and Human Services coordinates and provides life-sustaining resources, essential services, and statutory programs when the needs of disaster survivors exceed local, state, tribal, territorial, and insular area government capabilities.

### Scope

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Mass care, emergency assistance, temporary housing, and human services agencies and organizations at the local, state, tribal, territorial, insular area, and Federal levels work together to provide life-sustaining assistance to disaster survivors. The four primary functions of ESF #6 are:

- **Mass Care:** Congregate sheltering, feeding, distribution of emergency supplies, and reunification of children with their parent(s)/legal guardians and adults with their families
- **Emergency Assistance:** Coordination of voluntary organizations and unsolicited donations and management of unaffiliated volunteers; essential community relief

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services; non-congregate and transitional sheltering; support to individuals with disabilities and others with access and functional needs in congregate facilities; support to children in disasters; support to mass evacuations; and support for the rescue, transportation, care, shelter, and essential needs of household pets and service animals

- **Temporary Housing:** Temporary housing options including rental, repair and loan assistance; replacement; factory-built housing; semi-permanent construction; referrals; identification and provision of safe, secure, functional and physically accessible housing; and access to other sources of temporary housing assistance
- **Human Services:** Disaster assistance programs that help survivors address unmet disaster-caused needs and/or non-housing losses through loans and grants; also includes supplemental nutrition assistance, crisis counseling, disaster case management, disaster unemployment, disaster legal services, and other state and Federal human services programs and benefits to survivors.

Federal ESF #6 agencies are linked closely with two Recovery Support Functions (RSFs) defined in the National Disaster Recovery Framework: Housing and Health and Social Services. Following an incident, these RSFs may be activated concurrently with ESF #6, although their initial focus is on planning and information sharing rather than response. When active at the same time, the ESFs and RSFs collaborate and share information while focusing on their respective functions. There is intentional overlap between ESF and RSF missions, but, as ESF requirements diminish, RSFs assume the residual ESF activities that are associated with recovery. The timing of this transition depends on the scope of the incident and the needs of survivors. ESF #6 works closely with the Housing RSF to coordinate the transition of survivors from sheltering and temporary housing to long-term and permanent housing as quickly as possible.

ESF #6 also coordinates closely with the Health and Social Services RSF to ensure continuous support for social services needs in the impacted communities.

### **RELATIONSHIP TO WHOLE COMMUNITY**

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A basic premise of emergency management is that disaster response begins and ends at the community level. This is particularly true for the functions of ESF #6, as many disasters occur with little or no warning, thereby, requiring that life-sustaining services be provided quickly to prevent additional suffering and loss of life. ESF #6 partner agencies and organizations rely on the whole community to meet the needs of disaster survivors.

Key elements of the whole community include individuals with disabilities and others with access and functional needs 1) whose needs must be considered well in advance when preparing for disasters and emergencies and 2) who are important partners to support the delivery of core capabilities during incident response (e.g., through associations and alliances that serve these populations). People with disabilities and others with access and functional needs include individuals who are from diverse cultures, races, and nations of origin; individuals who do not read, have limited English proficiency, or are non-English speaking; people who have physical, sensory, behavioral, mental health, intellectual, developmental and cognitive disabilities; senior citizens with and without disabilities or other access and functional needs; children with and without

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disabilities or other access and functional needs and their parents; individuals who are economically or transportation disadvantaged; women who are pregnant; individuals who have chronic medical conditions; and those with pharmacological dependency.

Community disaster and emergency plans should include provisions for individuals who own household pets or have responsibility for service and other animals. Planning factors should include resources and processes for the rescue, transportation, care, shelter, and essential needs of animals.

The whole community also includes local, state, tribal, territorial, insular area, and Federal governments; nongovernmental organizations (NGOs), including voluntary, faith-based, community-based, and other nonprofit organizations in the civic/nonprofit sector; academia; the private sector; individuals; and communities. Partners from all elements of the whole community work together to address shortfalls and help to ensure that the life-sustaining needs of disaster survivors are met.

### **Individuals/Households**

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Disaster response begins with individuals and households executing their disaster plans, which should include having sufficient food and water on hand, a plan for communication, pre-identified shelter locations, pre-identified evacuation routes, and a Go Kit that includes important documents, lists of medications, household pet or service animal vaccination records, and photo identification for all members of the household. Individuals with disabilities or others with access and functional needs implement their plan for accessible transportation and/or support resources, including service animals. Households with animals activate their plan for the evacuation, transportation, sheltering, and care of their animals.

### **Private Sector/Nongovernmental Organizations**

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This ESF #6 Annex uses the term NGO to refer to voluntary, faith-based, community-based, and other nongovernmental organizations in the civic/nonprofit sector.

NGOs, together with academia and the private sector, are integral elements of the whole community response, coordinating with local, state, tribal, territorial, insular area, and/or Federal partners to provide ESF #6 resources, programs, and services to affected individuals/households and communities. These partners collaborate to resolve the disaster-related unmet needs of affected individuals and communities.

NGOs and the private sector also provide operational information to local, state, tribal, territorial, insular area, and Federal ESF #6 or equivalent points of contact. This information allows government ESF #6 planners to identify actual or potential shortfalls and/or excesses and adjust services to the needs of the community.

Local, state, tribal, territorial, insular area, and Federal agencies coordinate with NGOs and the private sector to support the management of unsolicited donated goods and services and unaffiliated volunteers and organizations. These resources, when incorporated effectively into the whole community response, can help accelerate the recovery of individuals, households, and communities.

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### **Local, State, Tribal, Territorial, and Insular Area Governments**

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Local, state, tribal, territorial, and insular area governments are responsible for the welfare of those who reside in their jurisdictions. State and territorial governments are usually organized using the ESF structure; however, local, tribal, and insular area jurisdictions may not address all of the components of ESF #6 or may have adopted a different emergency response structure. The state designates one or more official(s) to coordinate with Federal ESF #6 during incidents requiring a coordinated Federal response.

At the local level, government agencies, NGOs, and the private sector coordinate ESF #6 activities to meet the immediate needs of disaster survivors. When the impact of the incident exceeds local resources, the state may provide additional support. Resources from national-level NGOs and the private sector may augment local and state response capabilities. When these resources are insufficient, Federal assistance may be requested through the Federal Emergency Management Agency (FEMA) Regional office. Other Federal departments and agencies may also respond under their own authorities to provide assistance to the affected community. Additionally, other Federal ESFs, including ESF #3, ESF #8, and ESF #11, may supplement or support activities under ESF #6.

Local, state, tribal, territorial, and insular area governments have obligations under civil rights laws to ensure equal opportunity for individuals with disabilities and others with access and functional needs when providing mass care services.<sup>1</sup>

### **Federal Government**

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See the description of the Federal Government's relationship to the whole community below.

## **CORE CAPABILITIES AND ACTIONS**

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### **ESF Role Aligned to Core Capabilities**

The following table focuses on the response core capabilities that ESF #6 most directly supports, including the related ESF #6 actions. Though not listed in the table, all ESFs, including ESF #6, support the core capabilities of Planning, Operational Coordination, and Public Information and Warning.

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<sup>1</sup> See FEMA's Guidance on Planning for Integration of Functional Needs Support Services in General Population Shelters and Chapter 7 of the Department of Justice's Americans with Disabilities Act Best Practices Tool Kit for State and Local Governments for more information.

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Core Capability	ESF #6 – Mass Care, Emergency Assistance, Housing, and Human Services
<p><b>Mass Care Services</b></p>	<ul style="list-style-type: none"> <li>• Supports local, tribal, territorial, and insular area governments and NGOs in the coordination and provision of mass care, emergency assistance, temporary housing, and human services resources, programs, and services.</li> <li>• Provides life-sustaining services to the affected population, including hydration, feeding, and sheltering, as well as support for reunifying families.</li> <li>• Supports the establishment, management, and operation of congregate and non-congregate care facilities.</li> <li>• Coordinates with local, tribal, territorial, and insular area governments and NGOs to facilitate the return of evacuees to their pre-disaster or alternate locations.</li> <li>• Develops an initial temporary housing strategy to transition survivors from congregate to non-congregate care alternatives and provides relocation assistance or interim housing solutions for households unable to return to their pre-disaster residence.</li> <li>• Anticipates and identifies current and future ESF #6 requirements in coordination with local, state, tribal, territorial, insular area, and Federal governments, NGOs, and private sector partners.</li> <li>• Activates Federal ESF #6 data systems.</li> <li>• Acquires, transports, and delivers ESF #6 resources and services to meet the needs of disaster survivors, including children and individuals with disabilities and others with access and functional needs.</li> <li>• Provides general care for separated/unaccompanied minors until they are placed in the care of appropriate authorities.</li> <li>• Supports nontraditional congregate care facilities.</li> <li>• Provides technical assistance for the development of local, state, tribal, territorial, insular area, Federal, NGO, and private sector operational plans for mass care, emergency assistance, temporary housing, and human services.</li> </ul> <p><b>Mass Care</b></p> <ul style="list-style-type: none"> <li>• <b>Sheltering:</b> Provides life-sustaining services in congregate facilities that provide a safe, sanitary, and secure environment for individuals and households displaced by disasters. Also includes support to survivors sheltering in place and in ESF #8 medical shelters.</li> <li>• <b>Feeding:</b> Provides feeding services at fixed sites and distribution sites and through mobile feeding units. Feeding services may include hot or shelf-stable meals, infant formula, baby food, snacks, beverages, and food packages, as well as diverse dietary meals (e.g., low sodium, low fat, vegetarian/vegan, halal, kosher). ESF #6 works in concert with ESF #11 and local, state, and tribal governments; NGOs; and the private sector to acquire, prepare, cook and/or distribute food and food supplies. Additional support may include the provision of technical assistance for the development of state feeding plans.</li> <li>• <b>Distribution of Emergency Supplies:</b> Acquires and delivers life-sustaining resources, hygiene items, and clean-up items to meet the urgent needs of disaster survivors. Additional support includes transportation, warehousing, equipment, technical assistance, and other mission-critical services.</li> </ul>

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Core Capability	ESF #6 – Mass Care, Emergency Assistance, Housing, and Human Services
<p><b>Mass Care Services (continued)</b></p>	<ul style="list-style-type: none"> <li>• <b>Reunification:</b> Provides facilitated assistance for children separated from their parent(s)/legal guardian(s), as well as adults from their families, due to disaster. Supports reunification efforts at the local, state, territorial, and/or tribal levels with technical assistance.</li> </ul> <p><b>Emergency Assistance</b></p> <ul style="list-style-type: none"> <li>• ESF #6 coordinates resources and emergency assistance in support of local, state, tribal, territorial, and insular area governments, NGOs, and the private sector.</li> <li>• <b>Voluntary Agency Coordination:</b> Facilitates the coordination of NGOs, places of worship, and the private sector to ensure that capabilities, resources, and services are integrated into local, state, tribal, territorial, and insular area response.</li> <li>• <b>Volunteer and Donation Management:</b> Coordinates unaffiliated volunteers, unaffiliated organizations, and unsolicited donated goods to support all ESFs.</li> <li>• <b>Essential Community Relief Services:</b> Coordinates and delivers debris removal from disaster survivor residences; sandbagging; mud-out; tear-out; chainsaw work; warehouse management; transportation and distribution coordination; childcare services; emotional and spiritual care and counseling; financial assistance; financial counseling; disaster-related case work and case management; and other essential services.</li> <li>• <b>Mass Evacuation:</b> Supports affected and host jurisdiction mass evacuation activities, including provision of mass care services and tracking the movement of evacuees, their household pets, service animals, and medical equipment. Deploys resources to support affected and host jurisdiction evacuation operations to include mass evacuation tracking system kits and staff to provide technical assistance. In coordination with ESF #8, provides mass care services to medical patient evacuees. (Note: Evacuees who have chronic medical conditions may be evacuated with the general population. For evacuation of patients, refer to ESF #8.)</li> <li>• <b>Disability and Other Access and Functional Needs Support:</b> Coordinates and provides equipment, supplies, and services required to assist children and adults with disabilities and others with access and functional needs to maintain their independence.</li> <li>• <b>Household Pets and Service Animals:</b> Coordinates and provides rescue, transportation, shelter, reunification, care, and essential needs of household pets and service animals during response operations to ensure their safety and well-being. Service animals are not pets and may not be separated from the individual with a disability or other access and functional need; service animals should be permitted anywhere the public goes.</li> <li>• <b>Nonconventional/Transitional Sheltering:</b> Provides resources and technical assistance in support of local, state, tribal, affected and host territory, and insular area governments and NGOs when traditional sheltering is not available or feasible or when the impact of the disaster is of such magnitude that extended shelter operations are required.</li> </ul> <p><b>Temporary Housing</b></p> <ul style="list-style-type: none"> <li>• <b>Temporary Roof Repair:</b> Quick repairs to damaged roofs on private homes that allow residents to return to and remain in their own homes while making permanent repairs.</li> </ul>

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Core Capability	ESF #6 – Mass Care, Emergency Assistance, Housing, and Human Services
<p><b>Mass Care Services (continued)</b></p>	<ul style="list-style-type: none"> <li>• <b>Repair Program:</b> Provides financial assistance to homeowners or landlords for the repair of their primary residence, utilities, and residential infrastructure.</li> <li>• <b>Replacement Program:</b> Provides financial assistance to homeowners to assist with the replacement of their destroyed primary residence.</li> <li>• <b>Housing Resource Databases:</b> Identifies housing resources from the private sector and other Federal agencies available to disaster survivors, including physically accessible housing options.</li> <li>• <b>Rental Assistance:</b> Provides financial assistance to eligible disaster survivors for the rental of a housing resource.</li> <li>• <b>Transportation to Other Locations:</b> Assists individuals and families relocating outside of the disaster area to locations where short- or long-term housing resources are available. Transportation services may also include returning survivors to their pre-disaster location.</li> <li>• <b>Direct Financial Housing:</b> Makes payments directly to landlords for a rental resource on behalf of disaster survivors.</li> <li>• <b>Hotel/Motel Program:</b> Provides temporary accommodations for eligible displaced survivors unable to return to their pre-disaster primary residence.</li> <li>• <b>Direct Housing Operations:</b> Provides temporary housing units to survivors when other housing resources are not available. Units provided are appropriate to the needs of the community and include units accessible to those with disabilities and others with access and functional needs.</li> <li>• <b>Mortgage Relief:</b> Issues moratoriums on foreclosures of federally insured loans. Loan servicers provide special forbearances, loan modifications, refinancing, and waivers of late charges.</li> </ul> <p><b>Human Services</b></p> <ul style="list-style-type: none"> <li>• Human Services provides assistance to address the non-housing needs of individuals and families.</li> <li>• <b>Crisis Counseling:</b> Provides crisis counseling, mental health services, and other similar immediate, short-term psychological assistance to disaster survivors.</li> <li>• <b>Disaster Case Management:</b> Assists eligible survivors with developing and carrying out a disaster recovery plan. Streamlines assistance, prevents duplication of benefits, and provides an efficient referral system.</li> <li>• <b>Legal Services:</b> Provides low-income survivors with free legal advice.</li> <li>• <b>Unmet Needs:</b> Helps disaster survivors with medical, dental, funeral, personal property, transportation, moving/storage, and other expenses.</li> <li>• <b>Supplemental Nutrition Assistance:</b> Provides eligible households with supplemental nutrition assistance through established programs when income is lost due to a declared disaster.</li> <li>• <b>Tax Relief:</b> State, territorial, and Federal governments provide reimbursement or tax relief to survivors with substantial verified disaster-caused losses.</li> <li>• <b>Unemployment Assistance:</b> Provides survivors who have lost their jobs due to a disaster with unemployment benefits.</li> </ul>

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<b>Core Capability</b>	<b>ESF #6 – Mass Care, Emergency Assistance, Housing, and Human Services</b>
<b>Public and Private Services and Resources</b>	<ul style="list-style-type: none"> <li>• Assesses the need for and coordinates the provision of life-sustaining ESF #6 services, resources, and supplies from government agencies, NGOs, and the private sector.</li> <li>• Gathers, assesses, prioritizes, coordinates, and communicates resource requirements.</li> <li>• Provides subject matter expertise to identify resource requirements to meet the life-sustaining needs of disaster survivors and their household pets and service animals.</li> <li>• Gathers, assesses, prioritizes, and communicates relevant information.</li> <li>• Communicates plans, requirements and strategies to core capability providers.</li> <li>• Acquires and manages resources, supplies, and services from core capability providers via contracts, mission assignments, inter-agency agreements, and donations.</li> </ul>
<b>Public Health and Medical Services</b>	<ul style="list-style-type: none"> <li>• Identifies and communicates requirements for life-saving and life-sustaining needs of disaster survivors and household pets and service animals.</li> <li>• Coordinates with core capability service providers to ensure that ESF #6 service delivery locations are appropriately provisioned and operated in a safe, sanitary, secure, and timely manner.</li> <li>• Gathers, assesses, prioritizes, coordinates, and communicates public health and medical requirements of survivors and their household pets and service animals in congregate care facilities to core capability providers.</li> <li>• Gathers, assesses, prioritizes, and communicates relevant public health and medical needs information to survivors in facilities where mass care services are provided.</li> <li>• Communicates plans, requirements, and strategies to core capability service providers.</li> <li>• Acquires and manages resources, supplies, and services from core capability service providers via contracts, mission assignments, interagency agreements, and donations.</li> </ul>
<b>Critical Transportation</b>	<ul style="list-style-type: none"> <li>• Supports the collection, analysis, dissemination, and reporting of transportation infrastructure damage from ESF #6 service delivery sites.</li> <li>• Identifies, requests, and acquires transportation resources for the delivery of life-sustaining supplies and services to the affected area(s).</li> <li>• Identifies and provides critical transportation for survivors with disabilities and others with access and functional needs.</li> <li>• Supports mobilization and implementation of mechanisms to track the movement of evacuees, resources, household pets, individuals with disabilities or other access and functional needs with their service animals, medical equipment, and luggage.</li> <li>• Provides mass care support to survivors at embarkation, debarkation, and reception centers; evacuation transportation hubs; and post-decontamination areas to make sure that basic needs are met, including hydration, feeding, tracking, medical needs, and information.</li> </ul>



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<b>Core Capability</b>	<b>ESF #6 – Mass Care, Emergency Assistance, Housing, and Human Services</b>
<b>Critical Transportation (continued)</b>	<ul style="list-style-type: none"> <li>• Provides resources, subject matter expertise, and coordination with other FEMA components and ESF #6 partners to support mass evacuation activities and ensure the safe evacuation of household pets and service animals. (Note: Evacuees who have chronic medical conditions may be evacuated with the general population. For evacuation of patients, refer to ESF #8.)</li> <li>• Provides resources for the care of survivors evacuating from the affected area.</li> <li>• Communicates plans, requirements, and strategies to core capability service providers.</li> <li>• Acquires and manages resources, supplies, and services from core capability service providers via contracts, mission assignments, interagency agreements, and donations.</li> </ul>
<b>Fatality Management Services</b>	<ul style="list-style-type: none"> <li>• Provides mechanisms to support notification/transportation of family members to make appropriate arrangements for deceased relatives.</li> <li>• Provides support and funding for crisis counseling services to the bereaved, as well as for local, state, tribal, territorial, and insular area crisis counseling programs.</li> <li>• Provides transportation and mass care services for survivors reuniting with deceased family members.</li> <li>• Communicates plans, requirements, and strategies to core capability service providers.</li> <li>• Acquires and manages resources, supplies, and services from core capability service providers via contracts, mission assignments, interagency agreements, and donations.</li> </ul>

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**Agency Actions**

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Primary Agency	Actions
<p><b>Department of Homeland Security (DHS)</b></p>	<p><b>Federal Emergency Management Agency</b></p> <ul style="list-style-type: none"> <li>• FEMA financial and/or direct assistance is predicated on a disaster declaration (major or emergency) for Individual Assistance.</li> <li>• Verifies survivors' disaster-related losses and makes referrals to appropriate Federal agencies and NGOs that provide disaster relief.</li> <li>• Establishes Disaster Recovery Centers with other ESF # 6 partner agencies and affected states to provide survivors with a central location where they can receive information and services.</li> <li>• Coordinates with ESF #6 partners and the private sector to identify available and physically accessible housing resources and provides this information to disaster survivors.</li> <li>• Provides financial assistance to eligible disaster survivors to repair damage to their pre-disaster primary residence.</li> <li>• Provides financial and/or direct assistance to eligible survivors for their disaster-related lodging and temporary housing needs, including physically accessible housing.</li> <li>• Provides Other Needs Assistance, such as personal property, medical, and funeral expenses, resulting from the disaster.</li> <li>• Provides funding for the repair of multi-family housing for the purpose of housing disaster survivors.</li> <li>• Provides essential assistance, including life-sustaining services, after a major disaster to meet immediate threats to life and property, including congregate, non-congregate, and transitional sheltering, feeding; reunification; distribution of emergency supplies; rescue, transportation, care, shelter and essential needs of household pets and service animals; mass evacuation; support to children and adults with disabilities and others with access and functional needs in congregate facilities; warehousing and distribution of donations; emergency residential roof covering; and emergency repair of primary residences damaged as the result of a disaster.</li> <li>• Provides grants and direct assistance to eligible survivors whose primary residence has been damaged or destroyed and whose losses are not covered by insurance under the Individuals and Households Program (IHP).</li> </ul>

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Primary Agency	Actions
<b>DHS (continued)</b>	<ul style="list-style-type: none"> <li>• Provides eligible survivors whose primary residence is damaged by a disaster with a safe, secure, and functional place to live under the Housing Program, which includes:               <ul style="list-style-type: none"> <li>– Temporary Housing: Funds to rent an alternate place to live or for a temporary housing unit when rental properties are not available.</li> <li>– Repair: Grants to repair damage from the disaster that is not covered by insurance.</li> <li>– Replacement: Provides funds up to the program limit for home replacement.</li> <li>– Semi-Permanent or Permanent Housing Construction: Provides financial or direct assistance to construct permanent or semi-permanent housing.</li> <li>– Direct Housing Assistance: Provides temporary housing units on private sites, commercial parks, or other temporary group sites.</li> </ul> </li> <li>• Provides eligible survivors with assistance that helps them recover from the disaster under the Human Services program, which includes:               <ul style="list-style-type: none"> <li>– Other Needs Assistance: Medical, dental, funeral, personal property, transportation, moving and storage, and critical needs assistance.</li> <li>– Disaster Unemployment Assistance: Provides unemployment benefits and re-employment services to individuals who have become unemployed because of major disasters.</li> <li>– Legal Services: Provides free legal assistance to disaster survivors.</li> <li>– Crisis Counseling: Provides supplemental funding to states for short-term crisis counseling services.</li> <li>– Transportation Assistance: Provides physically accessible transportation assistance to relocate or return individuals displaced from their pre-disaster primary residences or to and from alternative locations as a result of a declared disaster.</li> <li>– Disaster Case Management: Provides financial assistance to local or state government agencies or qualified private organizations.</li> <li>– Cora Brown Fund: Provides assistance to the disaster-related needs of uninsured or under-insured individuals or families who are unable to obtain adequate assistance from other local, state, tribal, territorial, insular area, and Federal government programs or from voluntary organizations.</li> </ul> </li> </ul>

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Primary Agency	Actions
<p><b>American Red Cross</b></p>	<p>As the co-lead for mass care and support agency for ESF #6:</p> <ul style="list-style-type: none"> <li>• Works with DHS/FEMA to identify available mass care capacity, anticipate mass care requirements, and establish strategies to address gaps in coordination with local, state, tribal, territorial, insular area, and other Federal agencies; NGOs; and private sector partners.</li> <li>• Provides mass care technical assistance to DHS/FEMA and serves as its principal mass care subject matter expert.</li> <li>• Facilitates coordination and planning among government, NGO, and private sector entities that provide mass care services in response to major disasters.</li> <li>• Supports DHS/FEMA in working with designated state lead agencies for mass care in planning, preparedness, and response activities to include exercise participation.</li> <li>• Works closely with DHS/FEMA at designated DHS/FEMA locations to support ESF #6 mass care activities as requested.</li> <li>• Provides situational awareness and reports on current mass care activities prior to and during response operations.</li> <li>• (In conjunction with DHS/FEMA) facilitates the mobilization of NGO and private sector partners for the provision of mass care services in support of states.</li> <li>• Supports reunification efforts through its Safe and Well Web site and reunification teams.</li> <li>• Provides critical disaster relief and preparedness information to the public through proactive media.</li> </ul> <p>The American Red Cross' role as a service provider is separate and distinct from its role in the National Response Framework. In its role as a service provider, the American Red Cross works closely with local, state, tribal, territorial, and insular area governments, NGOs, and private sector entities to provide life-sustaining services to survivors of every disaster, large and small, to include sheltering, feeding, distribution of emergency supplies, and disaster health/mental health, reunification, and casework services.</p>

Support Agency	Actions
<p><b>Corporation for National and Community Service</b></p>	<p>Provides teams of trained National Service Participants (including AmeriCorps members and Retired and Senior Volunteer Program volunteers) to carry out a wide range of response support activities emphasizing disadvantaged communities and residents with disabilities and others with access and functional needs, including:</p> <ul style="list-style-type: none"> <li>• Provides canvassing, needs assessment, and information distribution support for state and Federal operations.</li> <li>• Provides shelter and feeding support and distribution of water, food, ice, and other emergency goods.</li> <li>• Performs debris clearance, temporary roof repair, and elimination of identified health/safety hazards.</li> <li>• Provides unaffiliated volunteer support and warehousing assistance.</li> <li>• Performs registration and call center support.</li> <li>• Provides case management assistance.</li> </ul>

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Support Agency	Actions
<p><b>Department of Agriculture</b></p>	<p><b>Animal and Plant Health Inspection Service</b></p> <ul style="list-style-type: none"> <li>• Supports ESF #6 to coordinate an integrated Federal response to meet the mass care and emergency assistance needs of animals, including household pets, service animals, and their owners.</li> <li>• Facilitates whole community multi-agency coordination with nongovernmental agencies for animal response activities.</li> <li>• Provides technical assistance and subject matter expertise regarding animal response issues.</li> </ul> <p><b>Food and Nutrition Service (FNS)</b></p> <ul style="list-style-type: none"> <li>• <b>Non-Stafford Act Authority:</b> Locates and secures supplies of food, including U.S. Department of Agriculture (USDA) Foods in state and Federal inventories, to supplement those in the disaster area to the extent funds appropriated to FNS for disaster food assistance are available.</li> <li>• <b>Stafford Act Authority (Sec. 412 and 413):</b> Provides disaster food assistance in accordance with ESF #11 that includes USDA foods, infant formula, and infant food for emergencies and major disasters, as well as authorization of the Disaster Supplemental Nutrition Assistance Program for major disasters.</li> </ul> <p><b>United States Forest Service</b></p> <ul style="list-style-type: none"> <li>• If available, provides appropriate resources (e.g., cots, blankets, sleeping bags, personnel) for shelters.</li> <li>• Resources will be assigned commensurate with each unit’s level of training and the adequacy and availability of equipment. ESF #4 or the USDA/Forest Service Disaster and Emergency Operations Branch is the contact for this support.</li> </ul> <p><b>Rural Development</b></p> <ul style="list-style-type: none"> <li>• Provides information (location, type, owners, and/or management service) on USDA-financed housing units that are available and habitable.</li> <li>• Provides technical advice through staff to assist with mass care and housing operations.</li> <li>• Provides Letters of Priority Entitlement, allowing the holder of the letter (identified evacuee and/or survivor) to go to the top of waiting lists for placement in USDA financed housing.</li> <li>• Assists eligible recipients to meet emergency housing assistance needs resulting from Stafford Act emergencies or major disasters.</li> </ul>
<p><b>Department of Defense/U.S. Army Corps of Engineers</b></p>	<ul style="list-style-type: none"> <li>• Provides construction, engineering, and project management expertise and support for temporary housing and sheltering (to include management of temporary roofing support following hurricane disasters).</li> <li>• Provides assistance by inspecting mass care shelter sites to ensure suitability and accessibility of facilities to safely shelter survivors.</li> <li>• Provides assistance in constructing temporary shelter facilities, including accessible shelters, in the affected area, as required.</li> </ul>

**Emergency Support Function #6 – Mass Care, Emergency Assistance, Temporary Housing, and Human Services Annex**

Support Agency	Actions
<p><b>Department of Health and Human Services (HHS)</b></p>	<p><b>Human Services</b></p> <ul style="list-style-type: none"> <li>• Executes requirements as defined under the Crisis Counseling Assistance and Training Program.</li> <li>• Executes requirements as defined under the Disaster Case Management Program, which provides services to assist survivors with developing and carrying out a disaster recovery plan.</li> <li>• Provides subject matter expertise, consultation, and technical assistance to ESF #6 partners on disaster human services issues (e.g., accessing HHS programs that address human services needs in an emergency, effective human services delivery to children, persons with disabilities and others with access and functional needs, economically disadvantaged persons, and other individuals and families served by HHS programs).</li> <li>• Provides assistance as requested to state, tribal, territorial, and insular area agencies that administer emergency human services programs.</li> <li>• Assists in the provision of medical pharmaceuticals, supplies, and services, including durable medical equipment, through the Emergency Prescription Assistance Program.</li> <li>• Coordinates with ESF #6 in area of disaster human services planning to promote seamless transition to HHS-led Health and Social Services Recovery Support Function under the National Disaster Recovery Framework.</li> </ul> <p><b>Public Health and Medical Services</b></p> <ul style="list-style-type: none"> <li>• Provides HHS medical workers to augment health services personnel as appropriate.</li> <li>• Provides medical care and mental/behavioral health services for impacted populations either in or outside the shelter locations in accordance with appropriate guidelines used by local health agencies.</li> <li>• Provides technical assistance for shelter operations related to food, vectors, water supply, and waste disposal.</li> <li>• Assists in the provision of medical supplies and services, including durable medical equipment.</li> <li>• Coordinates emergency medical care in shelters as needed at the request of affected state(s) in accordance with appropriate guidelines used by local health agencies.</li> <li>• Coordinates closely with the National Center for Missing and Exploited Children (NCMEC) to facilitate the expeditious reunification of pediatric patients displaced as a result of disaster.</li> <li>• Provides technical expertise in issues related to the assessment of health and medical needs of shelter occupants.</li> <li>• Assists with monitoring of public health conditions that can affect the health of all shelter occupants including shelter workers.</li> </ul> <p><b>Veterinary Medical Services</b></p> <ul style="list-style-type: none"> <li>• Identifies and provides qualified veterinary medical personnel for events requiring veterinary medical services or public health support for household pets and service animals.</li> <li>• Coordinates and provides emergency and disaster-related veterinary medical care services to impacted animal populations and provides veterinary public health, zoonotic disease control, environmental health, and related services.</li> </ul>

## Emergency Support Function #6 – Mass Care, Emergency Assistance, Temporary Housing, and Human Services Annex

Support Agency	Actions
<b>Department of Housing and Urban Development (HUD)</b>	<ul style="list-style-type: none"> <li>• Works with local and state partners to assess impacts to low-income families and families with members with disabilities or other access and functional needs in HUD-assisted housing and helps support re-housing efforts with community partners.</li> <li>• Works with partners to assess damages to HUD-assisted housing units and identify timelines for repairs to help re-house low-income families and families with members with disabilities or other access and functional needs.</li> <li>• Reaches out to local and state housing and community development partners to identify issues, provide support, and enforce the Fair Housing Act and compliance with other civil rights statutes.</li> <li>• Assesses impacts to HUD-supported community programs, including grantees under the Community Development Block Grant, Continuums of Care that supports homeless populations, and other HUD programs.</li> <li>• Provides available HUD staff via mission assignments to help address housing and community development issues through existing programs and resources. When requested and funded by FEMA, administers the Disaster Housing Assistance Program.</li> <li>• Works with HUD grantees, owner/operators, and industry groups to input vacancies into existing FEMA or state housing databases for use by FEMA and state case workers to house low-income households.</li> </ul>
<b>Department of Justice</b>	<ul style="list-style-type: none"> <li>• In response to an act of criminal mass victimization (mass violence or domestic or international terrorism), may coordinate through the Office for Victims of Crime with local, state, tribal, territorial, insular area, and Federal agencies and NGOs to provide assistance via the Antiterrorism and Emergency Assistance Program or other mechanisms.</li> <li>• As requested and approved pursuant to an ESF #13 mission, provides security at mass care facilities when necessary to augment the capacity of local, state, tribal, territorial, and insular area authorities.</li> <li>• Provides guidance, promulgates regulations, conducts investigations and compliance reviews, and enforces Federal civil rights laws, including their general application to emergency management and specific application to mass care services, such as the Americans with Disabilities Act, Section 504 of the Rehabilitation Act, and the Civil Rights Act of 1964.</li> </ul>
<b>Department of Labor</b>	<p><b>Occupational Safety and Health Administration:</b> Provides technical assistance related to worker safety and health issues.</p> <p><b>Employment Training Administration:</b> Executes requirements as defined under the Disaster Unemployment Assistance program to provide financial assistance to individuals whose employment or self-employment has been lost or interrupted as a direct result of presidentially declared disaster.</p>
<b>Department of Transportation</b>	<p>Provides highway information and other resources related to supporting transportation activities and information on status of and plans for transportation infrastructure and operations.</p>

## Emergency Support Function #6 – Mass Care, Emergency Assistance, Temporary Housing, and Human Services Annex

Support Agency	Actions
<b>Department of the Treasury</b>	<p><b>Alcohol and Tobacco Tax and Trade Bureau:</b> Provides Federal alcohol and tobacco excise tax refunds to businesses that have lost assets in a disaster.</p> <p><b>Bureau of the Public Debt:</b> Assists disaster survivors by expediting replacement or redemption of U.S. savings bonds and may waive the minimum holding period for Series EE and I savings bonds presented to authorized paying agents for redemption.</p> <p><b>Internal Revenue Service</b></p> <ul style="list-style-type: none"> <li>• Assists survivors with filing claims for tax refunds and provides tax information and assistance.</li> <li>• Distributes disaster kits containing tax forms and publications to help survivors determine the amount of a casualty loss deduction for destroyed property and provides information on ways to reconstruct destroyed financial records.</li> <li>• Provides copies or transcripts of previously filed tax returns free of charge to taxpayers located in the federally declared disaster area.</li> <li>• May postpone tax deadlines to provide extra time to file and pay before assessing any penalty or additional amount to the tax and executes agreement to supplement DHS/FEMA's teleregistration capabilities.</li> </ul>
<b>Department of Veterans Affairs (VA)</b>	<ul style="list-style-type: none"> <li>• May provide for food preparation and stockpiling in its facilities during the incident, as well as facilities for mass sheltering.</li> <li>• Provides medical supplies and services and medical workers to augment health services personnel to support mass care operations.</li> <li>• Administers the laws providing benefits and other services to veterans and the dependents and beneficiaries of veterans.</li> <li>• During incident operations, provides 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.</li> <li>• Works with lenders concerning foreclosure/waiver/underwriting/credit protection flexibilities related to VA-issued home loans.</li> <li>• Assists veterans affected by disasters to help them avoid defaulting on existing home mortgages and/or foreclosure on their homes, as well as assistance for veterans with disabilities or other access and function needs to retrofit their homes with necessary accessibility measures (e.g., wheelchair ramp).</li> <li>• Develops and maintains plans to make available housing assets that are habitable, to which VA has title and possession, for use by survivors in catastrophic disasters.</li> </ul>
<b>General Services Administration</b>	<p>Provides resource support for ESF #6 requirements as requested to meet the needs of the affected population.</p>
<b>Small Business Administration (SBA)</b>	<ul style="list-style-type: none"> <li>• Provides 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.</li> <li>• Provides loan funds that also may include money for such things as relocation, mitigation, refinancing of existing liens, and code-required upgrades.</li> <li>• Additionally, the SBA Administrator has the authority to declare an SBA Agency declaration if the SBA damage criteria is met. The request must come from the governor.</li> </ul>



## Emergency Support Function #6 – Mass Care, Emergency Assistance, Temporary Housing, and Human Services Annex

Support Agency	Actions
<b>Social Security Administration</b>	Provides Social Security Disability, Social Security Retirement, Social Security Survivors, Special Veterans, and Supplemental Security Income benefits; ensures continuity of service to beneficiaries; and provides expedited processing of new Federal benefit claims during emergency operations.
<b>U.S. Postal Service (USPS)</b>	<ul style="list-style-type: none"> <li>• Provides extended mail services to relocated persons.</li> <li>• Provides change-of-address cards for survivors to notify the USPS of relocation addresses for mail forwarding; assists in the distribution, collection, and mailing of those cards; and provides an electronic file of address-change information furnished by survivors.</li> </ul>
<b>National Center for Missing and Exploited Children</b>	<ul style="list-style-type: none"> <li>• Serves as the Nation’s resource on the issues of missing and sexually exploited children.</li> <li>• Provides information and resources to law enforcement, parents, children (including child victims), and other professionals.</li> <li>• Reunites children with their parents and guardians through the following activities: <ul style="list-style-type: none"> <li>– Establishes a toll-free hotline and TTY and VRS lines to receive reports of displaced children; create a Web site that is compliant with Section 508 to provide information about displaced children; and deploy staff to the location of the declared disaster event to gather information about displaced children.</li> <li>– Provides information to the public about additional resources.</li> <li>– Partners with local, state, tribal, territorial, insular area, and Federal law enforcement agencies.</li> <li>– Refers reports of displaced adults to the Attorney General’s designated authority and the National Emergency Family Registry and Locator System.</li> </ul> </li> </ul>
<b>American Bar Association (ABA)</b>	Through the ABA’s Young Lawyers Program, provides free disaster legal services for low-income individuals who, prior to or because of the disaster, are unable to secure legal services adequate to meet their disaster-related needs.
<b>National Voluntary Organizations Active in Disaster (NVOAD)</b>	<p>NVOAD is a nationwide coalition of organizations that work together in all phases of disaster to help communities prepare for and recover from disaster. Its 104 members include 50 national organizations (faith-based, community-based, and other NGOs) and 54 state and territorial VOAD members (representing hundreds of additional local/regional VOAD members throughout the country).</p> <ul style="list-style-type: none"> <li>• Facilitates and encourages collaboration, communication, cooperation, and coordination to build relationships among members while groups plan and prepare for emergencies and disaster incidents.</li> <li>• Assists in communicating to the government and the public the services provided by its national member organizations.</li> <li>• Facilitates information sharing during planning, preparedness, response, and recovery and after a disaster incident.</li> <li>• Provides members with information pertaining to the severity of the disaster, needs identified, and actions of volunteers throughout the response, relief, and recovery process.</li> </ul>

**Emergency Support Function #6 – Mass Care, Emergency Assistance, Temporary Housing, and Human Services Annex**

Support Agency	Actions
<p><b>NVOAD (continued)</b></p>	<ul style="list-style-type: none"> <li>• Provides guidance in case management, sharing client information, promoting spiritual and emotional care, and managing unaffiliated volunteers and unsolicited donated goods, long term recovery, and other areas.</li> <li>• Coordinates committees of NVOAD members and partners, including those focused on communications, disaster case management, donations management, emotional and spiritual care, government relations, housing, international affairs, long-term recovery groups, mass care, technology, and volunteer management.</li> <li>• Creates and regularly updates documents for public and member use, such as points of consensus, guidelines, and manuals on particular topics of interest. Provides specific liaisons to work at designated DHS/FEMA locations to support ESF #6 activities as requested.</li> </ul> <p><b>ACTS World Relief</b></p> <ul style="list-style-type: none"> <li>• Provides mobile feeding units of specialized unmet needs meals, staffed by trained responders who can prepare and distribute thousands of meals a day.</li> <li>• Provides counseling and emotional and spiritual care; assists with cleanup activities; provides medical assistance; receives and distributes emergency supplies; trains volunteers to become responders in community emergency response, homeland security, psychological first aid and food safety; and provides National Incident Management System–compliant badges to volunteers with a barcode to track volunteer hours and training and to check their backgrounds.</li> </ul> <p><b>Adventist Community Services</b></p> <ul style="list-style-type: none"> <li>• Receives, processes, and distributes clothing, bedding, and food products.</li> <li>• Provides emergency food and counseling and disaster childcare.</li> </ul> <p><b>All Hands Volunteers</b></p> <ul style="list-style-type: none"> <li>• Provides clean-up assistance, including debris removal, mud-out, tear-out, tree removal, and other services expediting survivors return to their pre-disaster residence.</li> <li>• Provides volunteer management, including the ability to affiliate spontaneous, unaffiliated volunteers and groups.</li> <li>• Provides voluntary agency coordination, including the technical expertise to facilitate the coordination of voluntary, community, and faith-based organizations; the private sector; and other nonprofit organizations, in collaboration with other NVOAD members, to ensure that capabilities, resources, and services are integrated into response efforts to minimize duplication of organizational resources.</li> </ul> <p><b>American Baptist Men/USA:</b> Provides cleanup, repair, and initial rebuilding. Short-term volunteers work cooperatively with Church World Service.</p> <p><b>American Disaster Reserve</b></p> <ul style="list-style-type: none"> <li>• Provides trained teams to assist government agencies and other organizations in the operation of emergency operations centers and the performance of disaster management functions.</li> <li>• Provides trained teams to meet specific needs identified by local jurisdictions and established in memorandums of understanding.</li> <li>• Provides technology applications of the Internet to disaster management.</li> </ul>

**Emergency Support Function #6 – Mass Care, Emergency Assistance, Temporary Housing, and Human Services Annex**

Support Agency	Actions
<p><b>NVOAD (continued)</b></p>	<p><b>American Radio Relay League (ARRL) – Amateur Radio Emergency Services (ARES):</b> Provides volunteer radio communications services to local, county, state, and Federal governments, as well as to voluntary organizations.</p> <p><b>American Red Cross</b></p> <ul style="list-style-type: none"> <li>• In addition to its role as co-lead for the mass care function of ESF #6, serves as a support agency to the emergency assistance, temporary housing, and human services functions of the ESF.</li> <li>• Provides disaster preparedness, response and recovery activities, and services throughout the country, consistent with its congressional charter.</li> <li>• For information on the American Red Cross role as co-lead for the mass care component of ESF #6, see the American Red Cross information in the Primary Agency section of the Agency Actions section.</li> </ul> <p><b>Ananda Marga Universal Relief Team (AMURT)</b></p> <ul style="list-style-type: none"> <li>• Provides food and clothing, shelters, and counseling.</li> <li>• Renders emergency medical services and sanitation.</li> </ul> <p><b>Catholic Charities, USA</b></p> <ul style="list-style-type: none"> <li>• Provides assistance to communities in addressing the crisis and recovery needs of local families.</li> <li>• Provides ongoing and long-term recovery services for individuals and families, including temporary housing assistance for low-income families, counseling programs for children and the elderly, and special counseling for disaster relief workers.</li> </ul> <p><b>Christian Disaster Response:</b> Provides an initial on-site disaster assessment program, emergency food service (fixed-site kitchen/feeding and mobile food service), in-kind donations of disaster recovery supplies, advocacy for disaster survivors (elderly, poor, minorities), and home repair or rebuilding.</p> <p><b>Christian Reformed World Relief Committee (CRWRC)</b></p> <ul style="list-style-type: none"> <li>• Collects information before CRWRC Disaster Response Services teams arrive on how they can best help.</li> <li>• Addresses clean-up needs by removing downed trees and completing minor repairs, especially covering roofs to protect homes from the elements.</li> <li>• Assesses needs by going door to door in disaster affected communities to inventory unmet needs and provide a database of these needs to a community organization.</li> <li>• Assists local recovery organizations to expand their ability to help disaster survivors.</li> <li>• Signs a contract and stays the course repairing/rebuilding damaged homes until what was promised is delivered.</li> <li>• Partners with a local organization in a disaster-affected area doing work from cleanup to reconstruction.</li> <li>• As the last phase of support, provides community development consultation services to help local recovery organizations move from disaster response to addressing the long-term needs of their community</li> </ul>

**Emergency Support Function #6 – Mass Care, Emergency Assistance, Temporary Housing, and Human Services Annex**

Support Agency	Actions
<p><b>NVOAD (continued)</b></p>	<p><b>Church of the Brethren Disaster Ministries</b></p> <ul style="list-style-type: none"> <li>• Engages a network of faith-based volunteers to repair or rebuild storm-damaged homes, focusing on communities.</li> <li>• Provides trained, skilled project leaders to supervise volunteer work teams.</li> <li>• Cooperates with local recovery organization to enhance the long-term recovery of the community.</li> <li>• Provides Maryland-based warehousing and distribution services in New Windsor, MD.</li> <li>• Children’s Disaster Services:               <ul style="list-style-type: none"> <li>– Supports families and children by setting up temporary respite centers in shelters and assistance centers.</li> <li>– Maintains a nationwide network of volunteers who are trained and screened to care for the unique needs of children impacted by disaster.</li> <li>– Consults with parents, caregivers, and community groups on their particular concerns about children and disaster.</li> <li>– Maintains a Critical Response Team on call for mass casualty incidents</li> </ul> </li> </ul> <p><b>Church of Scientology Disaster Response:</b> Assists relief crews in providing food and water and provides emotional and spiritual care.</p> <p><b>Church World Service</b></p> <ul style="list-style-type: none"> <li>• Stands on the side of the oppressed through advocacy with and for those most in need.</li> <li>• Seeks out unmet needs of all survivors—particularly people who were marginalized before the disaster.</li> <li>• Provides a larger vision of life that includes emotional and spiritual care; physical rebuilding, and assistance with long-term recovery of those in need.</li> <li>• Restores and builds community relationships.</li> </ul> <p><b>Convoy of Hope</b></p> <ul style="list-style-type: none"> <li>• Facilitates relief efforts between faith-based organizations, churches, and other NGOs.</li> <li>• Deploys fleets of trucks to move bulk commodities to survivors, including water, food, ice, hygiene kits, and clean-up kits.</li> <li>• Provides up to 300,000 sq. ft. warehouse headquarters with warehouse partnerships across the country; sets up and supports points of distribution (PODs); provides mobile distribution of supplies; coordinates and mobilizes volunteers and supports clean-up and debris removal teams.</li> </ul> <p><b>Disaster Psychiatry Outreach:</b> Provides education and training in disaster mental health to a range of professionals in the emergency management sector.</p>

**Emergency Support Function #6 – Mass Care, Emergency Assistance, Temporary Housing, and Human Services Annex**

Support Agency	Actions
<p><b>NVOAD (continued)</b></p>	<p><b>Episcopal Relief and Development</b></p> <ul style="list-style-type: none"> <li>• Sends immediate relief grants for basic items, such as food, water, medical assistance, and financial aid within the first 90 days following a disaster.</li> <li>• Provides ongoing recovery activities through rehabilitation grants, which offer the means to rebuild, replant ruined crops, and counsel those in trauma.</li> <li>• Works primarily through Church World Service in providing its disaster-related services.</li> </ul> <p><b>Feed the Children:</b> Provides help to survivors of natural disasters occurring in the United States and around the world and depending on the situation and provides food, water, blankets, cleaning supplies, or other relief supplies to individuals and families affected.</p> <p><b>Feeding America</b></p> <ul style="list-style-type: none"> <li>• Collects, transports, warehouses, and distributes donated food and grocery products for other agencies involved in both feeding operations and distribution of relief supplies through its national network of food banks.</li> <li>• Processes food products collected in food drives by communities wishing to help another disaster-affected community, develops, certifies, and supports their food banks, serves as a liaison between the food banks and the donors and educates the public about the problems and solutions of hunger.</li> </ul> <p><b>Friends Disaster Service</b></p> <ul style="list-style-type: none"> <li>• Provides cleanup and rebuilding assistance to the elderly, disabled, low income, or uninsured survivors of disasters.</li> <li>• Provides an outlet for Christian service to friends and volunteers, with an emphasis on love and caring.</li> </ul> <p><b>Habitat for Humanity International:</b> Facilitates community involvement and support during the long-term recovery process; conducts community housing assessments for long-term recovery; works with partner families to build or rehabilitate simple, decent, and affordable homes after a disaster; and offers construction and development technical assistance to communities.</p> <p><b>Headwaters Relief Organization:</b> Supports disaster survivors through emotional and spiritual care and mental health programs; provides support services; and engages in repair and rebuild activities.</p> <p><b>HOPE Coalition America:</b> Supports disaster survivors by assisting with budgeting and developing financial recovery plans.</p> <p><b>Humane Society of the United States (HSUS)</b></p> <p>Through the HSUS National Disaster Animal Response Team™:</p> <ul style="list-style-type: none"> <li>• Serves as a resource for individuals, animal-related organizations, government agencies, and others concerned about the urgent needs of animals before, during, and after disasters.</li> <li>• Provides assistance with animal rescue, handling, and transport in a timely and humane way.</li> </ul>

**Emergency Support Function #6 – Mass Care, Emergency Assistance, Temporary Housing, and Human Services Annex**

Support Agency	Actions
<p><b>NVOAD (continued)</b></p>	<p><b>International Aid:</b> Provides trained disaster aid and medical personnel, trauma counseling, food and medical supplies, and disease prevention products, including portable medical clinics and water purification systems.</p> <p><b>International Critical Incident Stress Foundation:</b> Provides leadership, education, training, consultation, and support services in comprehensive crisis intervention and disaster behavioral health services to the emergency response professions, other organizations, and communities worldwide.</p> <p><b>International Relief and Development:</b> Distributes food and critical supplies and helps communities develop effective social services through collaborative efforts to improve roads; renovate schools; rebuild utility, water, and sewage systems; and establish health facilities.</p> <p><b>International Relief Friendship Foundation:</b> Provides needs assessment, case management, distribution of designated relief supplies, and spiritual care and counseling.</p> <p><b>Lutheran Disaster Response</b></p> <ul style="list-style-type: none"> <li>• Provides funding to assist with disaster response in both natural and technological disasters, volunteer coordination, long-term rebuilding efforts, and support for preparedness planning through synods, congregations, and Lutheran social ministry organizations.</li> <li>• Provides spiritual and emotional counseling and pastoral care through trained coordinators based in its network of affiliated social ministry organizations.</li> </ul> <p><b>Medical Teams International:</b> Enlists volunteers as needed to the stricken areas and sends money and supplies for cleaning and reconstruction.</p> <p><b>Mennonite Disaster Service:</b> Assists disaster survivors by providing volunteer personnel to clean up and remove debris from damaged and destroyed homes and to repair or rebuild homes. Special emphasis is placed on assisting those less able to help themselves, such as the elderly and people with disabilities.</p> <p><b>Mercy Medical Airlift (Angel Flight):</b> Ensures that no needy patient is denied access to distant specialized medical evaluation, diagnosis, or treatment for lack of a means of long-distance medical air transportation and ensures the provision of urgent transportation in situations of compelling human need and homeland security emergencies.</p> <p><b>National Association of Jewish Chaplains:</b> Provides emotional and spiritual care.</p> <p><b>National Baptist Convention USA Inc.</b></p> <ul style="list-style-type: none"> <li>• Provides facilities for shelter, shelter in place, reception centers, warehousing, POD sites, and distribution for donated goods including food, clothing, and household items.</li> <li>• Provides volunteers for immediate disaster response, in both natural and technological disasters; long-term rebuilding efforts; and support for preparedness planning through districts, and social ministry organizations.</li> </ul> <p><b>National Emergency Response Team:</b> Provides coordinated emergency services with local, state, territorial, insular area, and Federal government agencies.</p> <p><b>National Organization for Victim Assistance:</b> Provides social and mental health services for individuals and families who experience trauma after disaster, including traumatic reaction support, validation, stabilization, and education.</p>

**Emergency Support Function #6 – Mass Care, Emergency Assistance, Temporary Housing, and Human Services Annex**

Support Agency	Actions
<p><b>NVOAD (continued)</b></p>	<p><b>Nazarene Disaster Response</b></p> <ul style="list-style-type: none"> <li>• Provides cleanup and rebuilding assistance, especially to the elderly, disabled, widowed, and those least able to help themselves.</li> <li>• Works in the recovery phase by assisting with the emotional needs of disaster survivors.</li> </ul> <p><b>NECHAMA – Jewish Response to Disaster</b></p> <ul style="list-style-type: none"> <li>• Manages spontaneous unaffiliated volunteers in direct fieldwork and assists in volunteer coordination and the operation of volunteer reception centers.</li> <li>• Provides pre- and post-disaster event training related to disaster cleanup, chainsaw operation, safety, and volunteer management.</li> <li>• Lends cleanup tools for extended periods to resource-challenged organizations responding to disaster. Program is open to established and/or community start-up organizations.</li> <li>• NECHAMA is a faith-based organization that welcomes volunteers of all faiths and provides assistance to disaster survivors regardless of religious affiliation.</li> </ul> <p><b>Operation Blessing:</b> Transports food and emergency supplies to disaster survivors.</p> <p><b>The Phoenix Society for Burn Survivors:</b> Provides social services and emotional support for individuals who experience major burn injuries, as well as their families.</p> <p><b>Points of Light Foundation and Volunteer Center National Network:</b> Coordinates spontaneous, unaffiliated volunteers and meets the needs of the local community and other disaster response agencies through its affiliated network of local volunteer centers.</p> <p><b>Presbyterian Church in America (PCA)/Mission to North America Disaster Response</b></p> <ul style="list-style-type: none"> <li>• Provides assistance with debris removal, roof tarping, chainsaw work, muck-out work, general clean-up, temporary repairs, and reconstruction.</li> <li>• Provides Sheds of Hope, a project whereby PCA/Mission to North America Disaster Response builds a shed on personal property at the request of the owner to store recovered items or building materials for the repair/rebuild. The shed may be moved to another location should the property owner decide not to rebuild in the same location.</li> <li>• Provides emotional and spiritual care for disaster affected survivors and disaster response volunteers.</li> <li>• Provides training on how to prepare the presbytery or church for disasters; training for assessors and first responders; and training in emotional care.</li> </ul>

**Emergency Support Function #6 – Mass Care, Emergency Assistance, Temporary Housing, and Human Services Annex**

Support Agency	Actions
<p><b>NVOAD (continued)</b></p>	<p><b>Presbyterian Disaster Assistance</b></p> <ul style="list-style-type: none"> <li>• Maintains a National Response Team of 90 that is deployed to disaster-impacted areas to help connect the local church judicatories to the larger response and provides emotional and spiritual care to caregivers, responders, and faith community leadership. Responds to both natural and human-caused events. The team is highly trained and works collaboratively with other response agencies to provide both support and training.</li> <li>• Provides support, training, and technical assistance both within the Presbyterian Church and in collaboration with other faith-based and voluntary organizations to provide volunteer work team hospitality (housing, food, sanitation, connection to case managed long-term recovery work, and tools if available) where long term recovery is required.</li> <li>• Provides volunteer labor and material assistance at the local level.</li> <li>• Collaborates with other voluntary organizations to provide long term recovery organizing and training to community-based long term recovery groups.</li> </ul> <p><b>REACT International:</b> Provides emergency communication facilities for other agencies through its national network of Citizens Band (CB) radio operators and volunteer teams.</p> <p><b>The Salvation Army</b></p> <ul style="list-style-type: none"> <li>• Provides mass care services, including congregate sheltering, feeding, and the distribution of emergency supplies, such as food, clean-up supplies, household items, and emergency communications.</li> <li>• Provides client assistance, immediate and long-term, through the casework and case management processes, including referrals to government organizations and NGOs for additional services.</li> <li>• Offers emotional and spiritual care, through trained caregivers, to disaster survivors and rescue workers.</li> <li>• Where circumstances and resources warrant, provides community recovery support, including clean-up and reconstruction programs.</li> </ul> <p><b>Samaritan’s Purse:</b> Provides emotional and spiritual care and provides cleanup assistance.</p> <p><b>Save the Children</b></p> <ul style="list-style-type: none"> <li>• Provides trained staff and volunteers to offer temporary respite care for children in shelters; provides psychosocial recovery programs for children and adult caregivers; provides essential non-food items to support children and families; and provides assistance to help children and families access services (including childcare and afterschool programs).</li> <li>• Provides community and state child-focused disaster planning (e.g., assessments, training, exercising support, technical guidance).</li> <li>• Provides training in childcare emergency preparedness and children’s disaster preparedness workshops and provides training in temporary respite care for shelters and community hubs (child-friendly spaces).</li> </ul>



**Emergency Support Function #6 – Mass Care, Emergency Assistance, Temporary Housing, and Human Services Annex**

Support Agency	Actions
<p><b>NVOAD (continued)</b></p>	<p><b>Society of St. Vincent De Paul</b></p> <ul style="list-style-type: none"> <li>• Provides social services to individuals and families and collects and distributes donated goods.</li> <li>• Makes stores' merchandise available to disaster survivors. Operates retail stores, homeless shelters, and feeding facilities that are similar to those run by the Salvation Army and provides warehousing facilities for storing and sorting donated merchandise during the emergency period.</li> </ul> <p><b>Southern Baptist Convention Disaster Relief</b></p> <ul style="list-style-type: none"> <li>• Provides more than 200 mobile feeding units staffed by volunteers who can prepare and distribute thousands of meals a day.</li> <li>• Provides disaster childcare. The agency has several mobile childcare units.</li> <li>• Assists with cleanup activities, temporary repairs, reconstruction, counseling, and bilingual services.</li> </ul> <p><b>Tzu Chi Foundation:</b> Provides emotional and spiritual care and provides medical and financial assistance.</p> <p><b>United Church of Christ</b></p> <ul style="list-style-type: none"> <li>• Provides local disaster response coordinators who help to organize local volunteers as needed for cleanup and rebuilding efforts; participates in response and long-term recovery committee efforts in communities affected by natural disasters.</li> <li>• Provides personal protection equipment (Tyvek® suits, gloves, goggles, respirators) for volunteers and home owners to clean out houses.</li> <li>• Provides volunteer work groups to assist long-term recovery committees in rebuilding/repairing homes.</li> <li>• Provides training on community preparedness, response, and recovery; provides assistance in communities impacted by technology-caused disasters.</li> </ul> <p><b>United Jewish Communities</b></p> <ul style="list-style-type: none"> <li>• Organizes direct assistance, such as financial and social services, to Jewish and general communities in the United States following disaster.</li> <li>• Provides rebuilding services to neighborhoods and enters into long-term recovery partnerships with residents.</li> </ul> <p><b>United Methodist Committee on Relief</b></p> <ul style="list-style-type: none"> <li>• Trains and mobilizes community-based volunteers in response and recovery activities; provides funding for local United Methodist Committee on Relief units in response and recovery projects based on the needs of each situation.</li> <li>• Provides spiritual and emotional care to disaster survivors and provides Disaster Case Management assistance by training local United Methodist and community based volunteers.</li> </ul> <p><b>United Way Worldwide</b></p> <ul style="list-style-type: none"> <li>• Provides experience, expertise, and resources to local United Ways facing local, state, regional, or national emergencies.</li> <li>• Provides support and coordination, with Alliance of Information and Referral Systems, to the network of 2-1-1 providers.</li> </ul>

## Emergency Support Function #6 – Mass Care, Emergency Assistance, Temporary Housing, and Human Services Annex

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Support Agency	Actions
<b>NVOAD (continued)</b>	<p><b>Volunteers of America:</b> Makes trucks available for transporting survivors and supplies to designated shelters; collects and distributes donated goods; and provides mental healthcare for survivors of disaster.</p> <p><b>World Vision:</b> Trains and mobilizes community-based volunteers in major response and recovery activities; provides consultant services to local unaffiliated churches and Christian charities involved in locally designed recovery projects; and collects, manages, and organizes community-based distribution for donated goods.</p>