



MULTI-AGENCY DISTRIBUTION OF EMERGENCY SUPPLIES PLAN TEMPLATE

Jurisdiction

Month/Day/Year

**Version 1.0
2015**

Multi-Agency Distribution of Emergency Supplies Plan Template - 2015

Signature page for all participating agencies/organizations for the State of _____

The following agencies/organizations within the State of _____ are participants in this plan:

NOTE: Consider including the name of the organization, name and title of individual signing the Plan and the date of signature.

_____ Name of Organization	_____ Name/Title	_____ Date
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Instructions: How to Use the Multi-Agency Distribution of Emergency Supplies Plan Template

A. Purpose of the Multi-Agency Distribution of Emergency Supplies Plan Template

The purpose of this template is to supplement a jurisdiction's Emergency Operations Plan and/or Mass Care Annex. It is intended to provide guidance and suggested procedures for a jurisdiction to consider during the development of a Distribution of Emergency Supplies Plan that focuses on their role in managing and/or supporting the distribution of emergency supplies. Additionally, the plan should address the roles and responsibilities of the Distribution of Emergency Supplies Task Force (DESTF). While this template has a great deal of helpful information, each jurisdiction is expected to change and add to the ideas outlined in the template so that the final plan is specific to their location and needs.

The template emphasizes coordination among the various organizations/agencies participating in distribution operations. These organizations/agencies include: local, State, Tribal, and Federal government entities, non-governmental organizations (NGOs), National and State Voluntary Organizations Active in Disaster (VOADs) member organizations, other voluntary organizations, and the private sector.

The Distribution of Emergency Supplies Plan Template can be used by any jurisdiction, be it a county or parish, State, Tribal, or municipal emergency management agency. The principles remain the same whether the jurisdiction is supporting or managing distribution of emergency supplies. Additionally, the template can serve as an educational tool to assist jurisdictions, NGOs, faith-based organizations, the private sector, and other stakeholders who provide distribution of emergency supplies to understand the complexities of implementing a coordinated and collaborative operation, including but not limited to: protocols, terminology, types of distribution, and the coordination of the various providers. The effective and efficient request, receipt, and transition of distribution resources will ensure the streamlined integration of local, State, Tribal, and Federal resources.

This Multi-Agency Distribution of Emergency Supplies Plan Template may not be used for commercial purposes.

B. Document Format

1. Template Guidance

The guidance given in this template is not necessarily meant to be part of the final plan created by the jurisdiction. The Distribution of Emergency Supplies Plan Template is simply a tool to introduce jurisdictions to planning concepts in order to create a final Distribution of Emergency Supplies Plan. Jurisdictions should utilize what fits their needs.

2. Template Layout

- **Boxed Text:** These boxes provide a description of what information should be included in the respective section. The boxes should not be included in the final Plan.
- **Times New Roman Font:** Guidance.

- ***SAMPLE:*** *The samples in sections, shown in italics, are to assist the planners in understanding the content needed to be included within the section. They are not necessarily a fit for every jurisdiction.*

NOTE: The use of “State” throughout the template is based on the *Robert T. Stafford Disaster Emergency Assistance Act* definition meaning any State of the United States, the District of Columbia, and all United States’ Territories and Commonwealth governments. Additionally, the use of the term “Federal ESF #6” or “ESF #6” within this document refers to the Mass Care and Emergency Assistance (MC/EA) functions of the ESF #6 Annex as defined in the *National Response Framework*; “State ESF #6” and “State Mass Care” refer to the function as defined by the State plan.

TABLE OF CONTENTS –

Instructions: How to Use the Multi-Agency Distribution of Emergency Supplies Plan Template ***ii***

A. Purpose of the Multi-Agency Distribution of Emergency Supplies Plan Template.....**ii**

B. Document Format.....**ii**

I. Introduction..... ***1***

II. Purpose, Scope, Planning Assumptions, Situation..... ***2***

A. Purpose ***2***

B. Scope ***2***

C. Planning Assumptions ***3***

D. Situation: Estimating the Distribution Requirements ***4***

III. Concept of Operations ***5***

A. General..... ***5***

B. Operational Phases ***6***

C. Categories of Emergency Supplies and Triggers ***7***

D. Methods of Distribution ***8***

E. Distribution Site Establishment Options ***9***

F. Selecting Fixed Distribution Sites..... ***10***

G. Establishing Mobile Distribution Routes..... ***11***

H. Distribution of Emergency Supplies Logistical Considerations ***11***

I. Considerations for Closing or Consolidating Distribution Sites..... ***13***

IV. Organization and Assignment of Responsibilities ***14***

A. General..... ***14***

B. Role of Local Mass Care Coordinator ***14***

C. Role of State Mass Care Coordinator ***14***

D. Multi-Agency Distribution of Emergency Supplies Task Force (DESTF) ***15***

E. Voluntary Agency Liaison (VAL)/Donations Management Specialist (DS)..... ***15***

F. Mass Care/Emergency Assistance Task Forces and Coordination Considerations ***16***

G. Distribution of Emergency Supplies Operational Priorities by Phase and Responsibilities. ***18***

V. Distribution of Emergency Supplies Organizations and Resources ***21***

A. Distribution of Emergency Supplies Support Resources/Organizations ***21***

B. Distribution of Emergency Supplies Resource Documents:..... ***24***

VI. Information Collection, Analysis and Dissemination ***24***

A. Information Management ***24***

B.	Tracking and Reports.....	25
C.	Public Messaging.....	25
VII.	<i>Administration and Finance.....</i>	26
VIII.	<i>Plan Development and Maintenance, Training and Exercise</i>	26
A.	Plan Development and Maintenance.....	26
B.	Training	26
C.	Exercises	26
IX.	<i>Authorities and References.....</i>	26
A.	Authorities	26
B.	References.....	26
	<i>Appendix A: Accessibility Considerations</i>	28
	<i>Appendix B: Situation and Estimating the Initial Distribution Requirements</i>	30
	<i>Appendix C: Decision Tree to Process Resource Requests</i>	35
	<i>Appendix D: Distribution of Emergency Supplies Catastrophic Planning Considerations</i>	38
	<i>Appendix E: Sample Distribution Items by Disaster Type</i>	46
	<i>Appendix F: US Army Corps of Engineers' (USACE) Typed Drive-Through Distribution Site Layouts</i>	48
	<i>Appendix G: Considerations for Incorporating Ad Hoc Distribution Sites</i>	50
	<i>Appendix H: National Incident Management System (NIMS) Typing for Mass Care Distribution of Emergency Supplies.....</i>	52
	<i>Appendix I: Distribution of Emergency Supplies Task Force (DESTF) Guidance.....</i>	53
	<i>Appendix J: Household Pets and Service/Assistance Animals - Basic Supplies for Distribution</i>	56
	<i>Appendix K: Acronyms and Glossary of Terms.....</i>	57

I. Introduction

Describe an overview of what Distribution of Emergency Supplies is and where it falls in the jurisdiction's structure. Also, outline when the plan will be used and under what authorities.

SAMPLE:

The governor and State emergency management staff are responsible for the coordination of mass care within the State. Coordination occurs through the appropriate Emergency Support Function (ESF) and the State Mass Care Coordinator, outlined in Section IV (or equivalent). A Governor's Proclamation triggers the Emergency Operations Plan (EOP) implementation, which is a prerequisite to request Federal assistance. The Emergency Support Function Six (ESF# 6) (or equivalent) is one of many emergency support functions established by the State Emergency Operations Plan. ESF #6 provides coordination, collaboration, and resource identification for mass care/emergency assistance to support the local jurisdiction's capabilities to minimize the humanitarian impact of disasters and other emergencies. The lead agency, [insert name], is ultimately responsible for ensuring that the distribution of emergency supplies is coordinated and adequate to support the needs of disaster survivors. Distribution of emergency supplies refers to the acquisition and delivery of life-sustaining resources, hygiene items, and clean-up items to meet the urgent needs of disaster survivors. Additional support can include transportation, warehousing, equipment, technical assistance, and other mission-critical services.

The process discussed in this plan can be implemented by the State with no Federal assistance or when Federal assistance is requested.

Throughout this document the term “people with disabilities and others with access and functional needs” is used for consistency and clarity; use of the term is intended to align the guidance in this planning template with national doctrine as stated in the *National Response Framework* (NRF). Additionally, the NRF addresses the importance of incorporating support for animals into planning and response operations. However, as a support plan to the jurisdiction's ESF #6 Plan, this document addresses only the support provided to household pets and service/assistance animals as identified in the ESF #6 Annex to the NRF.

“Emergency management staff in all jurisdictions have a fundamental responsibility to consider the needs of all members of the whole community, including children; individuals with disabilities and others with access and functional needs; those from religious, racial, and ethnically diverse backgrounds; and people with limited English proficiency. The potential contributions of all these individuals toward delivering core capabilities during incident response (e.g., through associations and alliances that serve these populations) should be incorporated into planning efforts.

Staff must also consider those who own or have responsibility for animals both as members of the community who may be affected by incidents and as a potential means of supporting response efforts. This includes those with

household pets, service and assistance animals...” (*National Response Framework*, May 2013, page 8). See Appendix A, Accessibility Considerations, for more information.

Emergency response partners that traditionally deliver mass care in a disaster will respond with available resources in accordance with the requirements of their internal policies and in cooperation with emergency management officials. These agencies will respond as soon as a need is identified and often prior to the declaration under their own authorities.

Under a presidential declaration of a major or emergency disaster and when conditions warrant, the State may request additional Federal support through the appropriate Federal Emergency Management Agency (FEMA) Region. This support may include the purchase of supplies when State and voluntary organization purchasing resources are insufficient to meet demand in disaster-impacted areas.

II. Purpose, Scope, Planning Assumptions, Situation

A. Purpose

This section should describe why this plan is being developed and what it is meant to accomplish.

SAMPLE:

The purpose of this guidance is to define the framework for State/Federal support of a coordinated, timely, and efficient distribution of emergency supplies response in [insert name of jurisdictions]. It also serves as a reference and defines the full spectrum of services required from initiation until a baseline of private sector, NGO, and government distribution networks can be reestablished.

B. Scope

This section should state the scope of activities provided by the entities (agencies, organizations, private sector, etc.) to which the plan applies. The Distribution of Emergency Supplies Plan may be written for a specific jurisdiction that has the authority to request resources directly from the Federal government. It may also be developed to include jurisdictions that share boundaries (such as those involved in regional planning) or resources. It should be scalable and adaptable to include new/additional entities over time.

SAMPLE:

This plan describes the coordination steps and implementation procedures necessary to support distribution of emergency supplies requirements within [insert name of jurisdictions].

This plan also:

- *Describes the response capacity and strategy of the multi-agency participants to implement an operational plan for the distribution of emergency supplies to meet the needs of affected jurisdictions.*
- *Describes methods for scaling up and integrating State and national agencies/organizations into the response.*
- *Provides procedures for managing and coordinating the resources available to the jurisdiction and/or State.*
- *Promotes a spirit of cooperation and mutual support among the agencies and organizations that provide and support the distribution of emergency supplies.*

C. Planning Assumptions

<p>This section should contain a list of the conditions that have a significant impact on the success of the plan.</p>

SAMPLE:

- *Prior to a disaster, local, State, and Tribal emergency management have coordinated with NGOs to define the distribution roles and plan in their jurisdictions.*
- *There will be multi-agency coordination in all distribution of emergency supplies operations.*
- *Local jurisdictions are self-sustaining for 72 to 96 hours. This includes: support for feeding, persons with disabilities and others with access and functional needs, children, and household pets and service/assistance animals.*
- *Local jurisdictions designate, plan, resource, and operate Points of Distribution (PODs) in coordination with partners.*
- *Augmentation of mass care capabilities within a jurisdiction will require additional resources that may take multiple days to arrive. State and Federal resources will take a minimum of 72 hours to arrive and become operational.*
- *Participating agencies/organizations will develop internal procedures and train personnel to perform the duties and responsibilities described in this plan. Internal procedures and trained personnel will be paramount to the success of the distribution process.*
- *Distribution of emergency supplies services will be needed in some capacity during nearly every disaster incident. In small incidents, distribution of emergency supplies needs may be easily met by local NGOs. Larger incidents, however, will require the mobilization and coordination of the whole community. In these cases, it may be necessary to coordinate and prioritize resource requests through various agencies and organizations.*
- *Community based and faith based organizations (CBOs) and private sector organizations, e.g., local churches, civic clubs, local businesses, may respond spontaneously, outside of any organized response effort. These groups will be incorporated into the distribution of emergency supplies support plan. However, they*

may not have the infrastructure, resources, and/or capacity to sustain their operations and may need support to serve their communities.

- *The effective distribution of emergency supplies for household pets and service/assistance animal allows owners to manage their own animals' care and is far less costly than congregate animal sheltering.*
- *Distribution of emergency supplies for household pets and service/assistance animals is usually supported by donations from the private sector and NGOs, and should be integrated with all distribution of supplies to maximize resources and provide more effective and efficient support to disaster survivors.*
- *An Emergency Management Assistance Compact (EMAC) or Mutual Aid may be used to fulfill staffing roles within the response structure.*
- *Problems with infrastructure, transportation, debris, and other external factors may impede delivery of supplies and may require additional staging.*
- *In non-catastrophic events, there are adequate resource pipelines, supplies, and staff available to execute this plan in a timely manner.*
- *In large-scale disasters, distribution of emergency supplies will usually exceed the resources and capability of any one agency/organization, requiring a combination of resources provided by State and Federal governments and NGOs to deliver emergency supplies to affected populations.*
- *In catastrophic disasters, support to high impacted areas will be extremely limited and/or take an abnormal amount of time to become established.*
- *There is only one major incident occurring during the execution of this plan.*
- *Supplies needed by survivors will be determined by the impact of the disaster, environmental conditions, population demographics, and access to availability of local resources.*

D. Situation: Estimating the Distribution Requirements

This section should provide a process to be implemented at the beginning of any potential distribution operation, which will assist the organizations/agencies participating in the distribution operation to perform a situation analysis to determine the scope of the distribution need.

A major incident has occurred which requires the distribution of emergency supplies to disaster survivors. This event may be located within one jurisdiction or spanning multiple jurisdictions. These events will be either notice or no-notice events that will have cascading or compounding impacts that affect distribution operations.

The bullets below provide an outline that jurisdictions may use as a guide for developing a situation summary. See Appendix B, Situation and Estimating the Initial Distribution Requirements, for additional details on establishing the situation, the process to determine an initial distribution estimate, and a checklist for either a notice or a no-notice event:

- Define the scope and scale of the disaster.
- Determine resources and logistical requirements to meet the defined need.

- Determine the best strategy to provide distribution resources to survivors (fixed distribution sites, mobile delivery, etc.).
- Determine resources available from NGOs, State agency supply caches, or the private sector.
- Identify any shortfalls.

III. Concept of Operations

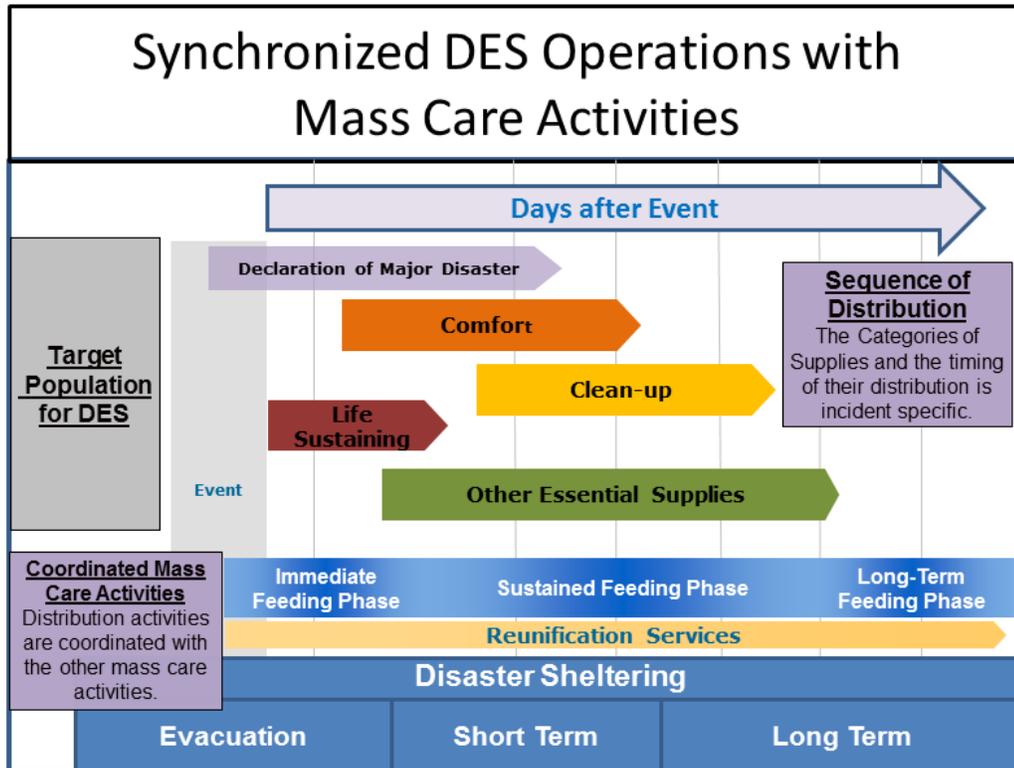
This section explains in broad terms the jurisdiction's response with regard to distribution of emergency supplies operations. It provides a snapshot of how response organizations accomplish their mission.

A. General

All emergencies and disasters begin and end locally, and initial response actions will be conducted by local jurisdictions and NGOs. Additional State, Tribal, Federal, and private sector assistance can be provided as needed. A concerted effort is made to incorporate other ad hoc organizations providing emergency supplies into the distribution support plan. However, all organizations retain operational control of their assets and resources.

When the combined resources of the various service providers and the impacted jurisdictions are insufficient to meet the actual or projected demand, then the MC/EA Coordinator, in collaboration with the designated ESF #6 Lead, will support the affected jurisdictions in meeting the identified shortfalls from within the State and, if required, the Federal government. It is recommended that a standardized process or method for allocating resources be used. One such method for determining resourcing solutions is provided in Appendix C, Decision Tree to Process Resources Requests.

The Distribution of Emergency Supplies Task Force (DESTF), outlined in Section IV, may be used to determine the shortfall and coordinate the distribution operation. Ongoing assessments of capabilities and shortfalls are critical to an effective and efficient response. At a minimum, distribution support assessments are conducted every operational period. These assessments and planning actions should be done in coordination with the other interrelated mass care activities. Below is a chart that shows the distribution operations synchronized with the other mass care activities following a disaster.



Additional considerations and planning assumptions will need to be taken into account for a response to a catastrophic event. During a catastrophic event, response operations, to include distribution, may be consistent with the four zone approach outlined in FEMA’s Catastrophic Housing Annex. See Appendix D, Distribution of Emergency Supplies Catastrophic Planning Considerations, for detail on the catastrophic planning approach including zone definitions, the zone approach, and other important considerations.

B. Operational Phases

The chart below outlines the operational phases, as described in the *Response Federal Interagency Operational Plan*, July 2014, and is used to group similar activities and aid understanding. The phases of a notice event include actions prior to the incident that increase readiness and available resources in preparation for the event. No-notice events will not include phases 1b and 1c. A breakdown of distribution activities by phase can be found in the Roles and Responsibilities Section IV.

Phase 1 Pre-incident	Phase 2 Response	Phase 3 Recovery
Phase 1a: Normal Operations • Prevention • Mitigation • Plans • Exercises • Public information	Phase 2a: Immediate Response • Activation, Mobilization • Protective actions • Assessment • Determine staging areas • Develop support plan	Phase 3a: Short Term Recovery • Restoration
Phase 1b: Elevated Threat • Increased readiness • Coordinate threat information	Phase 2b: Deployment • Deployment • Movement to staging areas	Phase 3b: Intermediate Recovery • Transition
Phase 1c: Credible Threat • Pre-position resources	Phase 2c: Sustained Response • Employment	Phase 3c: Long Term Recovery • Rebuilding

C. Categories of Emergency Supplies and Triggers

Priority	Category	Examples of Items for Distribution	Triggers
First	Life-Sustaining	Food (shelf stable) and water (for both humans and household pets and service/assistance animals), information, non-prescription medicine, baby formula, and first aid kits.	Within 12 hours after the initial impact of a disaster or when it is safe for vehicles and crews. <ul style="list-style-type: none"> • General distribution until the feeding infrastructure is established; then distributed to targeted areas/populations.
Second	Comfort	Hygiene kits including items such as toothpaste, towels, wash cloth, soap, toothbrush, lip balm, baby wipes, bathroom tissue, diapers/briefs (baby/adult), and other Consumable Medical Supplies (CMS).	If possible, distribute with Life Sustaining. If not, once distribution capacity is increased. <ul style="list-style-type: none"> • Generally provided when the target population only has access to their homes for cleaning.
Third	Clean-Up	Shovels, rakes, bleach, gloves, cleaning detergents, buckets, mops, trash bags, chlorine bleach, garden hose/nozzle, and hand sanitizer.	Begun in conjunction with individual community re-entry timelines. <ul style="list-style-type: none"> • Distribution begins when survivors have access to homes. • Items for distribution dependent on extent of damage to homes. • A lack of availability for survivors to local commercial supplies.

Priority	Category	Examples of Items for Distribution	Triggers
Fourth	Other Essential Supplies	Masks, flashlights, batteries, tents, tarps or plastic sheeting, sleeping bags, cooking kits, household pets and service/assistance animal supplies, trash bags, duct tape, and nylon rope.	<p>When operational strategies to meet survivor individual and health needs are developed.</p> <ul style="list-style-type: none"> • Household pets and service/assistance animal supplies (not life sustaining) unavailable to survivors. • Supplies needed to support temporary housing solutions. • Lack of availability for survivors to local commercial supplies.

The types of supplies distributed to the affected population may vary by disaster. The items to be distributed are based on their availability in the commercial market and the disaster-caused needs of those affected. For examples of items to be considered for distribution during specific hazards, see Appendix E.

D. Methods of Distribution

Method	Description	Limiting Factors
Mobile Distribution: Community Routes	<ul style="list-style-type: none"> • Delivery of emergency supplies using a van, truck, or other vehicle on a designated route to reach neighborhoods affected by the disaster. 	<ul style="list-style-type: none"> • For large-scale disasters, it is difficult to guarantee service to all disaster survivors. • This may not be an optimal delivery method in urban areas, given limited access to survivors in high rises. • Security and safety of mobile teams.
Mobile Distribution: Household	<ul style="list-style-type: none"> • Delivery of emergency supplies directly to residents' homes, often when sheltering in place for pandemic or Chemical, Biological, Radiological, Nuclear, and Explosives (CBRNE) type events. • May be necessary in urban areas to reach survivors in high rises with no power. 	<ul style="list-style-type: none"> • Significant manpower and knowledge of specific household needs required. • Health and safety concerns for distribution staff.
Fixed Site Distribution: Pedestrian Walk-Up	<ul style="list-style-type: none"> • Delivery of emergency supplies from a fixed location such as a community center, school, or church. Distribution may be provided from 	<ul style="list-style-type: none"> • Limits amount of product that can be transported by disaster survivors. • In addition to actual distribution area, requires sufficient parking, with

Method	Description	Limiting Factors
	<p>inside the building or outside, such as from under a tent or from the back of a vehicle.</p> <ul style="list-style-type: none"> • Walk-up sites allow for personal contact with the survivors. 	<p>ingress and egress.</p> <ul style="list-style-type: none"> • Sites can become crowded with long lines.
Fixed Site Distribution: Drive-Through	<ul style="list-style-type: none"> • Delivery of emergency supplies from an open area at a fixed location such as a parking lot. • Drive-up sites are best when a large volume of disaster survivors are expected to arrive in vehicles. However, available parking is limited to encourage the quick and continuous distribution of supplies as vehicles move through the site. 	<ul style="list-style-type: none"> • Does not allow for personal interaction with disaster survivors. • Sites can cause traffic control issues. • Disaster survivors must have access to a vehicle.
Long Term Shelter Environment	<ul style="list-style-type: none"> • Delivery of supplies to shelter residents, in coordination with sheltering efforts, as part of long term sheltering during large scale disasters. 	<ul style="list-style-type: none"> • May attract non-shelter residents to shelters, possibly overwhelming the shelter. • Limited storage capacity for shelter residents to secure items.

E. Distribution Site Establishment Options

The establishment and operation of various aspects of a distribution site may be provided by an individual or a combination of organizations, agencies, and the whole community. The Distribution Site Matrix below shows various potential combinations of options for establishing and operating a distribution site. Each column heading indicates an area of responsibility that should be addressed when establishing and operating a distribution site. The first column identifies the three possible options for a Site Responsible Agent; see Distribution Site Matrix definitions below. The remainder of the rows lists various agencies, organizations, or ad hoc, whole community responders that may carry out these areas of responsibility. Each of the areas may be provided by one or a combination of the listed options.

Term Definitions for the Distribution Site Matrix:

- Site Responsible Agent: Agency, organization, or group that assumes the primary responsibility for determining the opening and closing of a distribution site and assumes ultimate responsibility for the site.

- Government: Local, State, Tribal, or Federal (includes National Guard, contractors, etc.).
- NGO: Non-profit, faith-based, community-based, etc.
- Ad hoc: Spontaneous, unaffiliated group.
- Site management: Agency, organization, or group that coordinates day-to-day operations for a site, to include but not limited to managing staffing, materials and support equipment, items for distribution, property management, and tracking/reporting.
- Items for distribution: Items (either purchased items or items donated by the Private Sector) to be distributed to the public.
- Staffing: Supervision and provision of staff to support operation of a site, such as the distribution of items, logistics, site setup, cleaning, teardown, crowd control, security, traffic control, record keeping, medical support, and equipment operators.
- Support materials and equipment: Material and equipment required for site operation, such as dumpsters, fork lifts and operators, sanitation, tables, tents and storage.
- Site: Physical location of facility or the open space from which items are distributed to the public.

Site Responsible Agent	Site Management Provider	Items for Distribution Provider	Staffing Provider	Support Materials and Equipment Provider	Site Provider
Government: Local State Tribal	Local State Tribal NGO	Local State Tribal Federal NGO	Local State Tribal Federal NGO	Local State Tribal Federal NGO	Local State Tribal Federal
NGO	NGO	NGO Government	NGO Government	NGO Government	NGO Government
Ad Hoc	Ad Hoc	Ad Hoc NGO	Ad Hoc NGO	Ad Hoc NGO	Ad Hoc

NOTE: DESTF/Mass Care Coordinator will need to continually assess, validate, and verify this chart is correct as responsible/provider organizations may change over the course of the disaster.

F. Selecting Fixed Distribution Sites

All distribution sites should be accessible to the public and easily secured for the protection of workers and products for distribution. Examples of US Army Corps of Engineers' fixed distribution site layouts can be found in Appendix F.

When selecting a location for a fixed distribution site, consider the following:

- Coordinate with appropriate local officials prior to establishment of the site to avoid duplication of effort.
 - Ad hoc or spontaneous distribution sites established by individuals or groups with no affiliation to emergency management may already also be operating. For additional planning considerations around ad hoc sites, see Appendix G, Considerations for Incorporating Ad Hoc Distribution Sites.
- Choose locations that are well-known and easily accessible to the local population.
- Make sure there is adequate space for vehicles/individuals to line up while not obstructing local traffic to ensure good traffic flow and control.
- Provide sufficient room for distribution tables, parking supply trucks, staff and client parking, forklift and hand-jack operation, staging of supplies, greeting/entry and exit locations, and portable toilet placement.
- Ensure that the distribution layout includes a single, client-specific entrance and single, client-specific exit that can be controlled.
- Set up sites on concrete or asphalt to provide a smooth, stable surface for pedestrian traffic and for setting up tables and tents.
- Ensure areas for rest and refreshments are located away from heavy traffic areas.

G. Establishing Mobile Distribution Routes

The key to route planning is prioritizing needs and balancing these needs with available resources. Mobile delivery routes are planned by taking into account:

- Population density;
- Geography;
- Distance between affected populations;
- Delivery vehicle availability;
- Worker availability; and
- Vehicle load capacity.

H. Distribution of Emergency Supplies Logistical Considerations

The following chart outlines logistical planning consideration for distribution operations.

Planning Components	Considerations
Multi-Agency Warehousing	<ul style="list-style-type: none"> • Estimated length of time needed. • Material handling equipment needed. • Required square footage. • Truck access/loading docks or bays. • Proximity to distribution sites. • Security. • Use of shared warehouse space.

Planning Components	Considerations
Logistics Staging Area: Before or in lieu of warehouse	<ul style="list-style-type: none"> • Security. • Estimated length of time needed. • Material handling equipment needed. • Required square footage. • Truck access. • Proximity to warehouse & distribution sites. • Use of shared space.
Staffing	<ul style="list-style-type: none"> • Safety training. • Capacity to lift and carry. • Required licenses. • Coordination of numerous agencies providing staff (e.g. National Guard, NGOs, public employees).
Transportation: Supplies reaching the public	<ul style="list-style-type: none"> • Appropriate quantity and size of vehicles and load capacity. • Proximity. • State of transportation infrastructure (e.g., road/bridge/airport/port closures). • Availability of fuel. • Regulatory waivers (e.g. load waivers, toll waivers, driver hour restrictions, interstate commerce regulations).
Public Access to Supplies	<ul style="list-style-type: none"> • Availability of and access to public transportation. • Curfews. • Weather. • Access to vehicles. • Transportation infrastructure. • Availability of fuel. • Mechanisms to communicate locations and hours to public. • Conflict with community events. • Accommodation of survivors' schedules. • Proximity to other disaster recovery resources.

I. Considerations for Closing or Consolidating Distribution Sites

This section should include jurisdiction-specific criteria and tasks to consider when disaster distribution operations are consolidating and/or closing.

Listed below are possible actions when closing individual distribution of emergency supplies sites.

SAMPLE:

Consolidating/Closing Distribution Site Checklist
<i>Collaborate with local, State, and Tribal emergency management and NGOs to verify that the needs of the community served have been met.</i>
<i>Post notices about the closing of distribution sites and information about where individuals can go for continued assistance at least 72 hours before closing so that survivors and the general public are informed of service delivery change.</i>
<i>Make public notifications through media and other resources at least 72 hours in advance of site consolidation and/or closing.</i>
<i>Notify the suppliers and support vendors of pending closure to prepare for pickup of equipment and termination of services (e.g. trash, sanitation services).</i>
<i>Ensure that all remaining products are sorted, inventoried, properly arranged on pallets, and shrink-wrapped for shipping back to the appropriate agency/oragnziation.</i>
<i>Ensure that all equipment, materials, and supplies are accounted for and returned, and that the site and equipment are returned to a ready-state for future deployment or use.</i>
<i>Ensure that all remaining supplies and equipment are loaded onto appropriate trailers with an inventory list included.</i>
<i>Ensure that the grounds and any buildings that were used have been properly checked and that all trash has been removed and discarded in the appropriate manner.</i>
<i>Schedule a time and date for a walk-through to release facilities/space.</i>
<i>Ensure that arrangements have been made for the pickup and return of trailers and leased equipment (e.g. forklifts, pallet trucks, dumpsters). Make sure that this is not done until all trailers are loaded and ready for pickup.</i>
<i>Obtain an inventory of necessary items for re-stocking and note any items that will still be needed.</i>

Listed below are possible actions when closing the entire distribution of emergency supplies operation.

SAMPLE

Finalizing Distribution of Emergency Supplies Operations Checklist
<i>Gather and compile all service delivery documents, data, and records.</i>

Finalizing Distribution of Emergency Supplies Operations Checklist

Collect and compile all daily distribution reports and any impact information, maps, or other data that were used to design the service delivery plan.

Collect and forward any invoices, bills of lading, or other account information for payment.

Discuss with emergency management the transition of distribution to local entities, as needed.

Ensure that any requests for acknowledgment for community agencies, businesses, or partners are shared with NGOs and emergency management.

Provide a narrative of the distribution operation. Include high-level details of actions (e.g., statistics, breakdowns of distribution numbers) and address any challenges or concerns for future improvements. Share with all partners for debrief and modification of distribution plan for future disaster responses.

IV. Organization and Assignment of Responsibilities

This section should establish the organizational structure that will respond to the disaster. This section (A, B, C and D) needs to be completed by the individual jurisdiction as each jurisdiction may have different protocols.

A. General

Insert your organizational chart that shows the relationship between the MC/EA Lead, the Mass Care Coordinator, and the Mass Care/Emergency Assistance Task Forces.

B. Role of Local Mass Care Coordinator

Describe the role of the designated Local Mass Care Coordinator(s) within your jurisdiction.

C. Role of State Mass Care Coordinator

The State Mass Care Coordinator is a National Incident Management System (NIMS) typed position and the link to the position can be found in Appendix H, NIMS Typing for Mass Care. Describe the role of the State Mass Care Coordinator within your jurisdiction.

SAMPLE:

The State Mass Care Coordinator focuses on planning and coordinating distribution of emergency supplies operations including emerging or contingent situations from the current operational period to 48-96 hours ahead.

Multi-Agency Distribution of Emergency Supplies Task Force (DESTF)

SAMPLE:

The Mass Care Coordinator activates the DESTF if one or more of the following conditions exist:

- *The distribution need surpasses the current or projected capability.*
- *Situational complexities exist necessitating a multi-agency task force.*
- *A request for activation has been received from the local, State, and/or Tribal government or a distribution partner.*
- *The stakeholders of the Distribution of Emergency Supplies Plan mutually agree that it is required.*

See Appendix I, for additional information on establishing a DESTF.

D. Voluntary Agency Liaison (VAL)/Donations Management Specialist (DS)

Engaging VAL/DS experts in the planning and operational coordination of DES can mitigate problems with unsolicited donations at distribution of emergency supplies sites and can also support a smooth transition from emergency distribution to donations management for long term recovery.

Including local, State/Tribal, and FEMA VAL/DS on the DESTF from its formation can increase efficiency, provide a holistic approach that incorporates whole community capabilities, and prevent a variety of issues that may arise. VAL/DS can provide:

- A comprehensive understanding of the characteristics and purpose of the physical components that support volunteer and donations management (collection sites, distribution sites, multi-agency warehouses, and call centers) and can support the DESTF in developing strategies to incorporate these components into the overall distribution plan.
- Assistance in identifying partner needs, expectations, and capabilities to facilitate an integrated whole community DES operation by establishing and maintaining strategic partnerships with local, State, Tribal, and Federal:
 - Donations Coordinators;
 - Voluntary, faith-based, and community-based organizations engaged in donations management (including collection, sorting, distribution, warehousing, and information dissemination);
 - Organizations that provide mass care/distribution services;
 - Private sector partners; and
 - Advocacy organizations.
- Gathered field intelligence on the types and locations of distribution services being provided by local, State, Tribal and national organizations. Additionally, maintains awareness of their involvement (increased or decreased capabilities, relocation of service delivery sites, etc.), and keeps them informed of government programs and activities.

- Assistance for the DESTF in avoiding potential areas of duplication, both geographically and functionally, and transitioning operational focus from emergency distribution to long term recovery requirements.

VAL/DS works closely with External Affairs to develop and disseminate public messaging on the most effective and efficient ways to donate to disaster survivors, detailed information on the types and amounts of needed items, and locations of collection and distribution sites; VAL/DS can assist in crafting DES messaging that are consistent with existing donations management activities.

As the need for DES to survivors lessens, long term recovery needs increase; VAL/DS is uniquely positioned to facilitate the transition of service delivery sites, community engagement, and donations/distribution messaging from an emphasis on emergency distribution to long term recovery requirements. This is done by:

- Gathering and maintaining situational awareness on the evolving needs of survivors; the fluctuating capabilities of response organizations and private sector entities; and the shifting goals and priorities of local, State, Tribal and Federal emergency management.
- Assisting in the identification opportunities to transition demobilizing DES sites for long term recovery use, when appropriate. These sites will have already been vetted, contracted, and advertised to the public as locations for assistance (e.g. distribution sites) or known to the response organizations as service support sites (e.g. multi-agency warehouse) and can serve the community during long term recovery for rebuilding materials, home furnishings and appliances, clothing, etc.
- Providing ongoing guidance and support to local, State, Tribal and national organizations on all of the physical components that support donations management (collection sites, distribution sites, multi-agency warehouse, and call centers) and can support the organizations in developing strategies for transitioning sites and services to long term recovery support in order to best serve the evolving needs of the community.
- Maintaining consistent communication with voluntary, faith-based, and community-based organizations that provide DES and/or donations management support, Long Term Recovery Group donations committees, and other groups and coalitions engaged in the recovery; VAL/DS can provide guidance on the evolving role of DES and donations management.

E. Mass Care/Emergency Assistance Task Forces and Coordination Considerations

Below is a listing of possible task forces that may be activated during a disaster operation to support MC/EA activities. This does not preclude the need to activate other task forces dependent on the event. It is critical to understand the roles of each task force in order to facilitate coordination, communication, and sharing of information, and to prevent duplication of work. If a particular task force is not activated, there still may need to be either a liaison or reach-back capability through a subject matter expert to assist in addressing any identified issues and/or shortfalls.

NOTE: While there is not a separate task force identified to address children’s needs during and after a disaster (i.e. infant/toddler supplies, childcare, safety, etc.) each identified task force below incorporates considerations for all age groups into their planning operations.

Task Force	Role
Sheltering Support	Support the MC/EA Coordinator through the operational and future planning tasks identified by the jurisdiction for the sheltering requirements within the affected areas.
Feeding Support	Support the MC/EA Coordinator through the operational and future planning tasks identified by the jurisdiction for the feeding requirements within the affected areas.
People with Disabilities and Other Access and Functional Needs Support	May be a task force or a team coordinated with local, State, Tribal, Federal, and NGOs to identify resources (i.e., equipment, services, staff, etc.) that individuals may require to address their access or functional needs.
Reunification Services Support	Provide systems and mechanisms to allow individuals that are separated to contact one another. Facilitate the reunification of children with parents or guardians. Facilitate reunification of household pets and service/assistance animals with their owners/guardians.
Household Pets and Service/ Assistance Animals Support	Support the needs of individuals with household pets and service/assistance animals during evacuation, rescue activities, and congregate care activities (e.g., sheltering, feeding, and distribution of emergency supplies), and assist with the coordination of veterinary care. For effective and efficient distribution of emergency supplies operations, consider embedding an animal subject matter expert on the Distribution of Emergency Supplies Task Force rather than activating a separate task force.
Mass Evacuee Support	The provision of congregate care support to evacuees and their household pets and service/assistance animals; exchange of information, including the registering and tracking of evacuees.

Should multiple MC/EA task forces be established, ongoing coordination between these taskforces is required to prevent duplication of effort. All of the various MC/EA activities are interrelated, so it is essential to establish continual coordination among the task forces via daily meeting, liaisons to other taskforces, etc.

A list of support resources and organizations that should be coordinated with can be found in Section V. However, significant coordination considerations should also be given to Logistics, Security, and Voluntary Agency Liaisons (VALs). These areas play a key role in distribution operations. If at all possible, it is highly recommended that a logistician and a VAL are on the DESTF. At a minimum, a liaison should be identified to facilitate information sharing and coordination.

F. Distribution of Emergency Supplies Operational Priorities by Phase and Responsibilities

The table below is a sample of the operational priorities, objectives, and tasks for distribution operations. This table utilizes the operational phases outlined in III B. Included within the table are future planning tasks that will be some of the focus for the DESTF.

SAMPLE: Operational Priorities by Phase and Responsibilities

<i>Phase 1a</i>				
<i>Outcome: Capability to support distribution of emergency supplies operations in accordance with the requirements of the jurisdiction.</i>				
<i>Operational Priority</i>	<i>Objectives</i>	<i>Tasks</i>	<i>Name(s) of Primary Agency</i>	<i>Name(s) of Supporting Agency</i>
<i>Develop Distribution of Emergency Supplies Support Capability</i>	<i>Determine existing logistics and resource capabilities.</i>	<ul style="list-style-type: none"> <i>Estimate distribution of emergency supplies capability target from jurisdictional Threat and Hazard Identification and Risk Assessment (THIRA).</i> <i>Calculate logistics and resource requirements to meet capability target.</i> 		
	<i>Develop all-hazard plans and procedures.</i>	<ul style="list-style-type: none"> <i>Update multi-agency Distribution of Emergency Supplies Plan.</i> <i>Update Distribution of Emergency Supplies Task Force operational procedures.</i> 		
	<i>Conduct multi-agency training and exercises to validate existing plans.</i>	<ul style="list-style-type: none"> <i>Schedule and perform training and exercises.</i> <i>Ensure opportunities for whole community participation.</i> 		

Multi-Agency Distribution of Emergency Supplies Plan Template - 2015

Phase 1b, 1c, Phase 2 <i>Outcome: A Mass Care Distribution of Emergency supplies infrastructure established in the impact area with the capability to achieve and maintain the targeted levels of distribution.</i>				
<i>Operational Priority</i>	<i>Objectives</i>	<i>Tasks</i>	<i>Name(s) of Primary Agency</i>	<i>Name(s) of Supporting Agency</i>
<i>Support Distribution of Emergency Supplies Operations</i>	<i>Immediately assess, in coordination with responsible agencies, the distribution of emergency supplies requirements and shortfalls.</i>	<ul style="list-style-type: none"> • <i>Determine the targeted distribution of emergency supplies capability.</i> • <i>Request resources to meet identified shortfalls.</i> • <i>Ensure resource support for people with disabilities and others with access and functional need: to include age-appropriate supplies.</i> 		
	<i>Activate a multi-agency distribution of emergency supplies task force to coordinate State distribution of emergency supplies support within six hours of determination of need.</i>	<ul style="list-style-type: none"> • <i>Activate the task force as specified in the Multi-agency Distribution of Emergency supplies Plan.</i> • <i>Operate the distribution of emergency supplies task force according to established operational procedures.</i> 		

Multi-Agency Distribution of Emergency Supplies Plan Template - 2015

<i>Phase 2a, 2b, 2c</i>				
<i>Outcome: A Mass Care Distribution of Emergency supplies infrastructure established in the impact area with the capability to achieve and maintain the targeted levels of distribution.</i>				
<i>Operational Priority</i>	<i>Objectives</i>	<i>Tasks</i>	<i>Name(s) of Primary Agency</i>	<i>Name(s) of Supporting Agency</i>
<i>Support Distribution of Emergency Supplies Operations</i>	<i>Coordinate the establishment and support of a targeted distribution of emergency supplies infrastructure in the affected area in accordance with the Multi-Agency Distribution of Emergency Supplies Plan.</i>	<ul style="list-style-type: none"> • <i>Confirm the arrival and report the operational employment of the distribution of emergency supplies distribution capabilities.</i> • <i>Confirm distribution of emergency supplies locations with responsible agencies.</i> • <i>Respond to resource requests from supported agencies.</i> 		

<i>Phase 3</i>				
<i>Outcome: A Mass Care Distribution of Emergency supplies infrastructure established in the impact area with the capability to achieve and maintain the targeted levels of distribution.</i>				
<i>Operational Priorities</i>	<i>Objectives</i>	<i>Tasks</i>	<i>Name(s) of Primary Agency</i>	<i>Name(s) of Supporting Agency</i>
<i>Support Distribution of Emergency Supplies Operations</i>	<i>Coordinate the establishment and support of a targeted distribution of emergency supplies infrastructure in the affected area in accordance with the Multi-Agency Distribution of Emergency Supplies Plan.</i>	<ul style="list-style-type: none"> • <i>Assess the need and availability of supplies for distribution during Recovery.</i> • <i>Confirm the transition of distribution of emergency supplies capabilities to meet evolving needs.</i> • <i>Confirm distribution of emergency supplies locations with responsible agencies.</i> • <i>Respond to resource requests from supported agencies.</i> 		

V. Distribution of Emergency Supplies Organizations and Resources

Distribution of emergency supplies organizations and resources vary throughout the nation. The type of disaster, operational phase, and availability of resources impacts organizations involved and resources used. Below are broad categories and descriptions of distribution organizations, resources, and documents; these are examples and not all inclusive.

A. Distribution of Emergency Supplies Support Resources/Organizations

List all organizations/resources that participate in the distribution of emergency supplies. Some, but not all of these will be DESTF members. Includes government, NGO, and private sector organizations/agencies. Listing these organizations will support eligibility for Public Assistance requests for reimbursement.

SAMPLE:

Resource/Organization	Role in Distribution of emergency supplies
<i>Adventist Community Services (ACS)</i>	<i>ACS supports donations management operations (especially multi-agency donations warehouses) and associated PODs.</i>
<i>American Red Cross</i>	<i>Supports coordination efforts among distribution partner organizations. Provide services to distribution organizations if appropriate (i.e., feeding). Distribute emergency relief supplies through the American Red Cross methods, such as mobile distribution, fixed distribution sites, multi-agency resource centers, shelters, or other venues. May partner with other organizations to share or provide logistical support.</i>
<i>Convoy of Hope</i>	<i>Provides points of distribution sites and distribution of goods. Has the ability to establish small to large PODs.</i>
<i>Corporation for National and Community Services (CNCS)</i>	<i>Provides support to PODs, warehouse operations, and other means of distribution of emergency supplies Will support coordination efforts of local, State, and Tribal DESTF. Teams from AmeriCorps, VISTA NCCC, RSVP, and FEMA Corps may be deployed to help.</i>
<i>Emergency Management Assistant Compact (EMAC)</i>	<i>Supports State requests for resources such as personnel who are agents of any State willing to support a requesting State.</i>
<i>Faith-Based Organizations</i>	<i>Many faith-based organizations (FBOs) distribute emergency supplies. Integrating non-VOAD/COAD FBOs into a coordinated system of distribution is critical. Ministerial alliances and local VOADs/COADs can help.</i>
<i>Federal Government</i>	<i>Supports local, State, Tribal, and national partners as requested. FEMA may task FEMA Corps to assist local, State, and Tribal jurisdictions with logistical and direct service operations.</i>

Resource/Organization	Role in Distribution of emergency supplies
<i>Feeding America/Food Banks</i>	<i>Regional food banks can serve as collection sites and/or warehouse sites for emergency supplies, mostly in regard to food (non-perishable and often perishable as well) and many types of household goods.</i>
<i>Individual Assistance-Technical Assistance Contract (IA-TAC)</i>	<i>FEMA resource to assist with distribution of emergency supplies requirements, if needed. There is a State cost-share for IA-TAC.</i>
<i>Latter Day Saints (LDS)</i>	<i>Provides distribution of emergency supplies. LDS may partner with other organizations to share or provide logistical support.</i>
<i>Local Animal Control/Welfare Organizations</i>	<i>Local animal control/welfare organizations often operate pet food banks and, like local food pantries, are recognized points of distribution for non-disaster times.</i>
<i>Local Community Based Efforts</i>	<i>Community-based Organizations (CBOs), faith-based organizations (FBOs), and voluntary organizations, such as local churches and civic clubs, organizations serving people with disabilities or children, local food pantries, animal control/welfare organizations, and local businesses, are often the first responders. Such organizations should be closely coordinated to ensure adequate resources are added, combined, or established to ensure efficient operations. Local Community Organizations Active in Disaster (COAD) or local Voluntary Organizations Active in Disaster (VOAD) can help integrate CBOs and other organizations not previously participating in emergency planning that engage in distribution operations.</i>
<i>Local Food Pantries</i>	<i>Local food pantries often work in coordination with food banks to distribute goods. These are often well recognized points of distribution for non-disaster times which make these pantries good choices during disaster.</i>
<i>Local Government</i>	<i>Plan for and establish distribution sites. Establish access coordination systems and perimeter control. Coordinate identification systems and badging for distribution related workers. Arrange for ingress and egress at sites. Identify needed goods for distribution. Plan for optimum locations of distribution sites and facilitate collection and distribution of priority goods. Identify priority needs and reduce gaps in distribution. Coordinate with State, Tribal, and national partners.</i>

Resource/Organization	Role in Distribution of emergency supplies
<i>Local Government Citizen Corps Programs</i>	<i>Community Emergency Response Team (CERT), Medical Reserve Corps (MRC), Fire Corps, and Volunteers in Police Services can assist local government with coordination, traffic control, outreach, communications, staffing and other services to support and coordinate distribution sites and operations including direct distribution of supplies.</i>
<i>Mutual Aid Entities</i>	<i>Resources can be obtained from other jurisdictions within the State when Mutual Aid compacts have been established.</i>
<i>National Animal Rescue and Shelter Coalition (NARSC)</i>	<i>The NARSC is comprised of a diverse membership of national animal welfare and other organizations. The NARSC coordinates donations and distribution of animal relief supplies and food from the private sector. The NARSC has provided pet food and supplies for county PODs, and encouraged and supported integration of cat and dog food into the American Red Cross distribution efforts. The NARSC supports coordination efforts among distribution partner organizations; distributes animal food and supplies through mobile distribution, fixed distribution sites, local animal control/welfare organizations, local food banks, or other venues. May partner with other organizations to share or provide logistical support.</i>
<i>Private Sector</i>	<i>Able to assist with many human and material resource., A lead may be the local chamber of commerce, etc.</i>
<i>State Government</i>	<i>Plans for and establish a State DESTF. Coordinate with local, State, Tribal and national partners.</i>
<i>State Government Agencies</i>	<i>State agencies involved in warehouse operation, materials handling, or that interface with the public may be able to assist in direct distribution. Agencies with transportation resources may help in movement of goods and equipment. Law enforcement may help with security.</i>
<i>Southern Baptist Disaster Relief</i>	<i>Provide feeding, debris removal, and child care functions that can support distribution operations. Distribute relief supplies when circumstances require.</i>
<i>The Salvation Army (TSA)</i>	<i>Distributes emergency relief supplies through Salvation Army methods and facilities. Methods may include, but not be limited to, the establishment of temporary warehouses and bulk distribution sites, the distribution of supplies from existing Salvation Army facilities and/or mobile distribution. The Salvation Army may partner with other organizations to provide or support coordination efforts (e.g. multi-agency resource center) and/or provide logistical support.</i>

Resource/Organization	Role in Distribution of emergency supplies
<i>United Way, 211, or Other Information and Referral Organizations</i>	<i>These organizations are effective at coordinating information and referrals regarding distribution site locations and in some cases United Way may provide direct or indirect services regarding emergency supplies.</i>

B. Distribution of Emergency Supplies Resource Documents:

Distribution Document	Link
Americans with Disabilities Act	American with Disabilities Act Website
Commonly Used Shelter Items and Services Listing (CUSI-SL), March 2013	The catalog is posted on the National Mass Care Strategy web site under the tab resources: Click here to access the National Mass Care Strategy Website.
Comprehensive Preparedness Guide (CPG) 101, Version 2.0, November 2010	http://www.fema.gov/pdf/about/divisions/npd/CPG_101_V2.pdf
FEMA Catastrophic Housing Annex	https://www.fema.gov/media-library/assets/documents/29218
FEMA Donated Resources Policy	http://www.fema.gov/9500-series-policy-publications/95252-donated-resources
Mass Care Best Practice: The Initial Estimate Process (Distribution of Emergency Supplies) November 2014	http://nationalmasscarestrategy.org/
National Mass Care Strategy Web Site	http://nationalmasscarestrategy.org/
Pet Ownership Calculator	https://www.avma.org/KB/Resources/Statistics/Pages/US-pet-ownership-calculator.aspx
USACE Guide to Points of Distribution	http://training.fema.gov/EMIWeb/IS/courseOverview.aspx?code=IS-26

VI. Information Collection, Analysis and Dissemination

This section should describe the communication protocols and coordination procedures used during disaster operations. Include procedures for collecting data from distribution providers, a standardized tracking and reporting system, and public information messaging.

A. Information Management

In order to obtain and provide relevant and valuable information on distribution of emergency supplies operations, a core set of information will be collected daily through established processes and provided to the Mass Care Coordinator (or ESF #6 Lead). The

Mass Care Coordinator will share relevant information with the distribution of emergency supplies providers to maintain accurate and current situational awareness.

B. Tracking and Reports

There are currently no nationwide standard report formats for collecting distribution data from the field. Jurisdictions may have their own format to collect information and it is recommended that the format be put in the Distribution of Emergency Supplies Plan. If there is no standard format, one should be created prior to an event and included in the plan. See below for a bulleted list of recommended information for the DESTF to track and report on. Reports should be updated daily and time stamped to prevent confusion after dissemination.

- Number of distribution sites and their location, including:
 - Site type (fixed walkup/drive through or mobile);
 - Site address/County or Parish;
 - Managing agency and site point of contact (to include name, phone number, etc.);
 - Hours of operation;
 - Open/close date; and
 - Equipment.
- Number of vehicles or disaster survivors visiting by day and site.
- Number of items distributed by site.
- Daily burn rate of emergency supplies by site and item.
- Quantity of supplies in multiagency warehouses/logistical staging areas.
- A system to track staff volunteer hours for reimbursement through FEMA's Donated Resources Policy.
- General information from the field on the population served (ethnic groups, age, religious and/or dietary requirements, etc.).
- Security concerns.

C. Public Messaging

Public messaging must include information about availability of services for all survivors including people with disabilities and others with access and functional needs and must be available in formats accessible to the whole community.

The Mass Care Coordinator or the DESTF must coordinate with the Public Affairs officials to ensure that the community is aware of the distribution of emergency supplies operation and the products available. See below for important areas to consider sharing with Public Affairs:

- Distribution sites:
 - Locations.
 - Hours of operation and closing dates.
 - If a fixed site, indicate if they are drive through or pedestrian.
 - If some sites do not have accessible equipment, announce the sites that do.

- Purpose of the site:
 - What types of supplies can be expected at the site?
 - Does the site do more than just provide emergency supplies?
 - Will donations be accepted at the site?

VII. Administration and Finance

This section should include the authorities the DESTF has to obtain resources, general policies on keeping financial records, reporting, tracking resource needs, tracking the source and use of resources, and acquiring ownership of resources. Policies should follow governmental protocols in the event that a disaster escalates.

VIII. Plan Development and Maintenance, Training and Exercise

This section should include plan development and maintenance to ensure that the Distribution of Emergency Supplies Plan is periodically reviewed and updated. Additionally, include procedures for training of personnel and exercising of the plan.

A. Plan Development and Maintenance

B. Training

C. Exercises

IX. Authorities and References

This section should include applicable local, State, Tribal, and Federal authorities and references.

A. Authorities

The **Robert T. Stafford** Disaster Relief and Emergency Assistance Act (**Stafford Act**) (Public Law 100-707), as amended.

Department of Justice, Americans with Disabilities Act, as amended

Rehabilitation Act, Civil Rights Act

State and Local authorities

B. References

Memorandums of Understanding (MOUs)

Memorandums of Agreement (MOAs)

Emergency Management Assistance Compact (EMAC)

State and Local Policies

FEMA Public Assistance Disaster Assistance Policies related to Distribution of emergency supplies and Household Pet, Link to Disaster Assistance Policies:

<http://www.fema.gov/government/grant/pa/9500toc.shtm>

DAP9523.15, Eligible Costs Related to Evacuations and Distribution of Emergency Supplies, April 9, 2007

DAP 9523.18, Host-State Evacuation and Distribution of Emergency Supplies Reimbursement, July 23, 2010

DAP 9523.19, Eligible Costs related to pet Evacuations and Distribution of Emergency Supplies, October 24, 2007

DAP 9523.20, Purchases and Distribution of Ice, August 26, 2009

DAP 9525.2, Donated Resources, April 9, 2007

SOP, Processing, Distribution and Disposal of Donated and Federally Purchased Goods Controlled by FEMA, August 20, 2008

Mass Care/Emergency Assistance Procurement Guidance, January 2011

NOTE: Given the scope and magnitude of a catastrophic incident, waivers, exceptions, and exemptions to policy, regulations, and laws may be available in order to save and sustain life, and to protect property and the environment. However, any such waivers, exceptions, and exemptions must be consistent with laws that preserve human and civil rights and protect individuals with disabilities and others with access and functional needs. (NRF)

Appendix A: Accessibility Considerations

Under the Americans with Disabilities Act, people with disabilities receive services, including emergency services, in the most integrated setting. The “most integrated setting” is defined as “a setting that enables individuals with disabilities to interact with persons to the fullest extent possible.” Integrated settings are those that provide individuals with disabilities and others with access and functional needs opportunities to live, work, and receive services in the greater community, to the same effect as individuals without disabilities. Integrated settings are located in mainstream society; offer access to community activities and opportunities at times, frequencies and with persons of an individual’s choosing; afford individuals choice in their daily life activities; and, provide individuals with disabilities the opportunity to interact with non-disabled persons to the fullest extent possible.

Successful planning addresses the physical, program and effective communication accessibility requirements of individuals with disabilities, and also meets the access and functional needs.

Integrated Physical Accessibility Layout Considerations	
<ul style="list-style-type: none"> • Entrances. • Permanent or temporary ramps. • Bathing facilities (Showers). • Toilets. • Hygiene stations. • Drinking fountains. • Back-up power supply. • Appropriate electrical outlets. • Privacy screens. 	<ul style="list-style-type: none"> • Sleeping space not segregated but strategically placed. • Dining area. • Designated area for religious worship • Health care area. • Recreation area. • Service animal relief and exercise area. • Household pet exercise area (optional).
Program Accessibility Considerations	
<ul style="list-style-type: none"> • Child care. • Personal Assistance Services (PAS). • Interpreters. • Transportation. • First aid. • Household pets and service/assistance animals. 	<ul style="list-style-type: none"> • Computer capability. • Wi-Fi. • TTY telephone capability. • Video Relay Interpreting (VRI). • Large print boards. • Print and video information in alternate formats.
Logistical Supplies	
<p style="text-align: center;"><i>Consumable Medical Supplies (CMS)</i></p> <ul style="list-style-type: none"> • Medications. • Catheters. • Wound dressing supplies. • Incontinence supplies. • Oxygen. • Feeding tube supplies. 	<p style="text-align: center;"><i>Durable Medical Equipment (DME)</i></p> <ul style="list-style-type: none"> • Portable ramp. • Shower chair. • Raised toilet seats. • Crutches. • Folding white canes. • Regular and quad canes. • Oxygen tanks. • Power wheelchair/assistive device and battery chargers.

<p style="text-align: center;">Mobility Aids</p> <ul style="list-style-type: none"> • Pediatric, small, average and extra-large wheelchairs. • Scooters. • Lifts. • Transfer boards. • Universal accessibility cots. • Walkers. 	<ul style="list-style-type: none"> • Bariatric equipment. <p style="text-align: center;">Other Supplies</p> <ul style="list-style-type: none"> • Infant/toddler requirements (formula, baby food, cribs, diapers, etc.). • Supplies to meet the needs of people with allergies and chemical sensitivities. • Recreational supplies (toys, books, magazines, TV with closed captioning capability, basketballs, etc.). • Household pet and service/assistance animal supplies.
Feeding	
<ul style="list-style-type: none"> • Hydration (water, milk, coffee, etc.). • Snacks. • Hot meals. • Reduced sodium, low-fat, sugar-free, dairy-free, and/or gluten-free meals. 	<ul style="list-style-type: none"> • Special dietary requests including culturally sensitive meals (diabetic, reduced sodium). • Household pet and service/assistance animal food. • Health dept. certified kitchens. • Flexible schedules to accommodate dietary needs.
Transportation	
<ul style="list-style-type: none"> • Paratransit buses. • Paratransit vans. 	<ul style="list-style-type: none"> • Vehicles that are lift-equipped and/or ramped with wheelchair tie-downs. • Vehicles with brackets to secure oxygen cylinders.

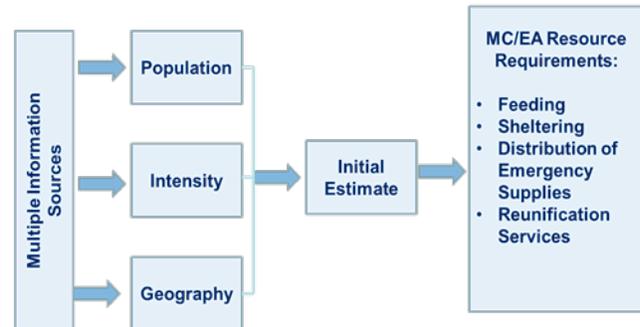
Appendix B: Situation and Estimating the Initial Distribution Requirements

This appendix is designed to introduce considerations for jurisdictions when estimating the initial distribution of emergency supplies requirements following a disaster. The Mass Care/Emergency Assistance Coordinator must define the scale of the disaster to understand the risks and impact. This is accomplished through the preparation of an Initial Estimate (see Diagram 1). During the preparation of the initial estimate, multiple agencies can work together to determine the kinds and quantities of human and material resources required for an effective response.

The initial estimate is a product of these four factors:

- Information from multiple sources.
- Affected population (number of people affected, by intensity).
- Incident intensity (level of destruction in the impacted area).
- Geography of the event (which jurisdictions are affected).

Diagram 1 – The Initial Estimate Process



Although there are various methods a jurisdiction can use to calculate or estimate the human and material resources required for an effective distribution operation, a detailed process for preparing an initial estimate with disaster specific examples can be found on the National Mass Care Strategy website at <http://nationalmasscarestrategy.org/>.

The initial estimate must be completed no later than 24 hours prior to a notice event or within 12 hours of a no-notice event. These time frames are critical because the completed initial estimate becomes the basis for resource acquisition decisions. The initial assessment determines the answers to the following four questions:

1. *How big is the disaster?* Defining the scale of the disaster allows the planner to determine mass care resource requirements. For mass care, the scale of the disaster is a function of the land area, the intensity of the event, and the population. The land area is defined as those parts of the jurisdiction affected by the disaster. The land area is further subdivided by the intensity of the event into high-, medium-, and low-impact areas (see Table 1). Finally, the planner determines the total population affected by each intensity level.
2. *What ESF# 6 resources are required for the identified scale of the disaster?* Once these estimates are developed by the mass care planners they are adopted (with modifications, if necessary) on the State Mass Care Conference Call.
3. *Can the NGOs provide the required level of resources?* The Resource Status Report provided by the NGOs shows available resources on hand and the estimated amount of resources from outside the disaster area en route or on call. With this information the mass care planner can determine if the NGOs have the capability to meet the requirements identified in Question #2.

4. *Are State and Federal resources required to augment the NGOs?* If the required level of mass care resources exceeds the capabilities of the NGOs, then the State Mass Care Coordinator takes actions to alleviate the shortfalls through State or Federal channels.

Table 1 - Estimating Disaster Intensity to Forecasting Mass Care Resources

Criteria	Levels of Impact		
	High	Medium	Low
Intensity of the Event	<ul style="list-style-type: none"> • Cat 4/5 hurricane, or • Mercalli Intensity earthquake levels of X/XI/XII, or • F3 or higher tornado, or • 51-100% Flooding 	<ul style="list-style-type: none"> • Cat 3 hurricane or, • Mercalli Intensity earthquake levels of VIII/IX, or • F2 tornado damage, or • 31-50% Flooding 	<ul style="list-style-type: none"> • Cat1/2 hurricane, or • Mercalli Intensity earthquake levels of VI/VII, or • F1 tornado damage, or • 0-30% Flooding
Buildings with Structural Damage	<ul style="list-style-type: none"> • >35% of houses destroyed and • 35-100% of houses w/ major damage 	<ul style="list-style-type: none"> • 11-34% of houses destroyed and • 16-34% of houses w/major damage 	<ul style="list-style-type: none"> • 0-10% of houses destroyed and • 0-15% of houses w/major damage
Customers without power	51-100% of customers without power	21-50% of customers without power	0-20% of customers without power
Potable Community Public Water	31-100% of potable community public water systems inoperable	11-30% of potable community public water systems inoperable	0-10% of potable community public water systems inoperable
Wastewater Collection System	Wastewater collection system is NOT providing wastewater treatment in accordance with permit conditions and regulations.	Wastewater collection system is properly conveying and providing wastewater treatment, but at a 50% compromised capacity.	Wastewater collection system is properly conveying and providing wastewater treatment with limited disruptions.

NOTE: Some tools/examples of ways to gauge event impact are: Safford-Simpson scale for hurricanes, number of feet above flood stage (for floods), Mercalli Intensity Level for earthquakes, Fujita Scale for tornados or any new measurable standard developed for the consequence of the event, e.g. the Weather Channel’s TOR:CON tornado and winter storm risk scale.

Estimating the Distribution Requirement

The target population is calculated by utilizing an estimate percentage for the population affected for each Intensity zone (see Table 2). The estimate percentages are derived from the assumption that a greater intensity in a zone will generate a greater demand for emergency supplies in that zone. The estimate percentages used in Table 2 are based on national averages. A jurisdiction can derive their own estimated percentages from historical information of previous disasters in their local area.

Table 2 – Calculating the Target Population			
Mass Care Activity	Intensity	Conversion Factor %	Desired Outcome
Distribution of Emergency Supplies	Low	Pop. Affected x 2.5%	Target population
	Medium	Pop. Affected x 7.5%	
	High	Pop. Affected x 12.5%	

Additionally, using the defined percentages associated with the low, medium, and high affected populations, one can develop an estimate of how many household pets and service/assistance animals should be planned for in a distribution effort. Jurisdictions can access information on estimating household pet populations on the American Veterinary Medical Association’s (AVMA) website on their Market Research Analysis webpage (<https://www.avma.org/KB/Resources/Statistics/Pages/default.aspx>). On the AVMA webpage there is a link to the Pet Ownership Calculator (<https://www.avma.org/KB/Resources/Statistics/Pages/US-pet-ownership-calculator.aspx>). The calculator simplifies the process described by allowing one to enter the affected population number and the calculator provides the estimated:

- Number of pet-owning households.
- Number of dogs, cats, birds, and horses associated with those households.

NOTE: The AVMA’s information on populations is based on a large survey they conduct on animal populations in the U.S. The study is conducted every five years. The most recent survey was in 2012.

More detailed information on estimating animal populations (including household pets and service and assistance animals) may be found in the FEMA document, *Projecting Animal Demographics in a Nuclear or Radiological Emergency*. While the document was developed as part of an Improvised Nuclear Device (IND) planning effort, most of the methodology for estimating animal populations is applicable to All Hazards.

Estimating Resource Requirements

Once the categories of supplies are determined, the individual agencies conducting distribution of emergency supplies operations select the items that they will procure in each category. The selection of items for distribution is based on the following factors:

- Items already purchased by the agency that are either on hand in the affected area or en route.
- Agency funds available for purchase and transport of the items to the affected area.
- Items from local, State, Tribal, or Federal agencies that can be transferred to the distributed agency for distribution.
- Donated items on hand or expected to be received.

Once the items for distribution are selected and the quantities determined based on the target population, the DES resource requirements can be estimated as shown in Table 3. The resource quantities in Table 3 are estimated by translating the items for distribution into pallets that must be moved, stored, and distributed.

Table 3 – Estimating Resource Requirements Desired Outcome: Provide resources to ‘Target Population’		
Mass Care Activity	Resources	Quantity
Distribution of Emergency Supplies	Supplies	# trailer loads of supplies required
	Warehouse space	# square feet required
	Distribution vehicles	# vehicles required to distribute supplies

Situation Assessment Checklist

The checklist below is a tool that may be used to define the situation and support the development of a Common Operating Picture (COP).

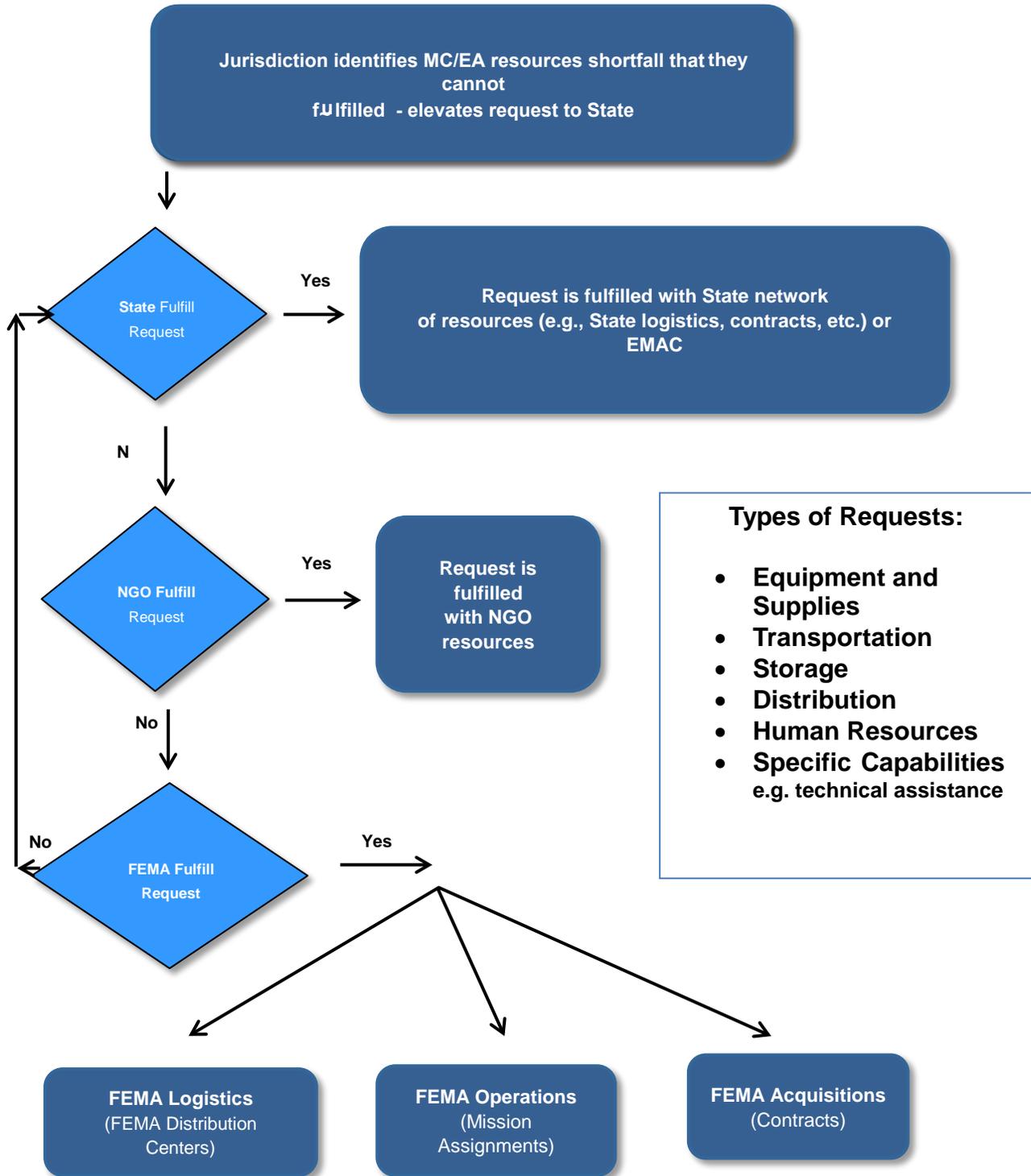
✓	Situation Considerations	Comments
	<i>Define the scope of the disaster based upon intensity, population, and geography.</i>	
	<p><i>Define demographics of impacted area (use census information, local data). It may be helpful to map these (overlay map with these areas) at intervals as the event progresses (expansion and contraction)</i></p> <ul style="list-style-type: none"> • <i>Population (vulnerable populations that have been affected), e.g. low income, low-proficiency or non-English speakers, known cultural communities, the elderly, children.</i> • <i>Identify areas with a high concentration of people, e.g. high-rise communities, college campuses, seasonal events, stadiums, amusement parks, schools and child care facilities.</i> • <i>Calculate affected household pets and service/assistance animal population.</i> 	
	<i>Identify the impact of the incident on individuals,</i>	

✓	Situation Considerations	Comments
	<i> dwellings and/or infrastructure within affected communities</i>	
	<i> Identify support requirements to meet the access and functional needs of people with or without disabilities</i>	
	<i> Determine the status of public transportation, including accessible public transportation and proximity to distribution sites.</i>	
	<i> Quantify the percentage of the power grid offline and estimate the duration of the outage.</i>	
	<i> Determine reporting requirements including timeframes and distribution</i>	
	<i> Determine the status of communication capabilities, such as cell towers, internet capabilities, land lines, radio and television</i>	
	<i> Determine the status of potable and non-potable water treatment and distribution system</i>	
	<i> Determine the status of sewage treatment plants.</i>	
	<i> Determine the status of commercial fuel services, e.g., gas stations</i>	

Appendix C: Decision Tree to Process Resource Requests

The decision tree process illustrates a sequential process used to determine how to fulfill requests for MC/EA resources. A narrative description follows the flow chart below.

SAMPLE:



The Decision Tree Process can be used by Mass Care/Emergency Assistance (MC/EA) practitioners at any level to examine options to acquire, store, transport, and distribute supplies. It can also be used as a means to obtain human resources. A request may be satisfied with an individual or a combination of local, State, non-governmental organization (NGO), and Federal resources. For example, the State resources may be used to acquire cleaning kits, and local or NGO resources used to distribute them (e.g., at Points of Distribution – PODs).

A narrative, with examples, of the chart above:

1. Local Support

Once a need is identified by a local or county level jurisdiction, and a determination is made it cannot be met at that level, a request is made to the State for assistance.

2. State Support

The state should ask the following questions:

- Can the State fulfill the request?
- Can the State fulfill a part of the request (e.g., storage, transportation, or distribution)?

Before other resources are used, the State evaluates its own resources (e.g., State agencies, logistics, contracts, etc.) and those of local NGOs in the State's coordinated resource network, which may include donated goods. The State coordinator for mass care asks for Federal support for only what is beyond the State's capacity.

3. NGO Support

If the State cannot meet the need, the MC/EA staff should consider the following:

- Can an NGO that is not part of the State's coordinated network fulfill the request?
- Can a local NGO satisfy a storage, transportation, or distribution request?

If the State determines that the need cannot be met through its own network of resources, including NGOs, the MC/EA staff works with the State to examine options with national level NGOs or NGOs that are not part of the State network to meet the requirement. For example, does an NGO have a supply of cots and can they deliver to the shelter? NGOs may provide distribution support using indigenous vans or other assets.

4. Federal Support

If NGOs can't satisfy the request, the State prepares and approves a Resource Request Form (RRF) for Federal resources or assistance; the RRF must receive Federal concurrence. For example, shelter residents in a General Population Shelter may lack basic needs, such as cots and blankets. As a result, the MC/EA staff would support the State in writing an RRF for cots and blankets.

Federal support to a state will be coordinated through FEMA. Depending on the request, there are three options that FEMA will consider, in sequence, in fulfilling the requirement:

- FEMA Logistics through organic resources, contract, and/or Purchase Card (P-card).
- FEMA Operations through the Mission Assignment (MA) Process.
- FEMA Acquisitions through existing and/or new contracts.

A. FEMA Logistics

FEMA would consider the following:

- Can the FEMA Joint Field Office (JFO) or Regional staff procure the requested resource through local funding vehicles?
- Can one of these methods satisfy a storage, transportation, or distribution request?

If FEMA Logistics acquires the needed resource (cots, blankets, linen, etc.), there must be a plan for the storage and distribution of the items. An NGO may be identified by the State to store and distribute, and the MC/EA staff would coordinate the hand-off between FEMA Logistics and the NGO partner.

B. FEMA Operations

FEMA would consider the following:

- Can a Mission Assignment (MA) fulfill the request?
- Can a MA fulfill a storage, transportation, or distribution request?

A MA is the method by which FEMA can task another Federal agency to fulfill the request. The Federal MC/EA staff will work with other FEMA elements to identify the Federal agency that may be able to fulfill the MA. As an example, to fulfill the State's need for cots and blankets, the U.S. Forest Service could be mission assigned, in which case they may be able to provide for transportation, storage, and distribution. If not, another agency or organization may be mission assigned for these purposes.

C. FEMA Acquisitions

- FEMA Acquisitions will utilize existing contracts (organic or through another federal agency) to meet validated requirements.
- FEMA Acquisitions may modify or renegotiate existing contracts to meet validated shortfalls.
- FEMA Acquisitions is required under Section 791 of the Stafford Act to enter into contracts to ensure life-saving, life-sustaining resources are provided on time to survivors.

If FEMA is unable to fulfill the request for any reason, such as a legal reason or the requirement is not available, FEMA will work with the State to see what alternative options are available.

Appendix D: Distribution of Emergency Supplies Catastrophic Planning Considerations

This annex aims to build on the established distribution of emergency supplies best practices and tools while outlining additional considerations required when addressing a catastrophic environment. Assumptions, concepts, and diagrams were taken from FEMA’s *Catastrophic Housing Annex* to build a common operating picture while discussing distribution concerns in a catastrophic event. Additionally, this annex will only be discussing the considerations taken in what is defined as the Short-Term Recovery (60 days) in the diagram below. This narrows the focus for this template. While the considerations taken in Short-Term Recovery directly affect the outcomes in Intermediate and Long-Term Recovery and will be acknowledged as doing so, this annex will not continue to specifically outline new considerations beyond the initial 60 days.

Figure 1: Continuum of Recovery



Assumptions

- The need for emergency supplies will exceed the resources and capability of any one agency/organization, requiring a combination of resources provided by local, State, Tribal, Federal, and NGOs to deliver emergency supplies to affected populations.
- Support to high-impact areas will be extremely limited and/or take an abnormal amount of time to become established.
- Areas may be inaccessible.
- Areas may have access restrictions.
- Priority access to the damaged areas will be determined by Unified Command Group (UCG).
- Infrastructure problems, transportation, debris, and external factors may impede delivery of distribution supplies and may require additional staging.

- Fuel supplies will not be adequate for distribution of emergency supplies.
- Availability of emergency supplies may be limited and require prioritization by area or supply type.
- Distribution may require household delivery to individuals in their homes utilizing volunteers or the National Guard.
- Availability of warehouse space may affect distribution operations.
- Workforce safety considerations may create limitations on operations.
- Staffing limitations may require additional volunteer management for recruitment, just in time training, and transportation of spontaneous volunteers.

The Zone Approach

The table below describes the four zone approach outlined in the *Catastrophic Housing Annex* with an additional column to show how distribution fits into each zone. The zone approach breaks down the affected area and provides a structure to outline a tailored approach to each zone based on not only the needs of an area but the accessibility to provide assistance to that area, which is equally important in catastrophic planning. For example, the support provided to Zone 1 will initially be limited to only life-saving and life-sustaining response support, due to accessibility limitations. In Zone 4, support can include the full range of recovery options because there are no access concerns. The chart directly below outlines a general, operational description of the four zones. A breakdown of distribution of emergency supplies considerations by zone will be provided following the chart.

Zone	% Structures and Infrastructure Severely Damaged	Characteristics					Description	Methods of Distribution and Suggested Supplies
		Life Saving	Evacuation	Relocation Necessary?	Life Sustaining	Housing & Wrap Around Services		
Zone 1	66% - 100%	Yes	Out of area	Yes	Essential personnel only and limited for those who cannot relocate	No	<ul style="list-style-type: none"> • Individuals electing to remain in this zone will not be prioritized for receiving distribution resources, other than life sustaining, due to the extreme accessibility limitations • Significant volume of debris will inhibit transportation, assistance, and re-habitation. 	<ul style="list-style-type: none"> • Limited fixed distribution of emergency supplies sites. • No mobile distribution by traditional partners. • Life sustaining supplies pushed into the area only (mainly for workers/rescuers and to maintain survivors while they are being evacuated).

Multi-Agency Distribution of Emergency Supplies Plan Template - December 2015

Zone	% Structures and Infrastructure Severely Damaged	Characteristics					Description	Methods of Distribution and Suggested Supplies
		Life Saving	Evacuation	Relocation Necessary?	Life Sustaining	Housing & Wrap Around Services		
							<ul style="list-style-type: none"> Loss of Community Services 	
Zone 2	40% - 65%	Yes	Out of area	Yes, short term	Yes, if infrastructure permits	Yes, limited & slow	<ul style="list-style-type: none"> Living conditions adverse at best. Limited distribution will take place depending on accessibility. 	<ul style="list-style-type: none"> USACE POD Type II or III. Limited mobile distribution by locals from fixed sites. Life sustaining and some comfort and other essential supplies as possible.
Zone 3	15% - 39%	Yes	Based on Disaster	May be limited short term	Yes	Yes	<ul style="list-style-type: none"> Networks strained by staged resources to support response activities in Zones 1-2. Needs addressed through additional resources and traditional recovery programs. 	<ul style="list-style-type: none"> USACE POD Type I or II. Mobile distribution All distribution categories provided as available.
Zone 4	≤ 14%	Yes	Based on disaster	No	Yes	Yes	<ul style="list-style-type: none"> Area heavily utilized to support ongoing operations. Needs primarily addressed through traditional recovery programs. May extend beyond the Presidentially-declared disaster area. 	<ul style="list-style-type: none"> Distribution will be dependent on concentration of relocated evacuees in an area; often co-located with other service sites. Mobile distribution in host cities on a case-by-case basis, as needed only. All distribution categories provided as needed; focus on more Recovery items.

NOTE: For more detail on the US Army Corps of Engineers' (USACE) Fixed, Drive-Through POD Types referenced in the chart, see Appendix D.

Distribution of Emergency Supplies Considerations by Zone

Zone 1:

Limitations:

- Curfews will most likely be in place.
- Operational communication capability will be severely limited or lacking.
- Roads, bridges, tunnels, and other access points will be inaccessible for distribution activities and necessary supply chain continuity of operations.
- Both physical infrastructure and social services infrastructure will be compromised and require long-term rebuilding.
- Minimizing the distance between the physical location of disaster survivors and the supplies will be difficult.
- Feeding, housing, and fueling for responders will be a challenge.
- Security, safety of workers, and access will hamper efforts.
- The lack of sufficient distribution resources to meet the needs of survivors will require resource prioritization.
- Shared contract vendors may limit organization's expected response capabilities given the high demand of need.

Access Considerations:

- Access will be for first responders. As a result, providing the traditional Mass Care/Emergency Assistance services and resources required in the amounts needed over a sustained period will not be possible.

Categories of Supplies/Resource Priorities:

- An increased need for distribution of life-sustaining emergency supplies will be required until individuals can be moved to areas where a full range of Mass Care/Emergency Assistance services can be provided.

Methods of Distribution:

- Limited life-sustaining support to survivors will be provided through the National Guard or other military personnel until survivors can be relocated from this zone.

Zone 2:

Limitations:

- Curfews may be in place.

- Operational communication capability may be lacking.
- Publicizing points of distribution information may be difficult due to communications challenges.
- Roads, bridges, tunnels and other access points may be inaccessible for distribution activities and necessary supply chain continuity of operations.
- Both physical infrastructure and social services infrastructure may be compromised and require rebuilding.
- Minimizing the distance between the physical location of disaster survivors and the supplies may be difficult.
- Feeding, housing, fueling for responders may be a challenge.
- Security, safety of workers, and access will likely hamper efforts.
- Lack of sufficient distribution resources to meet the needs of survivors will require resource prioritization.
- Shared contract vendors may limit organization's expected response capabilities given the high demand of need.

Access Considerations:

- Access will be limited due to damage. As a result, providing the traditional Mass Care/Emergency Assistance services and resources required in the necessary amounts over a sustained period will be limited initially but will improve over time as conditions warrant.
- Non-traditional resources may be utilized to support workforce and transportation requirements for distribution. Transportation resources will vary, but could include aircraft, boats, and/or all terrain, high-profile, or amphibious vehicles. Workforce resources may include disaster survivors and National Guard or other military personnel.
- Access to the area may be restricted by government officials requiring additional time and coordination for approval, credentialing, and provision of personal protective equipment.
 - Integrate with Movement Coordination Center operations to ensure priority resources have access to the area. Multi-agency resources may be consolidated into shipments with resources for other areas of service.

Categories of Supplies/Resource Priorities:

- An increased need for distribution of life-sustaining emergency supplies will be required until individuals can be moved to areas where a full range of Mass Care/Emergency Assistance services can be provided.
- Life-sustaining, safety, and comfort supplies including water, shelf stable meals, infant formula/baby food, first aid kits, tarps, blankets, and food and essential supplies for household pets and service/assistance animals will be prioritized for distribution in Zone 2.

Methods of Distribution:

- Site considerations/selection—safety, limited space, access/conditions of the area and the routes, distance from survivors, utilizing already established community resources.
- Warehousing—not located in Zone 2. All resources will be distributed to survivors immediately and may not be able to be stored in the area.
- Fixed sites will be established by government and traditional distribution partners.
- Limited mobile distribution may be occurring by local or spontaneous partners. This is usually resourced from established fixed sites or locally-acquired resources.
 - However, coordination to provide distribution items to partners, such as the National Guard, that are providing safe and wellness checks or other outreach, may be possible.

Zone 3:

Limitations:

- Publicizing points of distribution information due to communications challenges.
- Roads, bridges, tunnels, and other access points may be inaccessible for distribution activities and necessary supply chain continuity of operations.
- Both physical infrastructure and social services infrastructure may be compromised and require augmenting or rebuilding.
- Minimizing the distance between the physical location of disaster survivors and the supplies may be difficult.
- Feeding, housing, fueling for responders may be a challenge.
- Security, safety of workers and access will likely hamper efforts.
- Lack of sufficient distribution resources to meet the needs of survivors will require resource prioritization.
- Shared contract vendors may limit organization's expected response capabilities given the high demand of need.

Access Considerations:

- Access to provide traditional Mass Care/Emergency Assistance services and resources is possible.
- Access to the area may be restricted by government officials requiring additional time and coordination for approval, credentialing, and provision of personal protective equipment.

Categories of Supplies/Resource Priorities:

- Distribution of life-sustaining, comfort, clean up, and other essential supplies will follow normal distribution timetables as resources are available.
- Resources should be prioritized based on observed and expressed needs.

Methods of Distribution:

- Site considerations/selection—safety, limited space, access/conditions of the area and the routes, distance from survivors, utilizing already established community resources.
- Multi-agency warehousing may be possible, space willing.
- Fixed sites will be established by government and traditional distribution partners.
- Mobile distribution will be established once access and routes can be determined.

Zone 4:

Limitations:

- Minimizing the distance between the physical location of disaster survivors and the supplies may be a challenge.
- Accurately identifying the location of evacuated populations and determining the length of stay in those locations will be necessary.
- The area may or may not have a Presidential Declaration and therefore, resources available to this zone may be unpredictable.
- Resources will be prioritized for other zones and any pre-disaster resources in Zone 4 may have been depleted in support of zones 1, 2, and 3.
- Lack of sufficient distribution resources to meet the needs of survivors will require resource prioritization.
- Shared contract vendors may limit organization's expected response capabilities given the high demand of need.

Access Considerations:

- Zone 4 will be utilized to support individuals and families who have evacuated the other zones. There should be no access concerns.

Categories of Supplies/Resource Priorities:

- Distribution of comfort and other essential supplies will be provided, as needed.
 - In a host city environment, life-sustaining items would be provided to people and their household pets and service/assistance animals through established sheltering or feeding support and cleanup kits would not be necessary.
- Resources should be prioritized based on observed and expressed needs.

Methods of Distribution:

- Multi-agency warehousing in support of all four zones will be taking place.
- Often in host city environments, other mass care activities will absorb distribution as part of the relocation, sheltering, or feeding needs. Coordinate with evacuee support, host-city sheltering, and feeding taskforces to determine what role the Distribution of Emergency

Supplies Task Force will provide in Zone 4. Through coordination with the other taskforces and on a case-by-case basis:

- Fixed sites could be established by government and traditional distribution partners if there is a large concentration of relocated survivors. It is suggested that these sites be co-located with other Recovery efforts.
- Most likely, mobile distribution will not be utilized. However, this could change based on how widespread the relocated population is.

Appendix E: Sample Distribution Items by Disaster Type

The following chart shows some general types of items to be considered for specific hazards. This chart is not all inclusive of the items that could be distributed.

Item	Disaster Types							
	Earthquake	Flood	Hurricane	Ice Storm	Tornado	Volcano	Wildfire	Pandemic
Baby formula	X	X	X	X	X	X	X	X
Baby wipes	X	X	X	X	X	X	X	X
Bathroom tissue	X	X	X	X	X	X	X	X
Bleach, chlorine	X	X	X		X			
Briefs (Diapers), adult	X	X	X	X	X	X	X	X
Bucket, w/ handle (5 gallon)	X	X	X		X	X	X	
Cat food **	X	X	X	X	X	X	X	X
Cat litter	X	X	X	X	X	X	X	X
Cleanup kit	X	X	X	X	X	X	X	
Clothes	X	X	X	X	X	X	X	X
Comfort kit	X	X	X	X	X	X	X	
Container, storage (plastic, stackable, w/lid)	X	X	X		X	X	X	
Diapers, baby	X	X	X	X	X	X	X	X
Dog food **	X	X	X	X	X	X	X	X
Eye Drops, saline	X	X	X		X	X	X	
Feminine hygiene products	X	X	X	X	X	X	X	X
Flashlights/batteries	X	X	X	X	X	X	X	
Gloves, work	X	X	X	X	X	X	X	
Hand sanitizer	X	X	X	X	X	X	X	X
Hose, garden with nozzle	X	X	X		X	X	X	
Insect repellent	X	X	X		X	X	X	
Lanterns/batteries	X	X	X	X	X	X	X	
Mask, dust	X	X	X		X		X	X

Multi-Agency Distribution of Emergency Supplies Plan Template - 2015

Item	Disaster Types							
	Earthquake	Flood	Hurricane	Ice Storm	Tornado	Volcano	Wildfire	Pandemic
Pedialyte or equivalent, unflavored (1 liter)	X	X	X	X	X	X	X	X
Rake, garden (rigid tine)	X	X	X		X	X	X	
Shovel (square flat nose)	X	X	X	X	X	X	X	
Sunscreen	X	X	X		X	X	X	
Tape, duct	X	X	X		X	X	X	
Tarps	X	X	X	X	X	X	X	
Trash bags (32+ gallon, package of 20)	X	X	X		X	X	X	
Water (liters or gallon)	X	X	X	X	X	X	X	

NOTE: **For household pets and service/assistance animals' food, water, and supply requirements consult Appendix J, Household Pets and Service/Assistance Animals - Basic Supplies for Distribution.

Appendix F: US Army Corps of Engineers' (USACE) Typed Drive-Through Distribution Site Layouts

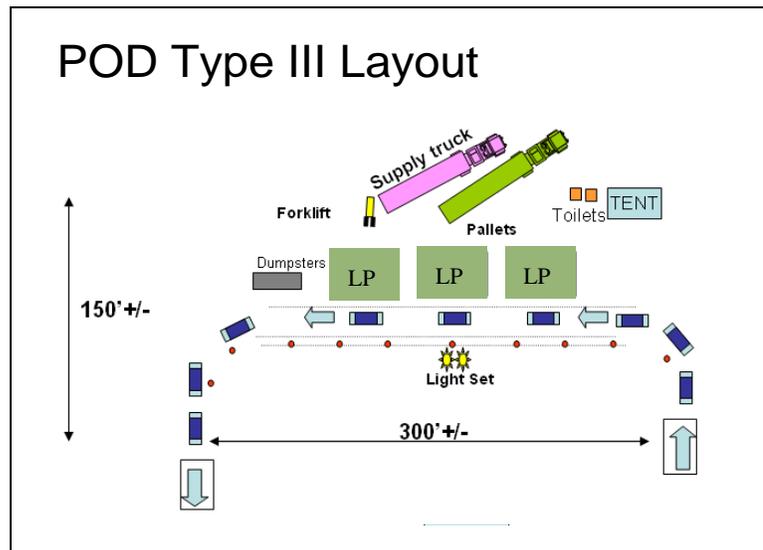
When selecting a location for a fixed, drive-through distribution site, you must consider the footprint necessary to properly support the site. The Army Corps of Engineers (USACE) has recommendations for three typed distribution layouts that vary in size based on the capacity required to fit the need. They are as follows in ascending order of size: Type III, Type II and Type I. Each of these layout types are modeled as a drive-through site. Below are some layout recommendations for each site type. These layouts are simply suggestions for a jurisdiction on setting up and operating its own site. For additional information on site set up, staffing, equipment, and operation, USACE has a detailed training, IS-26 Guide to Points of Distribution, found at <http://training.fema.gov/EMIWeb/IS/courseOverview.aspx?code=IS-26>.

Main Areas and Suggested Spacing of Each Fixed Distribution Site:

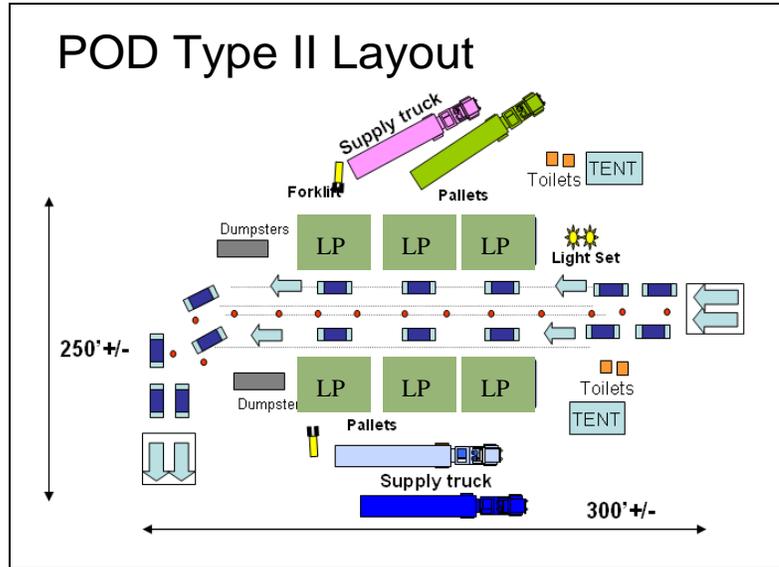
- Supply Line - Where trucks unload supplies; should be at least 50 feet wide.
- Loading Line - The staging area where supplies are kept waiting on pallets to be distributed to the public; should be 80 feet by 40 feet.
- Vehicle Line - The area where people drive through to pick up supplies; should be 20 feet wide for each vehicle line.
- Guidelines for cone set up:
 - For vehicles, guiding cones should be approximately 20 feet apart.
 - For pedestrians, guiding cones should be approximately five feet apart.

Distribution Layouts by Type (Size)

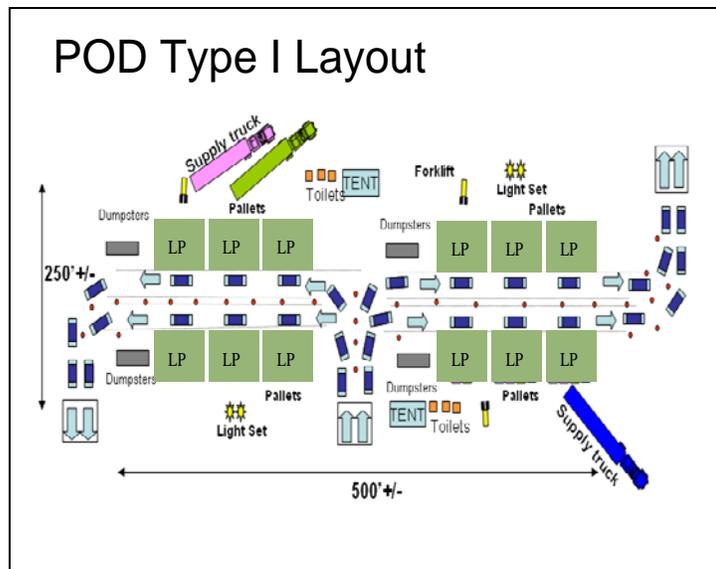
- Type III PODs:
 - The smallest of the distribution sites; 5,000 people a day based on one vehicle representing a household of three people.
 - One lane of traffic with three Loading Points (LP).
 - 150 feet by 300 feet and require a staff of 19 people during the day and four people at night.



- Type II PODs:
 - Twice the size of Type III sites; 10,000 people a day based on one vehicle representing a household of three people.
 - Two lanes of traffic and six Loading Points (LP).
 - 250 feet by 300 feet and require a staff of 34 people during the day and six at night.



- Type I PODs:
 - These are the largest of the sites; 20,000 people a day based on one vehicle representing a household of three people.
 - Four lanes of traffic and twelve Loading Points (LP).
 - 200 feet by 500 feet and require a staff of 78 people during the day and ten at night.



Appendix G: Considerations for Incorporating Ad Hoc Distribution Sites

Mission

To the fullest extent possible, successfully incorporate spontaneous or pop-up ad hoc distribution sites into the larger response operation.

Objectives:

- Actively identify and maintain situational awareness of possible established ad hoc distribution sites.
- Identify ad hoc distribution sites' resources, projected longevity, and possible needs.
- Assist, if practicable, in supporting ad hoc distribution sites through resources, best practices, and coordination.
- Ensure the Distribution of Emergency Supplies Task Force (DESTF) is integrated with local, State, Tribal, Federal, NGO and private sector partners.

Concept of Operations:

The lead agency for distribution of emergency supplies is responsible for ensuring a coordinated distribution effort following a disaster. This is done through coordination with known distribution partners. However, with every disaster, particularly those large in size, individuals and groups with a desire to help will begin to organize and establish their own spontaneous, ad hoc distribution sites. These ad hoc sites are often an immediate reaction to community needs and are operating prior to the establishment of affiliated emergency response distribution sites. While this can be beneficial to disaster survivors and supportive of the response mission, it can also cause confusion, duplication of effort, and inconsistency of service, as these sites can vary in size, organization, longevity, and supplies distributed.

The occurrence of spontaneous distribution sites are inevitable and must be taken into consideration during the planning process. If possible, incorporate ad hoc distribution into the overall distribution of emergency supplies operation. This can be done through outreach, information gathering, and support. The DESTF or another responsible party will need to coordinate with already established field teams to serve as distribution site outreach teams. These teams will utilize the established data collection process to continually assess, validate, and verify ad hoc sites/site needs.

Planning Considerations for Each Ad Hoc Distribution Site:

These considerations should be continually evaluated throughout the operation as situations can change:

- Are the site coordinators willing to collaborate and be incorporated into the larger distribution operation?
- How long can this site feasibly remain open to the public?
 - What type of site or facility are they using? Is it a permanent site that can be used long term? Is storage space available?
 - Is a preexisting group managing the site? Can they maintain a volunteer base long-term?
- What gaps in services will exist when this site closes? How can those gaps be addressed?

- Is there a duplication of services being provided to an area as a result of an ad hoc site? If so, how should resources be shifted to readdress this?
- What would the benefits be of this site being incorporated or supported by established distribution partners?
 - Can they be linked to other partners/resources?
- What guidance or best practices could be provided to support this site's efforts? E.g. use of support services, health/safety/security information, pros and cons of donations/donations management, etc.

Ad Hoc Distribution Site Outreach Team:

- Outreach teams are established and managed by the DESTF or its equivalent.
 - Possible team members—FEMA/AmeriCorps, CERT, VAL, Disaster Survivor Assistance Teams (DSAT).
 - Teams should consist of at least two people and no more than four.
- Utilize tracking/reporting tools to provide planning information to the DESTF.
- Identify sectors for each team to monitor. This includes:
 - Patrol area for newly established ad hoc sites (initial identification of sites must start within the first 24 hours after the event);
 - Validate reports of ad hoc sites;
 - If possible, establish relationship with sites; and
 - Continually assess, validate, and verify site needs through tracking tool.

Appendix H: National Incident Management System (NIMS) Typing for Mass Care Distribution of Emergency Supplies

Resource typing is defined as categorizing, by capability, the resources requested, deployed, and used in incidents. Measurable standards identifying resource capabilities and performance levels serve as the basis for categories. Resource users at all levels use these standards to identify and inventory resources. Resource kinds may be divided into subcategories to define more precisely the capabilities needed to meet specific requirements.

The National Integration Center (NIC) is in the process of Resource Typing definitions for Distribution of Emergency Supplies.

The credentialing process entails the objective evaluation and documentation of an individual's current certification, license, or degree; training, and experience, and competence or proficiency to meet nationally-accepted standards, provide particular services and/or functions or perform specific tasks under specific conditions during an incident.

For additional Mass Care/Emergency Assistance resource typing information, check the NIMS web site at <http://www.fema.gov/resource-management>.

Appendix I: Distribution of Emergency Supplies Task Force (DESTF) Guidance

The guidance in this section is baseline information and the jurisdiction should expand the guidance to include more detail and additional direction, including but not limited to: 1) description of the role of the DESTF; 2) membership of the DESTF; 3) table of organization for the DESTF; 4) brief job descriptions for the roles defined in the table of organization (this could be done in a chart) 5) triggers for constituting an DESTF; 6) mobilization and de-mobilization procedures; 7) DESTF preparedness and operational activities; and 8) description of how the DESTF will interact and coordinate with other established task forces and the Mass Care Coordinator.

Purpose

The DESTF supports the jurisdiction's Mass Care Coordinator with preparedness and operational activities. Operationally, if the task force is needed and activated for the event, the focus of the DESTF is on future planning, 72-96 hours out. The Task Force stresses coordination among the various organizations/agencies involved with distribution of emergency supplies operations and determines the best strategies to meet the future distribution requirements for the disaster.

Establishment of a Task Force

In establishing a DESTF, the first step is to identify the agencies/organizations that directly provide or support the distribution of emergency supplies. The DESTF should be inclusive of:

- Governmental agencies at all applicable levels.
- Voluntary organizations including non-traditional agencies/organizations.
- Private sector partners, who wish to participate within the jurisdiction, as well as across jurisdictions.
- Subject matter experts to address the needs of those people with disabilities and others with access and functional needs, as well as household pets and service/assistance animals.

The DESTF is the central point of coordination for distribution of emergency supplies preparedness, planning, and operations. The specific individuals and organizations involved in response to an operation may vary depending on the type and size of the disaster. The DESTF also allows for a tiered, or phased, involvement of participants.

Potential Distribution of Emergency Supplies Task Force Members

Jurisdictions will likely identify other agencies that play a role and contribute to distribution strategies within their State. Agencies may be involved with both the preparedness and operational phases of a disaster response. However, the individual involved with preparedness activities may not necessarily be the person designated to be on the operational task force.

NOTE: the individual designated to participate operationally must have the knowledge and authority to represent and make decisions on behalf of their agency.

Below is a suggested list of DESTF members and may be expanded or contracted to meet the needs of individual Jurisdictions:

- Jurisdictional ESF #6—Mass Care/Emergency Assistance (or corresponding State ESF terminology).
- VOAD organizations’ representatives active in distribution of emergency supplies.
- Local community representatives—this can be emergency management or a local NGO active in the disaster. This individual may not be able to continuously participate in the task force but could participate in the daily calls to provide on the ground information.
- Jurisdictional volunteer and donations coordinators.
- Jurisdictional disability coordination agencies.
- Jurisdictional logistics representative—This is imperative to better understand and coordinate the physical requirements and/or limitations to push emergency supplies into the affected area.
- Jurisdictional security ESF.
- Planner—The planner in the task forces play a vital role by managing the input and output of information.
- Private sector representative.
- FEMA Mass Care representative.
- FEMA Disability Integration Specialist.
- Animal coordination representative.

Distribution of Emergency Supplies Task Force Roles and Responsibilities

One of the primary responsibilities of the DESTF is to support and maximize the field resources, assuring that limited resources are allocated across the jurisdiction, thus minimizing incident demands for critical or competing resources.

When a disaster occurs and the DESTF is activated, the first step is to collect and share situational assessment information to determine an initial estimate of needs. If the distribution of emergency supplies need is greater than the collective capacities, the jurisdictional level may request resources from the next higher level. If the State is activated, the State may augment the needed resources and/or ask for assistance from various stakeholders and/or FEMA.

Below are some primary considerations for a task force to consider during the preparedness and operational phases before and during a disaster. These roles may vary depending on the level of government and the disaster. The task force must remain flexible depending on the variables of the mission.

Preparedness:

- Identify resources and other requirements and set priorities for their use.
- Utilize existing or develop a multi-agency distribution of emergency supplies support plan, protocols, and procedures.
- Organize preparedness and planning meetings. Coordinate task force activities.
- Establish DESTF member responsibilities for certain activities, such as information gathering; liaise with other established task forces; produce reports; address resource requests; address problems/complaints, etc.
- Encourage training, exercises, and evaluation amongst task force partners.

- Involve disability services and advocacy organizations to provide disability-inclusive emergency preparedness expertise,
- Consult and integrate animal control/welfare organizations to assess potential household pets and service/assistance animal support needs.

Operations:

- Identify resources and other requirements and set priorities for their use.
- Develop and maintain a clear picture of the resources on hand and en route.
- Assess shortfalls and follow up on their requests.
- Develop strategies based on incident objectives.
- Ensure requests are not duplicative of those already submitted.
- Validate resource requests, and determine whether or not other jurisdictional resources or donated goods can support the request.
- Monitor and assess any emerging needs.
- Monitor and assess accessibility requirements to ensure equal access to emergency services and programs.
- Prepare and submit daily statistical reports to the mass care lead.
- Assess and monitor future jurisdictional mass care resource requirements so that these resources can be identified, procured, and transported to the impact area in time to meet the need.
- Develop a projection of jurisdictional mass care resource requirements for the period greater than 48 hours but less than 96 hours, and an estimate of jurisdictional distribution requirements for the next 14 days.
- Coordinate operational information concerning distribution consolidation and closing.
- Conduct after-action reviews to strengthen future preparedness.

Appendix J: Household Pets and Service/Assistance Animals - Basic Supplies for Distribution

The chart below shows some suggested household pet and service/assistance animal supplies for distribution. The type of distribution site (fixed site drive-through/pedestrian or mobile) will determine how the supplies will be provided to the public.

Item	Description
Cat food, dry	Bag, 3 ½ - 16 lb. bag <ul style="list-style-type: none"> • 30-35% crude protein, minimum, 9-13% crude fat, minimum, 4-5% crude fiber, maximum, 12% crude moisture, maximum.
Dog food, dry	Bag, 3½ - 30 lb. bag <ul style="list-style-type: none"> • 25% crude protein, minimum, 10-14% crude fat, minimum, 4% fiber, maximum, 10-14% moisture, maximum.
Cat litter	Bag, unscented, 20 lb. bag
Trash bags	Box, 13 gal, 100/box
Sandwich bags	Box, plastic, 500/box
Plastic litter boxes	Each, 20.25"x13 5/8"x3.5"
Stainless steel dish	Each, plain stainless steel, 1 pint
Stainless steel dish	Each, stainless steel, 1 quart
Slip lead	Pack, 36/pack
Leash	Each, 1" x 6', nylon
Hard-sided carrier	Each, 40"x27"x30", plastic

Appendix K: Acronyms and Glossary of Terms

Acronyms	
CBO	Community Based Organization
CBRNE	Chemical, Biological, Radiological, Nuclear, and Explosives
CERT	Community Emergency Response Team
CMS	Consumable Medical Supplies
CNCS	Corporation for National and Community Service
CPG	Comprehensive Preparedness Guide
CUSI-SL	Commonly Used Shelter Items and Services List
DAP	Disaster Assistance Policy
DES	Distribution of Emergency Supplies
DESTF	Distribution of Emergency Supplies Task Force
DHS	Department of Homeland Security
DME	Durable Medical Equipment
DSAT	Disaster Survivor Assistance Team
EMAC	Emergency Management Assistance Compact
EOP	Emergency Operations Plan
ESF	Emergency Support Function
FBO	Faith Based Organization
FEMA	Federal Emergency Management Agency
IA-TAC	Individual Assistance Technical Assistance Contracts
MC/EA	Mass Care/Emergency Assistance
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
NARSC	National Animal Rescue and Sheltering Coalition
NGO	Non-Governmental Organization
NIMS	National Incident Management System
NRF	National Response Framework
PAGER	Prompt Assessment of Global Earthquakes for Response Report
PAS	Personal Assistance Services
POD	Point of Distribution
SME	Subject Matter Expert
SOP	Standard Operating Procedure(s)
THIRA	Threat and Hazard Identification and Risk Assessment
USACE	U. S. Army Corps of Engineers
VOAD	Voluntary Agency Active in Disaster
VRI	Video Relay Interpreting

Glossary of Terms	
Ad hoc	Spontaneous or unaffiliated.
Catastrophic	Any natural or manmade incident, including terrorism, that results in extraordinary levels of mass casualties, damage, or disruption severely affecting the population, infrastructure, environment, economy, national morale, and/or government functions. Source: <i>National Disaster Recovery Framework (NDRF)</i> , September 2011, page 79
Consumable medical supplies	Medical supplies (medications, diapers, bandages, etc.) that are ingested, injected, or applied and/or are one time use only.
Distribution of Emergency Supplies	Provide emergency supplies and/or the resources to distribute them.
Durable medical equipment	Medical equipment (e.g., walkers, canes, wheelchairs, etc.) used by persons with a disability to maintain their usual level of independence.
Emergency	Any incident, whether natural and/or technological/human caused disaster, that requires responsive action to protect life or property. 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 and to protect property and public health and safety, or to lessen or avert the threat of a catastrophe in any part of the United States. Source: <i>National Response Framework</i> .
Emergency Support Function #6	The ESF #6 Annex of the National Response Framework (NRF) describes how the Federal government coordinates Mass Care, Emergency Assistance, Temporary Housing, and Human Services.
Feeding	The provision of food, snacks, and hydration to the affected population and emergency workers either from fixed sites or through mobile routes.
Incident	An occurrence or event, natural or human caused that requires a response to protect life or property. Incidents can, for example, include major disasters, emergencies, terrorist attacks, terrorist threats, civil unrest, wild land and urban fires, floods, hazardous materials spills, nuclear accidents, aircraft accidents, earthquakes, hurricanes, tornadoes, tropical storms, tsunamis, war-related disasters, public health and medical emergencies, and other occurrences requiring an emergency response. Source: <i>National Response Framework</i> .
Major disaster	Under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, any natural catastrophe (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, any fire, flood, or explosion in any part of the United States that, in the determination of the President,

Glossary of Terms	
	causes damage of sufficient severity and magnitude to warrant major disaster assistance under the Stafford Act to supplement the efforts and available resources of States, local governments, and disaster relief organizations in alleviating the damage, loss, hardship, or suffering caused thereby. Source: <i>National Response Framework, May 2013</i>
Mass Care Activities	Mass Care activities include Sheltering, Feeding, Distribution of Emergency Supplies and Reunification as defined under the Mass Care Function of Emergency Support Function (ESF) #6 of the NRF. The American Red Cross is Co-lead with FEMA for these four activities.
Mass Care/Emergency Assistance	The Mass Care/Emergency Assistance activities include the seven activities that fall within the MC/EA Branch: Sheltering, Feeding, Distribution of Emergency Supplies, Reunification, Mass Evacuation [Support], Disabilities and other Access and Functional Needs Support and support for owners and their household pets and service animals. Also, included in the Annex definition is: Nonconventional/Transitional Sheltering
National Incident Management System	A comprehensive, national approach to incident management that provides the template for incident management, regardless of cause, size, location, or complexity and is applicable at all jurisdictional levels and across functional disciplines.
National Response Framework	The second edition of the NRF, updated in May 2013, provides context for how the whole community works together and how response efforts relate to other parts of national preparedness. The NRF reinforces a comprehensive, national, all-hazards approach to domestic incidents. It guides local, State, Tribal, and Federal entities, enabling partners to prepare for and respond under a unified command structure.
National Shelter System	FEMA and the American Red Cross each have software applications that are able to input data about shelters, locations, capacity, current populations, as well as other data points. The FEMA system can also report feeding locations, Points of Distribution (PODs) and other pertinent MC/EA information. The system is tied into mobile mapping applications to plot MC/EA locations in regards to shelters, pet shelters, and other locations.
Non-governmental organizations	An entity with an association that is based on interests of its members, individuals, or institutions. It is not created by a government, but it may work cooperatively with government. Such organizations serve a public purpose, not a private benefit. Examples of NGOs include faith-based charity organizations and the American Red Cross. NGOs, including voluntary and faith-based groups, provide relief services to sustain life, reduce physical and emotional distress, and promote the recovery of disaster survivors. Often these groups provide services that help individuals with disabilities. NGOs

Glossary of Terms	
	and voluntary organizations play a major role in assisting emergency managers before, during, and after an emergency. Source: adapted from the <i>National Response Framework</i> .
Personal assistance services	Activities of daily life that allows individuals to maintain their independence while staying in a general population shelter
People with Disabilities and Others with Access and Functional Needs Support	Access and functional needs support services are services that enable people to maintain independence in a general population shelter. These services include reasonable modifications to policies, practices and procedures, durable medical equipment (DME), consumable medical supplies (CMS), personal assistance services (PAS), and other goods and services as needed. Children and adults requiring these services may have physical, sensory, mental health, cognitive and/or intellectual disabilities affecting their ability to function independently without assistance. Others who may benefit from these services include women in late stages of pregnancy, elders, and those needing bariatric equipment.
Private sector	Organizations and entities that are not part of any governmental structure. The private sector includes for-profit and not-for-profit organizations, formal and informal structures, commerce, and industry. Source: <i>National Response Framework</i> .
Public Assistance	The mission of the Public Assistance Program is to assist communities in recovering from the devastating effects of disasters by providing technical assistance and financial grants in an efficient, effective, consistent and customer friendly manner.
Resource typing	Categorizing, by capability, the resources requested, deployed and used in incidents.
Reunification services	Services that provide mechanisms to help displaced disaster survivors, including children, re-establish contact with family and friends.
Service animal	Any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability. (28 CFR § 34.104). For additional detail including the exception for miniature horses, refer to the DOJ/ADA Service Animal Overview. [http://www.ada.gov/service_animals_2010.htm]
Sheltering	Housing that provides short-term refuge and life-sustaining services for disaster survivors who have been displaced from their homes and are unable to meet their own immediate post-disaster housing needs.