

State of Texas Emergency Management Plan

Mass Care Annex (ESF 6)

May 2020



APPROVAL AND IMPLEMENTATION

This plan applies to all state agencies, boards, commissions, and departments assigned emergency responsibilities in this plan, and to others as designated by the Texas governor or chief of the Texas Division of Emergency Management as well as local governments in Texas.

This plan is hereby approved for implementation and supersedes all previous editions.

Date

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Overview

Purpose

The purpose of the [Mass Care Annex](#) (ESF-6) is to outline the roles and responsibilities, coordination mechanisms, capabilities, and actions required of stakeholders during state emergency operations to meet the needs of the whole community.

The state of Texas Mass Care Annex (ESF-6) promotes a response that facilitates unity of effort among federal, state, tribal, local governments, private sector and nongovernmental entities. This annex describes state support for mass care and emergency assistance for the provision of life-sustaining resources, essential services, and statutory programs when the needs of disaster survivors exceed the local, state, or tribal government capabilities. The Mass Care Annex (ESF-6) is also responsible for providing related guidance to local jurisdictions as requested to assist in all phases of the emergency management cycle.

As mandated by [Tex. Gov. Code Ch. 418](#), the Texas Division of Emergency Management (TDEM) is responsible for preparing and maintaining the State of Texas Emergency Management Plan (State Plan). TDEM designates a primary entity to support the planning process for each functional or hazard annex that comprises the State Plan. A primary entity has significant responsibility, resources, and capability for this function. The Texas Division of Emergency Management is designated as the primary entity to assist in this planning effort. Additional support entities are included in the planning effort and provides knowledge about capabilities, coordination, and resources for the annex.

Scope

The Mass Care Annex (ESF-6) includes sheltering, feeding operations, emergency assistance, bulk distribution of emergency items, and collection and providing information on survivors to family members. The Mass Care Annex (ESF-6) will also assist in the coordination of delivering state and federal programs to assist individuals, households, and families impacted by disasters or emergencies.

When mass care, emergency assistance, temporary housing, or human services respond to a disaster and has, or is likely to, exceed local capabilities and resources, the jurisdiction may request support from the state to meet its needs.

Federal Alignment

The [National Response Framework](#) (NRF) serves as the foundation for the development of national and regional response plans that implement federal response activities. At the national level, the federal planning structure supports the NRF, which specifies the responsibilities assigned to each of the tasked federal departments and agencies for mobilizing and deploying resources to assist the state(s) in response and recovery efforts.

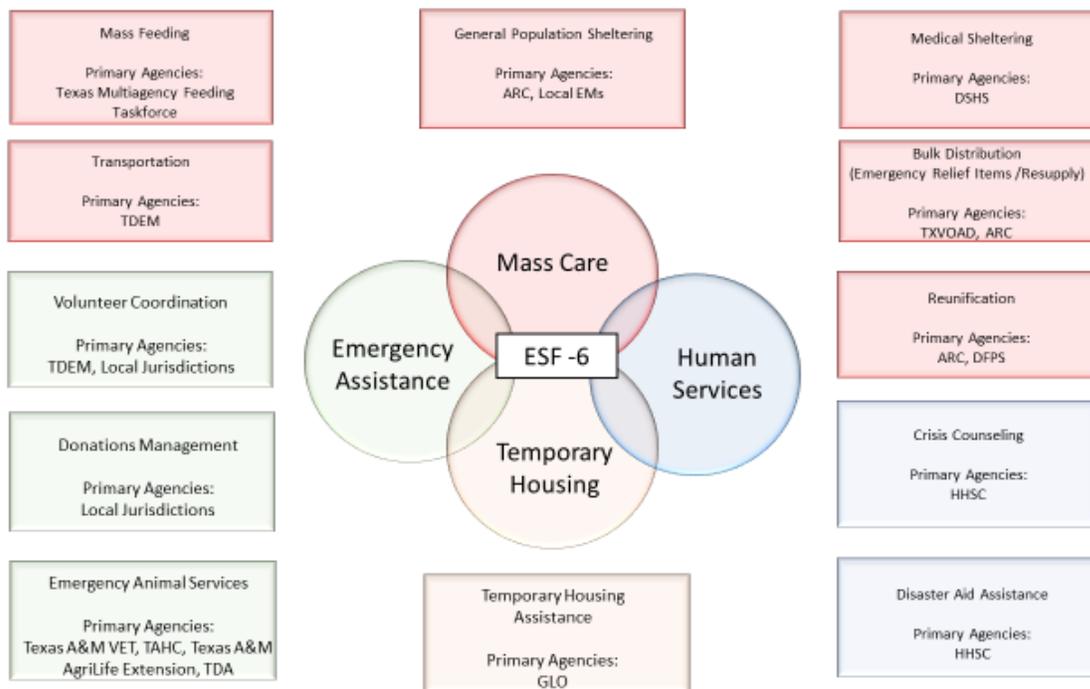
Assumptions

In Texas, planning assumptions are coordinated with state entities in which information is accepted by planners as being true, in the absence of facts, in order to provide a planning framework. The Texas [Basic Plan](#) contains planning assumptions, which are applicable across all annexes. State planners have made the following assumptions in preparing this annex:

- Individuals affected by a disaster may need mass care resources, including lodging, feeding, financial assistance and emotional support care.
- The state is not a shelter provider, but coordinates sheltering resources with partner agencies when requested by local jurisdictions.
- Recovery efforts are initiated concurrently with response activities. Close coordination is required among state agencies, non-governmental organizations (NGOs), and Texas Voluntary Organizations Active in Disaster (TXVOAD) assisting with mass care response and recovery activities.
- Local shelter managers in cooperation with partner agencies will work to provide guidance for pet owners on how or where to shelter pets. When feasible, pet shelters will co-locate near congregate care shelters.
- Access and functional needs populations include but are not limited to the elderly, individuals with physical and/or mental disabilities, their caregivers and service animals, those without transportation, limited or non-English speaking, and many other segments of the population.
- Animals whose owners are not present but are impacted by disasters will require support.
- Domestic animals without owners (strays) will be indistinguishable from owned animals.

Concept of Operations

The Mass Care Annex (ESF-6), is organized in accordance with the National Incident Management System (NIMS) and supports the Incident Command System (ICS). These nationally accepted standards support a well-coordinated and effective response among government and non-government agencies. Mass Care functions are divided into four main objectives: Mass Care, Emergency Assistance, Temporary Housing, and Human Services.



At the onset of a disaster local emergency operations centers (EOCs) coordinate local resources, monitor shelters and perform mass care activities in support of their citizens. If an incident expands beyond the local jurisdiction's management capabilities, local mutual aid agreements with neighboring jurisdictions are activated. These local mutual aid agreements may allow local jurisdictions to manage without state assistance. If an incident expands beyond local and regional capability, TDEM's disaster district emergency operations centers (DDEOCs) and regional emergency operations centers (REOCs) can assist with resource needs, increase capabilities, and coordinate state agency support.

In order to utilize partnerships across Texas, the State Operation Center can also activate the business emergency operation center (BEOC). The BEOC provides direct partnering to the state utilizing private sector expertise to prepare for, respond to and recover by determining resource needs and solutions, rapid dissemination of information, and fulfillment of critical needs during an event.

For a general overview of the emergency management structure in Texas or for more details on the state operations center (SOC) readiness levels, refer to the [Basic Plan](#) and the [Texas Emergency Management Annex](#)

Objectives

The following is a list of state-level objectives that may be used to support the Mass Care Annex (ESF-6) operations. Mass Care Annex (ESF-6) objectives apply to all hazards and may be used to assist with any type of disaster that requires state support.

Objective 1: Coordinate Mass Care Resources

Objective 2: Coordinate Emergency Assistance Resources

Objective 3: Coordinate Temporary Housing Resources

Objective 4: Coordinate Human Services Resources

Objective 1: Coordinate Mass Care Resources

The Mass Care Annex (ESF-6) functions include the monitoring and coordination of state support to local jurisdictions for sheltering, feeding, and other activities to support the needs of individuals affected by disasters. TDEM is prepared to support the following operations in order to achieve Objective 1:

- General Population Sheltering
- Coordinate Transportation
- Support Mass Feeding Operations
- Facilitate Reunification

Texas Shelter Hub System

The shelter hub system pre-identifies shelters and reception centers that are strategically located in areas that possess adequate infrastructure and resources to support mass evacuations. Within the state of Texas, there are numerous shelter hub systems with the resources needed to provide basic shelter and support to evacuees. Together, these systems are designed to meet sheltering demands for all hazards.

Point-to-Point Shelters

Disasters create a wide range of emergency needs, and at times, jurisdictions can collaborate through a memorandum of agreement (MOA). Point to Point shelters help coastal jurisdictions to evacuate their communities to an inland jurisdiction who can supplement resources to help shelter evacuees.

General Population Sheltering

Provide temporary shelter to all individuals seeking shelter in an in an emergency or disaster. The shelter is to provide temporary emergency relief to disaster affected individuals by providing a range of emergency needs (e.g., food, shelter, basic health care, mental health support, etc.) during an event.

The [Stafford Act](#) and [Post-Katrina Emergency Management Reform Act \(PKEMRA\)](#), along with federal civil rights laws, mandate integration, and equal opportunity for people with disabilities in general population shelters. General population shelters ensure individuals who have access and functional needs receive lawful and equal assistance before, during, and after a disaster or public health emergency. Making general population shelters accessible to persons with access and functional needs may require additional items and services. This includes communication assistance and services to assist with activities of daily living, food, and beverages appropriate for individuals with dietary restrictions. Plans must also be made to show how medical support will be utilized in general population shelters and how to assess when individuals are not appropriate for these settings because of medical needs as referred in the [FNSS Toolkit and Effective Communications Toolkit](#).

Public Health Surveillance in General Population Shelters

Public health surveillance involves the continual, systematic collection, analysis, and interpretation of health data essential to the planning, implementation, and evaluation of public health practice. During an incident, public health surveillance is conducted at congregate locations to ensure that the health needs of mass care populations continue to be met as the incident evolves.

American Red Cross (ARC) and non-ARC shelter managers, in cooperation with the Department of State Health Services (DSHS), will participate in shelter surveillance activities, including;

- Reporting of ARC and DSHS jointly defined surveillance data to Texas public health departments for the detection of injuries.
- Communicable diseases.
- Outbreaks.
- Exotic disease.
- Unusual group expression of illness.

ARC and non-ARC shelter managers must cooperate with any public health investigation conducted by local health departments (LHDs) or DSHS in shelters ([Texas Health and Safety Code §81.061\(c\)](#)). More information can be found in the [Public Health and Medical Service Annex \(ESF-8\)](#).

Medical Shelters

Medical shelters provide sheltering to individuals who require skilled nursing 24/7 and/or active monitoring, oversight, or intervention by a medical professional to address a medical concern. If necessary, the Department of State Health Services (DSHS) will activate state medical shelter(s), which includes opening a medical shelter hub in San Antonio and other locations throughout the state. Local jurisdictions may establish medical shelters, as needed, and may request support from DSHS or other state partners to supplement local medical shelter capability and capacity.

More information on medical shelters is located in the [Public Health and Medical Annex \(ESF-8\)](#).

Reception Centers

A reception center is a pre-identified location that may open when a shelter hub is activated, and evacuees need to be received in one central location before being directed to a specific shelter. Not all shelter hubs use reception centers.

Reception centers are managed at the local level. Reception centers coordinate with the disaster district emergency operations center (DDEOC):

- Track the daily operational status of shelters.
- Occupancy of each shelter.
- Number of evacuees and animals processed by the reception center.

The information is forwarded to the DDEOC then to the state operations center (SOC) where a shelter report is compiled.

At the SOC, TDEM provides shelter and reception center resource support as needed.

Shelter Types

Within the shelter hub system there are four different types of shelters: General Population, Medical, Household Pet and Livestock, and Spontaneous.

Shelter Type	Function	Considerations
General Population	Provide temporary shelter to all individuals seeking shelter in an evacuation. Not intended for individuals who require active monitoring, oversight, or intervention by a medical professional to monitor their medical condition.	Provide functional needs support services to people with disabilities and others who have access or functional needs whether or not they are accompanied by personal attendants or family members. Service animals are required to stay with individuals in general population.
Medical	Provide shelter to individuals who require skilled nursing 24/7 and/or active monitoring, oversight or intervention by a medical professional to address their medical condition.	During an evacuation, people with disabilities and other access and functional needs should not be relocated to nursing homes, medical shelters, or other similarly restrictive settings if they were not living in such institutions before the disaster.

Shelter Type	Function	Considerations
Household Pet and Livestock	Provide shelter for household pets, livestock, poultry, exotic pets, and animals.	Evacuate and track household pets, and livestock moved to shelters or animal supply points. Household pet and livestock shelters must follow the Texas Rabies Control Act of 1981.
Spontaneous	Establish unplanned or unidentified congregate facilities by groups who historically have not participated in community disaster congregate care planning and/or who have not previously held a traditional disaster sheltering role. These shelters have the ability to provide surge capacity for large-scale disasters.	Shelters may not meet accessibility requirements, but if supported by local or state government, they are required to meet physical and programmatic accessibility standards. Spontaneous animal shelters will not be allowed to move animals outside of the jurisdiction without authorization of the jurisdiction. Spontaneous Household Pet and Livestock Shelters must report potential rabies exposures to the local rabies control authority

The type of shelter operations varies based on the event. Shelters will have access to food, water, cots, blankets, first-aid supplies, etc., for occupants. However, in some scenarios (such as a major power outage), a shelter may only provide protection from the elements, and/or be used as a temporary shelter or last resort. American Red Cross (ARC) shelter operations are conducted in accordance with their established standard operating procedures. Non-ARC supported shelters may operate under the protocols established by the agency or organizations managing the shelter and are responsible for ensuring they meet Americans with Disabilities Act (ADA) compliance standards. Direct shelter control and management is the responsibility of the shelter managers. Each shelter manager will be responsible for managing their individual shelter while providing information back to the ARC or other agency’s operational center. Link to [ADA Shelter Quick-Check Survey](#). See [Appendix A: ADA Guidelines for Emergency Shelters](#) for more information.

Mass care operations will continue until those displaced by the incident obtain other temporary housing or return to their homes. In coordination with local government, the ARC will determine if and when it is appropriate to consolidate shelters, as well as when shelter should close. Shelters will be deactivated in accordance with the operating procedures of the agency managing the shelter.

Household Pets and Livestock Shelters

The type of animal shelter operations varies based on the event. Animal shelters will have access to animal food, water, animal restraint tools, and kennels for animal occupants through coordination with the Texas Animal Health Commission (TAHC) and Texas A&M Veterinary Emergency Response Team (VET). In some scenarios, animal shelters may be provided in facilities that are not climate-controlled or designed for housing the species of animals being provided shelter. All shelters will be required to maintain a basic level of animal welfare consistent with local standards. Local authorities may request assistance with animal welfare inquiries from local or state resources. Each household pet and livestock shelter manager will be responsible for managing their individual shelter while providing information back to the [Animal Issues Committee](#) (AIC) or other agency's operational center.

Mass care household pet and livestock operations will continue until animals have been reunited with their owners, or when operations are discontinued by the agency providing household pet and livestock mass care services at which time local stray animal ordinances (household pets) and [Estray laws](#) (livestock) as defined in the Texas Agriculture Code may apply. Local jurisdictions may elect to extend required animal holding times defined under state and local statute. In coordination with local government, the AIC will determine if and when it is appropriate to consolidate shelters, as well as when household pet and livestock shelters should close. Household pet and livestock shelters will be deactivated in accordance with the operating procedures of the agency managing the shelter.

Transportation

A high percentage of people seeking shelter will have the ability to transport themselves to shelter locations. Local jurisdictions have primary responsibility for coordinating transportation of their citizens without transportation resources including those with functional and access needs. Transportation resources for those with functional and access needs are provided in coordination with state agencies. Texas Division of Emergency Management (TDEM) uses contracts to provide transportation assets. Once at a shelter, local shelters coordinate with private entities and other community partners to facilitate shelter client transportation needs away from the shelter. Transportation activities to also include the transporting of animals belonging to evacuees will be coordinated in accordance with the [Evacuation and Population Protection Annex](#). This will only apply to animals belonging to people being provided transportation by the jurisdiction.

Mass Feeding

The Texas Division of Emergency Management (TDEM) as the primary agency for Mass Care, or as a member of the Texas Multiagency Feeding Taskforce may coordinate mass feeding and assist with allocating resources across the affected jurisdictions. This will be done in coordination with the Unit Chief for Mass Care, as these organizations continue to coordinate, facilitate, and work with local emergency management. Non-governmental organizations (NGOs) such as The American Red Cross (ARC) and The Salvation Army (TSA) respond to disasters by delivering mass feeding with available resources in accordance with the requirements of their charter as they coordinate, facilitate and work with emergency management officials.

The process of mass care feeding includes:

- Situation assessment
- Coordination
- Governmental resources
- Resource management reporting

Fixed Feeding Operations

Two types of fixed-feeding sites may be established: shelters and other fixed sites. The organization managing the shelter will coordinate feeding for residents and visitors of the shelter. Other fixed sites include areas where members of the community, not necessarily in shelters, can go to receive meals. The Salvation Army (TSA), the American Red Cross (ARC), emergency operation centers (EOCs), and Texas Voluntary Organizations Active in Disaster (TXVOAD) member organizations coordinate to establish a comprehensive feeding plan for these sites where roles and responsibilities are outlined, to establish and ensure efforts are not duplicated.

Mobile Feeding Operations

Mobile feeding units support operations in the field and are able to deploy to areas of greatest need during a disaster. Mobile feeding units should always be considered in the overall feeding plan and strategically placed to complement fixed feeding site operations

Additional feeding resources may be available through volunteer agencies from outside the state. Members of the Texas Multiagency Feeding Task Force have access to feeding resources in other states, which may be activated to augment the existing feeding capabilities as those resources are available. Agencies such as The American Red Cross, The Salvation Army, Texas Baptist Men, and Southern Baptist of Texas have access to mobile kitchens in other states, which can be activated to augment existing feeding capabilities as those agencies will allow.

Mobile feeding operations supporting animals being provided shelter-in-place will be as defined in the [Agriculture and Natural Resources Annex \(ESF-11\)](#).

Mass Care Feeding Phases and Timeline

The three phases of mass care feeding – immediate, sustained, and long term are outlined in the table below.

Phase	Beginning/End	Stakeholders
Immediate	Begins with or in anticipation of an incident. Snacks, shelf-stable meals and/or light meals are obtained from various sources. Ends when a mass care infrastructure has been established.	Local non-governmental and faith-based organizations and local emergency management.
Sustained	Begins when a mass care infrastructure and logistical support are in place and producing meals. Ends when sustained disaster feeding is no longer required.	Local and state-level non-governmental and faith-based organizations. Local, state, and federal (in a federally declared disaster) emergency management.
Long Term	Begins when the restoration of utilities allows residents to cook meals in their homes and purchase food in stores. Sometimes food and/or financial assistance to purchase food are made available to those who need assistance.	Local and state-level non-governmental and faith-based organizations. Local, state and federal (in a federally declared disaster) emergency management.

Bulk Distribution

Bulk distribution is the phased system of delivery that initially supplies essential items such as food, water, baby formula, diapers, sanitizer, and clean-up kits. The American Red Cross (ARC), Texas Voluntary Organizations Active in Disaster (TXVOAD), and several organizations provide bulk distribution services; and those services and bulk distribution operations may vary depending on the size/scale of the incident, location(s), and supplies needed for storage and distribution.

Reunification

Reunification provides human and technological resources to reconnect individuals as quickly as possible following a disaster or incident. Mechanisms include coordination with the Texas Department of Family Protective Services (DFPS) to also include facilitating communication through the American Red Cross [Safe and Well website](#), acting upon urgent requests including unaccompanied minors and separated children with local authorities, re-establishing contact with family members who have been separated within the disaster area and working with partners to resolve reunification-related inquiries.

Household pet reunification provides technological resources to reconnect owners with their household pets as quickly as possible following a disaster or incident. Mechanisms include facilitating identification of animals through the [Texas A&M VET Pet Finder website](#). The reunification of livestock owners and their livestock will be performed as described in the [Agriculture and Natural Resources Annex](#) (ESF-11).

Emergency repatriation of Texas residents from abroad is addressed in the Repatriation Plan.

Emergency Tracking Network System (ETN)

The Emergency Tracking Network (ETN) was developed to ensure accountability of all state transported evacuees and their animals during the evacuation process and to assist with locating and reuniting evacuees with their families. The evacuation tracking component of the network is composed of the evacuation tracking systems used by local jurisdictions in Texas.

The tracking system is used to support all populations displaced by an emergency response operation including hurricane evacuations and other large incidents. It is initiated at air and ground evacuation embarkation hubs and shelters as needed to track evacuees and their associated items and pets.

Objective 2: Coordinate Emergency Assistance Resources

The Mass Care Annex (ESF-6) Emergency Assistance includes assistance required by individuals, families, and their jurisdictions to indicate that immediate needs beyond the scope of the traditional “mass care” services are provided at the local level are addressed. TDEM is prepared to support the following operations in order to achieve Objective 2:

- Provide volunteer coordination.
- Donations management.
- Emergency animal services.

Volunteer Coordination

The primary agencies for volunteer coordination are the Texas Voluntary Organizations Active in Disaster (TXVOAD), and the American Red Cross. These resources may be accessed through local EOCs and may be valuable in accomplishing a variety of mass care related functions based on their level of training. Volunteer reception centers (VRC’s) can be established and managed by local jurisdictions to provide a centralized location for spontaneous unaffiliated volunteers to sign-up for volunteer opportunities. Coordination of spontaneous unaffiliated volunteers; and coordination of voluntary agency assistance as referred in the [Volunteer and Donations Management Annex. .](#)

Medical Volunteer Management

Local Medical Reserve Corps (MRC) engage volunteers to strengthen public health, emergency response and community resiliency. The Texas Disaster Volunteer Registry (TDVR) is part of the federally mandated Emergency Systems for the Advance Registration of Volunteer Health Professionals (ESAR-VHP) Program which serves to pre-register volunteers and verify professional licensure so that efficient, effective response can be coordinated during and after any disaster.

Donations Management

Donations management operations can be established by the local jurisdiction to determine the specific unmet needs of disaster survivors, inform potential donors of the specific needs, and establish a mechanism to receive, process and distribute donations.

For more information on Donations Management refer to the Volunteer and Donations Management Annex.

Emergency Animal Services

The Texas A&M Veterinary Emergency Team (VET) and local jurisdictions are prepared to support the following operations:

- Veterinary medical support of search and rescue efforts.
- Veterinary medical care of animals injured or who become ill as a result of a disaster.
- Assists in protecting the economic viability of agricultural animal industries.
- Protects human lives from pandemic diseases with the help and response of Texas A&M College of Veterinary and Biomedical Science personnel.

Service animals will be accommodated in all ARC and ARC affiliated shelters. Under current ADA standards, service animal is defined as “any guide dog, signal dog, or other animal individually trained to do work or perform tasks for the benefit of an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.”

[FEMA Recovery Policy 9523.19](#), eligible cost related to pet evacuation and sheltering, allows for only a limited length of time during which pet sheltering expenses will be reimbursed to affected states. Therefore, impacted jurisdictions will need to quickly transition from sheltering to more permanent housing solutions so household pet owners can resume care of their animals and care of animals whose owner have not been identified can be transitioned to longer term solutions as quickly as possible.

State Animal Shelter Support: Large Animal and Livestock Support

The Texas Animal Health Commission (TAHC), Texas A&M AgriLife Extension (AgriLife), and Texas Department of Agriculture (TDA) coordinate state support of large animal and livestock sheltering operations, to include support of livestock sheltered-in-place. AgriLife coordinates the establishment of animal supply points in support of hay and feed donation management for emergency livestock feeding operations.

Local jurisdictions may be called upon to support large animal and livestock animal issues, including temporary sheltering of loose livestock for public safety purposes and finding temporary shelters for owned and evacuated livestock (such as horses) that are associated with evacuees. While these animals are not considered pets by Federal Emergency Management Agency (FEMA) definition, both local and state jurisdictions should plan on supporting them

Additional information on emergency assistance for livestock and large animals can be found in the [Agriculture and Natural Resources Annex](#) (ESF-11).

Objective 3: Coordinate Temporary Housing Resources

The Mass Care Annex (ESF-6), transitional housing function addresses needs of survivors in the affected areas for intermediate housing (i.e., after public shelters close and before permanent housing solutions are available), and is accomplished through the implementation of programs and services designed to provide assistance for the transitional and long-term housing needs of survivors. Temporary housing can consist of rental assistance, transitional sheltering assistance, and direct housing. The General Land Office (GLO) is prepared to support the following operations in order to achieve Objective 3:

- Coordinate temporary housing resources.

The [Disaster Recovery Reform Act \(DRRA\) of 2018](#) gave FEMA the authority to issue grants to states, territories, and federally recognized tribal governments (tribes) for implementing direct assistance for temporary housing assistance and permanent housing construction. FEMA is developing the State-Administered Direct Housing Grant Guide, with an anticipated release date of September 2020.

During a federally declared disaster the state, can request that FEMA evaluate the need for a Direct Housing Mission to provide temporary housing to eligible households in areas that do not have enough housing to support the need and other resources are not available. The Direct Housing Mission may provide options such as:

- Direct leasing
- Multi-Family lease and repair
- Manufactured housing
- Alternate housing options
- Permanent housing Construction (PHC)

Objective 4: Coordinate Human Services Resources

The Mass Care Annex (ESF-6), Human Services includes the implementation of disaster assistance programs to help disaster survivors recover their non-housing losses, including programs to replace destroyed personal property and help to obtain disaster loans, food assistance benefits, crisis counseling, disaster unemployment, disaster legal services, support and services for Individuals with access and functional needs, and other federal and state benefits. TDEM is prepared to support the following operations in order to achieve Objective 4:

- Facilitate disaster aid assistance
- Manage criminal incident response
- Provide disaster legal aid resources
- Coordinate disaster case management

Disaster Aid Assistance

The Texas Health and Human Services Commission (HHSC) Emergency Services Program (ESP) manages the Other Needs Assistance (ONA) program, which provides grants to individuals who, because of a major disaster, are unable to meet their necessary expenses or serious needs. Eligible expenses include:

- Personal property losses
- Transportation losses
- Medical/dental
- Funeral, childcare
- Moving
- Storage
- Other needs

HHSC Disaster Behavioral Health Services (DBHS) coordinates and manages all-hazards behavioral health preparedness, response and recovery efforts for Texas. These efforts may occur before, during and after a local, state or federally declared emergency, criminal incident, or disaster. Coordinating efforts occur with the Texas Division of Emergency Management (TDEM), Texas Voluntary Organizations Active in Disaster (TXVOAD), and the local mental health authorities/local behavioral health authorities (LMHA/LBHAs). DBHS provides:

- Coordination and consultative services
- Technical assistance
- Best practices and tools
- Psychoeducational materials for behavioral health providers

More information on disaster behavioral health is located in the [Public Health and Medical Annex \(ESF-8\)](#).

Criminal Incident Response

Disaster Behavioral Health Services (DBHS) provides coordination, support and technical assistance throughout the comprehensive spectrum of the criminal incident cycle. DBHS assists in the development, submission, and oversight of victim service grants that fund response and recovery activities within communities impacted by mass violence.

Disaster Behavioral Services Contact Information

Disaster Behavioral Health Services	Phone: 512-206-5555 or Email: DBHS@hpsc.state.tx.us
Substance Abuse and Mental Health Services Administration toll-free (24/7) Disaster Distress Helpline	Phone: 1-800-985-5990 TTY: 1-800-846-8517
Substance Abuse and Mental Health Services Administration Crisis Support Service via SMS/Text	Text "TalkWithUs" to 66746 For Spanish, text "Hablanos" to 66746
LMHAs and LBHAs Crisis Hotline (24/7)	List of Crisis Hotlines Across Texas

Disaster Legal Aid

The Disaster Legal Services (DLS) program is authorized under section [415 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288, 42 U.S.C. 5182](#), as amended, when the President declares a major disaster that includes Individual Assistance (IA).

DLS provides confidential free legal assistance to low-income survivors who were directly affected by the presidentially declared major disaster, meet the definition of low-income, and do not have the means to hire an attorney. DLS attorneys are volunteers who provide survivors with legal counseling and advice, and when appropriate legal representation for non-fee generating cases.

Disaster Case Management

During a Presidentially-declared disaster, the Governor may request the Disaster Case Management (DCM) program through FEMA. DCM is provided as individual assistance (IA) under the Stafford Act, Section 426. HHSC ESP and TDEM work together to assess the need for DCM.

Immediate Disaster Case Management (IDCM) is provided by the U.S. Department of Health and Human Services (U.S. HHS) Administration for Children and Families (ACF) via a vendor contract. IDCM is time-limited (up to 180 days) and is delivered through an ACF contract.

DCM assists eligible survivors with developing and carrying out a disaster recovery plan. DCM streamlines assistance, prevents duplication of benefits, and provides an efficient referral system. Long-term unmet needs may include financial, physical, emotional, or spiritual well-being, as well as referrals for materials and/or manpower to provide support to survivors in their recovery.

Supplemental Nutrition Assistance

HHSC provides eligible households with U.S. Department of Agriculture (USDA) supplemental nutrition assistance program (SNAP) benefits when income is lost, resources are inaccessible, or food has been lost due to a disaster.

There are four different waivers that may be requested:

- Automatic mass replacements waiver which allows replacement of a certain percentage of benefits without the need for individuals to submit requests.
- Hot foods option waiver, which allows individuals to use SNAP benefits to purchase hot or prepared foods.
- Timely reporting waiver, which extends the amount of time SNAP participants have to report food loss and request replacement benefits.
- Disaster-SNAP (D-SNAP), which provides food assistance to low-income households with food loss, income loss, and/or damage caused by a natural disaster.
- Automatic benefits replacement, hot foods, and timely reporting waivers may be requested without a presidential or state disaster declaration, dependent upon needs and impacts.

2-1-1 Texas Information & Referral Network (TIRN)

[2-1-1- Texas](#) Information and Referral Network (TIRN) provides information and referrals for all health and human services and disaster-related resources. HHSC is responsible for the development, coordination, and implementation of 2-1-1- TIRN.

Information and referrals provided by 2-1-1- TIRN include:

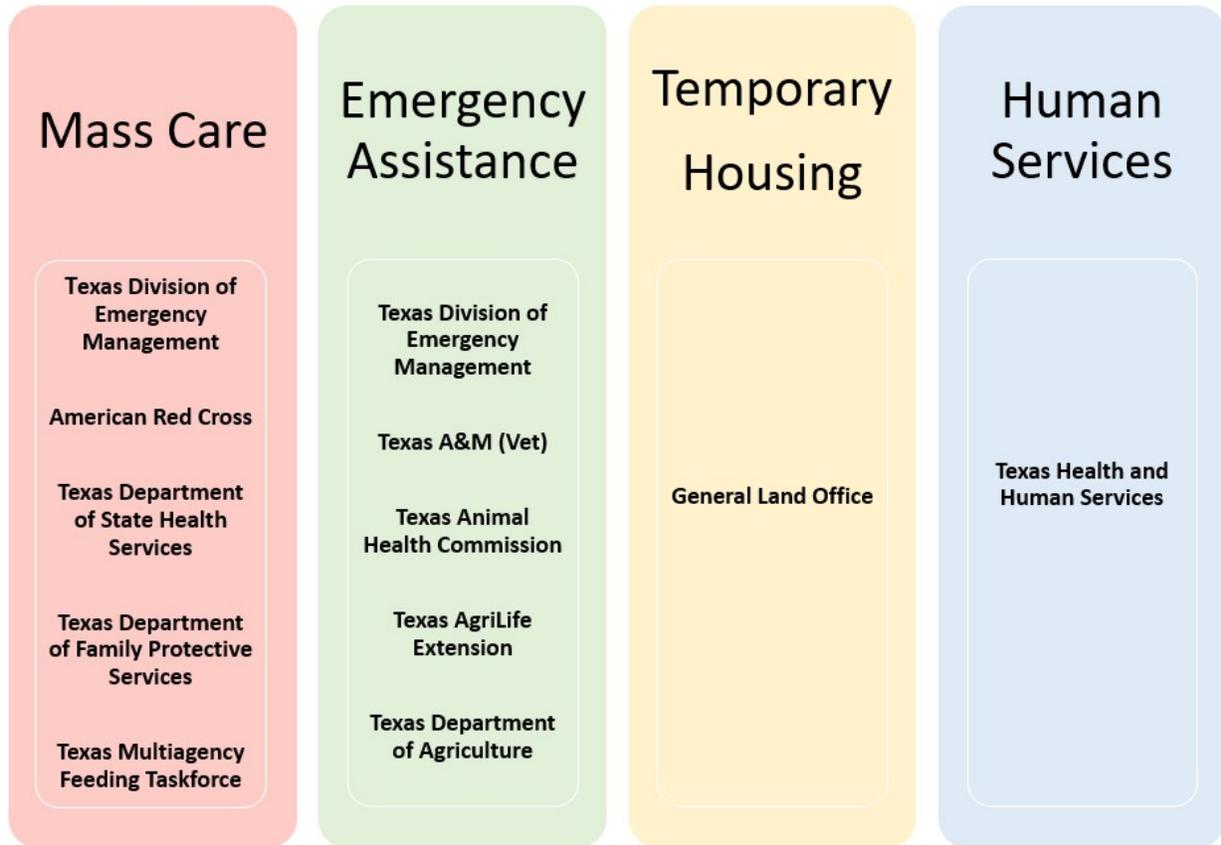
- Recovery assistance
- SNAP food benefits
- Transportation assistance
- Senior services
- School closures
- Rumor control
- Volunteering and donations

Unemployment Assistance

[Disaster Unemployment Assistance \(DUA\)](#) is a program that provides unemployment benefits and reemployment services to individuals who have become unemployed because of a disaster. This program is administered by the [Texas Workforce Commission \(TWC\)](#) and is available only under a presidential disaster declaration.

Summary of Responsibilities

All [TEMC agencies](#) and organizations that give assistance to the state-level [Mass Care Annex](#) (ESF-6) responses are responsible for the common stakeholder responsibilities outlined in the State Plan. In addition, the TEMC is responsible for specific stakeholder responsibilities outlined in each annex



Stakeholder-Specific Responsibilities

The following tables outline stakeholder responsibilities according to the objectives of the annex. Stakeholders are listed in alphabetical order, with the primary entity listed first.

Primary Entity: Texas Division of Emergency Management

Objective	Responsibilities
Objective 1: Coordinate Mass Care Resources	Serve as the mass care lead for the state
	Plan and coordinate with state agencies, NGOs, private sector, and federal partners via FEMA Region VI
	Develop planning and state support for functional needs support services (FNSS)
	Make recommendations, as necessary to meet current state requirements for mass care.
	Identify and request mass care support agency staffing in the SOC.
	Provide accessible public information to prepare people to evacuate, enhance evacuation and shelter operations, and contribute to the comfort and health of evacuees staying in shelters
	Establish a Joint Information Center (JIC) to monitor traditional and social media, and coordinate consistent messaging with partner organizations
	Coordinate the closing of large initial shelters when they are no longer needed.
Objective 2: Coordinate Emergency Assistance	Collect information and data via SOC internet-based tool, ARC National Shelter System (NSS), Emergency Tracking Network (ETN) from NGOs, state agencies, field response personnel, and local emergency management officials for reporting, assessment and mass care planning.
	Assess mass care needs, coordinate the activation and deployment of volunteer resources, and coordinate the assignment of state resources to provide disaster assistance to evacuees.
	Coordinate with local emergency management coordinators to fill initial shelters to capacity prior to opening additional shelter hubs.
	Coordinate to provide information on the Texas Military Department (TMD) mission and potential deployment locations.

Objective	Responsibilities
	Coordinate FNSS requests for resources or information with appropriate volunteer organizations, private partners, or state agencies.

American Red Cross (ARC)

Objective	Responsibilities
Objective 1: Coordinate Mass Care Resources	<p>Pre-stage disaster-related supplies in the state</p> <hr/> <p>Provide preparedness training and classes for individuals and communities</p> <hr/> <p>Provide shelter operations training to local volunteers and Texas Military Department</p> <hr/> <p>Collaborate with local jurisdictions to identify shelter facilities and feeding vendors.</p> <hr/> <p>Support FNSS in shelters, as needed, with local partnerships</p> <hr/> <p>Provide public information about shelter locations</p> <hr/> <p>Distribute bulk emergency relief supplies to disaster or event affected clients</p> <hr/> <p>Operate or support general population shelters in collaboration with local jurisdictions</p> <hr/> <p>Provide mobile and fixed feeding capabilities</p> <hr/> <p>Participate in the Texas Multiagency Feeding Task Force when activated</p> <hr/> <p>Provide canteen services for first responders</p> <hr/> <p>Work with the Department of State Health Services (DSHS), on jointly agreed upon shelter surveillance information</p>
Objective 2: Coordinate Emergency Assistance	<p>Work with various community organizations to provide partner or spontaneous volunteers, as needed</p> <hr/> <p>Convene partners and logistically supported Multi-Agency Resource Centers (MARC)s for those affected by the disaster or event in collaboration with local, state, tribal, and TXVOAD organizations</p>
Objective 3: Coordinate Temporary Housing	<p>Provide liaisons to tribal, local, county, and state government</p>

Objective	Responsibilities
	<p>Conduct residential damage assessments</p> <hr/> <p>Activate the Coordinated Assistance Network (CAN), a non-profit and community partner led client information portal</p>
<p>Objective 4: Coordinate Human Services</p>	<p>Provide individual and family recovery planning and casework services to bridge the gap between what clients can accomplish on their own and what they need from partners</p> <hr/> <p>Assist communities in recovery and resiliency planning</p> <hr/> <p>Provide health and mental services</p> <hr/> <p>Process welfare inquires using the Safe and Well website.</p>

Disaster District Emergency Operations Center (DDEOC)

Objective	Responsibilities
<p>Objective 1: Coordinate Mass Care Resources</p>	<p>Provide the state operations center (SOC) with shelter status reports and other reports as required</p> <hr/> <p>Provide resources to local jurisdictions as requested and if available</p> <hr/> <p>Submit resource requests to the SOC if the resource is not available at the DDEOC level</p> <hr/> <p>Make recommendations, as necessary to meet current state requirements for mass care.</p> <hr/> <p>Identify and request mass care support agency staffing in the SOC.</p> <hr/> <p>Provide accessible public information to prepare people to evacuate, enhance evacuation and shelter operations, and contribute to the comfort and health of evacuees staying in shelters</p> <hr/> <p>Establish a Joint Information Center (JIC) to monitor traditional and social media, and coordinate consistent messaging with partner organizations</p> <hr/> <p>Coordinate the closing of large initial shelters when they are no longer needed.</p>

Private Partners

Objective	Responsibilities
Objective 2: Coordinate Emergency Assistance	Stand up state mutual aid agreements or contracted services for mass care operations

The Salvation Army (TSA)

Objective	Responsibilities
Objective 1: Coordinate Mass Care Resources	Pre-stage emergency relief supplies in the state
	Providing Individual and Community Disaster Preparedness training
	Provide emergency shelters in The Salvation Army facilities in coordination with local emergency management
	Establish mobile feeding sites providing food, hydration, and snacks to survivors and first responders
	Set up mass feeding operations through large-scale congregate feeding sites on mobile field kitchen in the affected areas
	Participate in the Texas Multi-Agency Feeding Task Force when activated
	Provide bulk distribution of relief supplies via mobile and fixed sites
Objective 2: Coordinate Emergency Assistance	Establish hydration stations at designated rehab locations for disaster survivors and volunteers working in or near an impact area
	Provide emergency radio communications to support health and welfare messaging
	Establish and operate distribution centers to assist in the management of solicited and unsolicited donations
Objective 4: Coordinate Human Services	Participate in Multi-Agency Resource Centers (MARC), providing financial and in-kind aid as resources are available. Providing emotional and spiritual care to survivors and first responders
	Provide Emergency Financial Assistance to disaster survivors as these resources are available
	Provide casework and/or case management to disaster survivors as resources are available

Objective	Responsibilities
	Providing guidance through professional staff and case workers assisting individuals with referrals to public, private, and nonprofit assistance programs not available through casework/ management

Texas A&M AgriLife Extension Service

Objective	Responsibilities
Objective 1: Coordinate Mass Care Resources	<p>Assist with locating supplies, food and/or carriers for evacuees with service and assistive animals</p> <hr/> <p>Assist with the coordination and identification of animal care organizations that may provide animal sheltering assistance to local jurisdictions</p> <hr/> <p>Support local animal issues committees and/or local jurisdictions in cooperation with AgriLife Extension strike teams with support for the Texas A&M Veterinary Emergency Teams to support and facilitate animal sheltering operations/logistics as requested</p> <hr/> <p>Provide support to local shelters as requested by local elected officials</p>
Objective 2: Coordinate Emergency Assistance	<p>Animal Response Operations Coordination Center (AROCC) to the animal shelter status reports and animal supply point status reports</p> <hr/> <p>Distribute animal feed and supplies to disaster survivors at animal supply points and maintain record of supplies received and expended</p> <hr/> <p>Assist local animal issues committees and/or local jurisdictions with the evacuation of animals as requested.</p>
Objective 4: Coordinate Human Services	<p>Collaborate with FEMA, TDEM, GLO, and local emergency management coordinators (EMCs) with recovery needs</p>

Texas A&M Veterinary Emergency Team (VET)

Objective	Responsibilities
Objective 1: Coordinate Mass Care Resources	<p>Assist with developing local jurisdictional tactical plans to address the sheltering needs of individuals with service and assistive animals and household pets</p> <hr/> <p>Provide all- hazards incident management teams (IMTs) to support and facilitate shelter operations</p> <hr/> <p>Protect the economic viability of agricultural animal industries through participation in foreign animal and emerging disease response</p>
Objective 2: Coordinate Emergency Assistance	<p>Provide and coordinate veterinary medical support for resident animals, search and rescue operations, and household pet and livestock shelters</p> <hr/> <p>Coordinate the delivery of supplies to each shelter facility.</p> <hr/> <p>Provide veterinary medical care of animals injured or who become ill as a result of a disaster</p> <hr/> <p>Coordinate with state logistics coordinator and local emergency management directors (EMDs) to implement the shelter resource recovery process</p>

Texas A&M Forest Service (TFS)

Objective	Responsibilities
Objective 1: Coordinate Mass Care Resources	<p>Provide all -hazard incident management teams (IMTs) to support and facilitate shelter operations logistics</p> <hr/> <p>Coordinate the delivery of supplies to each shelter facility</p>
Objective 2: Coordinate Emergency Assistance	<p>Work with state logistics coordinator and local emergency management directors (EMDs) to implement the shelter resource recovery process.</p>

Texas Animal Health Commission (TAHC)

Objective	Responsibilities
Objective 1: Coordinate Mass Care Resources	Assist with developing local jurisdictional plans to address the sheltering needs of individuals with service and assistive animals and household pets
	Coordinate the identification of animal care organizations that may provide animals sheltering assistance to local jurisdictions
Objective 2: Coordinate Emergency Assistance	Assist with locating supplies, food and/or carries for evacuees with service and assistive animals

Texas Department of Agriculture (TDA)

Objective	Responsibilities
Objective 1: Coordinate Mass Care Resources	Provide and/or coordinate the United States Department of Agriculture (USDA) commodity food to assist voluntary agencies in mass feeding operations upon federal authorization
	Assist with small and large animal sheltering operations

Texas Department of Criminal Justice (TDCJ)

Objective	Responsibilities
Objective 1: Coordinate Mass Care Resources	Assist with the transportation of resources
	Provide TDCJ resources, including sheets, blankets, food, etc. as requested and available
	Provide and access food, which will be described in the soon to be created Multi-Agency Feeding Annex
Objective 2: Coordinate Emergency Assistance	Coordinate TDCJ trustee labor

Texas Department of Family and Protective Services (DFPS)

Objective	Responsibilities
Objective 1: Coordinate Mass Care Resources	Coordinate assistance as the lead for family reunification
	Assist local law enforcement with the temporary placement of children who parents/guardians are incapacitated or absent due to the disaster
	Activate appropriate personnel to assist with shelter locations as needed and assume responsibility for placing unaccompanied minors into safe environments
Objective 2: Coordinate Emergency Assistance	Respond to shelters to investigate allegations of abuse/neglect of children, adults, elderly and persons with functional or access needs.

Texas Department of Public Safety (TxDPS)- Driver's License Division (DLD)

Objective	Responsibilities
Objective 1: Coordinate Mass Care Resources	Develop and maintain standard operating guidelines (SOGs) for the operational deployment of mobile driver license stations to mass care shelters, shelter hubs, incident command posts, or a similar site
	Provide a liaison to coordinate with the state operation center (SOC) and state mass care coordinator during mass care operations
	Provide mobile driver license identification assistance to cardholders evacuated to shelter facilities
Objective 4: Coordinate Human Services	Provide a temporary Department of Public Safety (DPS) driver license or identification card to evacuees meeting issuance requirement and/or who list drive driver license or identification card during the evacuation

Texas Department of State Health Services (DSHS)

Objective	Responsibilities
Objective 1: Coordinate Mass Care Resources	Activate state medical shelter(s), as needed and provide public health and medical support to local jurisdictions
	Support federal entities to establish federal medical stations(s)

Objective	Responsibilities
	<p>Promote health, prevent disease and injury, and effectively respond to all types of health emergencies, including bioterrorism, infectious disease outbreaks, and natural disasters</p> <hr/> <p>Provide public health and medical support to mass care operations, as appropriate</p> <hr/> <p>Coordinate with American Red Cross (ARC) and non-ARC shelter managers to conduct passive shelter surveillance activities, including reporting to the American Red Cross (ARC) and DSHS jointly defined surveillance data to Texas public health department for the detection of injuries, communicable diseases, and outbreaks in the congregate settings.</p>
<p>Objective 2: Coordinate Emergency Assistance</p>	<p>Provide guidance and consultation related to zoonotic animal diseases and coordinate with the Texas Animal Health Commission (TAHC) and Texas A&M Veterinary Emergency Team (VET) on prevention and control measures.</p> <hr/> <p>Coordinate medical transportation of patients.</p>

Texas Education Agency (TEA)

Objective	Responsibilities
<p>Objective 1: Coordinate Mass Care Resources</p>	<p>Coordinate with schools in acquiring school facilities as shelters</p> <hr/> <p>Coordinate with schools to provide personnel to assist with school shelter facility operations</p>

Texas Food Bank Network (TFBN)

Objective	Responsibilities
<p>Objective 1: Coordinate Mass Care Resources</p>	<p>Coordinate with Texas Multi-Agency Feeding Task Force</p> <hr/> <p>Assemble and distribute food boxes to NGOs for distribution</p> <hr/> <p>Assist in tracking serviceable food pantries following a disaster and arranging extended hours of operation to meet the food demands of impacted populations</p> <hr/> <p>Provide mobile food pantry with shelf-stable food products to isolated impacted areas</p>

Objective	Responsibilities
	Assist feeding operations by cooperating with NGOs in repackaging and distributing donated food, providing temporary storage of frozen foods, or assisting with bulk food preparation
	Assist with disposition of remaining ice and water from POD operations
	Coordinate the delivery of food supplies from regional food banks to NGOs providing feeding operations in impacted communities
	Work with regional food banks to ensure adequate food supplies are available for distribution from local food pantries
	Store and distribute commodities

Texas General Land Office (GLO)

Objective	Responsibilities
Objective 3: Coordinate Temporary Housing	Assist households with recovery housing needs
	Administer the Direct Housing Mission when one is requested and issued
	Administer the Community Development block Grant-Disaster Recovery (CDBG-DR) and Community Development Block Grant-Mitigation (CDBG-MIT) programs, as funded through HUD; including planning studies, economic development activities, housing, multifamily housing, infrastructure and mitigation
	Assist with the development and maintenance of the State Housing Plan
	Coordinate with permitting officials for temporary housing needs
	Participate in Joint Housing Solutions Working Group (JHSWG) meetings and subcommittees
	Coordinate Direct Housing Mission activities

Texas Health and Human Services Commission (HHSC)

Objective	Responsibilities
Objective 1: Coordinate Mass Care Resources	<p>Assist in developing, maintaining and implementing a comprehensive emergency management program and planning materials to address Functional Needs Support Services (FNSS)</p> <hr/> <p>Maintain contingency contracts for sign-language interpreters, over-the-phone translation, disaster case management, ice, water, and freight, and other emergency support services</p> <hr/> <p>Provide subject matter expertise on sheltering operations in the area of childcare/ day care safety</p>
Objective 4: Coordinate Human Services	<p>Request and/or implement program/regulatory waivers in order to facilitate provision of services under disaster conditions, as appropriate</p> <hr/> <p>Administer the Other Needs Assistance (ONA) Program. Execute contracts for long-term crisis counseling services through FEMA - immediate and regular services crisis counseling program.</p> <hr/> <p>Assess need to extend waivers</p> <hr/> <p>Assess need for DCMP and prepare application. Administer DCMP.</p> <hr/> <p>Maintain D-SNAP plan and coordinate plan review and approval with the USDA.</p> <hr/> <p>Connect clients and consumers to providers, which may include streamlining eligibility processes.</p> <hr/> <p>Preparation, submission, implementation, and management of the state applications for the FEMA-funded Crisis Counseling Assistance and Training Program (CCP), the Antiterrorism and Emergency Assistance Grant Program (AEAP), and the Substance Abuse Mental Health Services Administration (SAMHSA) Emergency Response grants.</p> <hr/> <p>Coordinate delivery of disaster behavioral health services to affected communities and assess the need for ongoing behavioral health services.</p> <hr/> <p>Coordinate D-SNAP operations with local county officials, as appropriate</p> <hr/> <p>Ensure continuity of services to beneficiaries of HHSC- managed programs, such as Medicaid, Temporary Assistance to Needy Families (TANF), Child Care, etc.</p>

Texas Health and Human Services Commission (HHSC) 2-1-1 Texas Information and Referral Network (2-1-1 TIRN)

Objective	Responsibilities
Objective 1: Coordinate Mass Care Resources	Provide information to evacuees regarding refueling points.
	Provide information to evacuees on shelter locations, hotel availability, and evacuation routes.
	Provide information to evacuees regarding feeding sites.
	Support area of information centers State of Texas Emergency Assistance Registry (STEAR) intake.
Objective 4: Coordinate Human Services	Provide information and referral on preliminary damage assessments, debris removal resources, clean up resources, post disaster counseling and support, and long-term recovery.
	Assist with information referrals for services.
	Collect information about services being provided to support affected communities and update directories accordingly.
	Provide information about where to get D-SNAP and other waiver (communications about disaster-related events).
	Refer welfare inquiries to American Red Cross Safe and Well Website

Texas Military Department (TMD)

Objective	Responsibilities
Objective 1: Coordinate Mass Care Resources	Provide trained personnel to support the state's tracking Emergency Tracking Network (ETN) system.
	Provide trained shelter teams to assist in shelter operations. (Operational responsibility resides with the organization that initially opened the shelter.)
	Identify additional resource requirements needed to carry out assigned shelter support missions to the SOC.
	Assist mass care in collecting daily shelter utilization reports. Maintain records of supplies received and expended.

Texas Multi-Agency Feeding Task Force (TMFTF)

Objective	Responsibilities
Objective 1: Coordinate Mass Care Resources	Participate in pre-planning calls and meetings to establish feeding capacity within the state.
	Work with the Mass Care Coordinator to help guide the decision-making process for the deployment of feeding assets during disasters.
	Task Force members will work with vendors for efficient delivery of food services.
	Task Force Members will collaborate on feeding menus.
	When activated, Task Force members will coordinate feeding to alleviate duplication of resources.

Texas Parks and Wildlife Department (TPWD)

Objective	Responsibilities
Objective 1: Coordinate Mass Care Resources	Provide law enforcement support, if requested.
	Provide parking and lodging in available campsites in state parks and on state lands for disaster survivors and their vehicles.

Texas Voluntary Organizations Active in Disaster (TXVOAD)

Objective	Responsibilities
Objective 1: Coordinate Mass Care Resources	Work in collaboration with state mass care coordinator and state voluntary agency liaison as it relates to mass care plan development and participation in state exercises.
	Work in collaboration with State Mass Care Coordinator and state voluntary agency liaison to identify available mass care resources and support immediate services from Texas VOAD member agencies, and essential community relief services.
Objective 4: Coordinate Human Services	Work in collaboration with state voluntary agency liaison to identify available Texas VOAD member agency resources to support disaster case management and/or housing repair/rebuild.

Texas Workforce Commission (TWC)

Objective	Responsibilities
Objective 4: Coordinate Human Services	Provide Disaster Unemployment Assistance (DUA) unemployment benefits for individuals who lost their jobs or self-employment or who are no longer working as a direct result of a major disaster for which a disaster assistance period is declared, and who applied but are not eligible for regular unemployment benefits.

Appendix A: Checklist for Shelters

Operational Tool for Evaluating the Shelter Site	
ADA Guidelines for Shelter Needs	Checklist <ul style="list-style-type: none"><input type="checkbox"/> Check in/information areas<input type="checkbox"/> Drinking fountains<input type="checkbox"/> Eating areas<input type="checkbox"/> Entrances<input type="checkbox"/> Medical first aid<input type="checkbox"/> Passenger drop off and pick up areas<input type="checkbox"/> Public telephones<input type="checkbox"/> Restrooms and toilet stalls<input type="checkbox"/> Routes to all services/activities<input type="checkbox"/> Routes within toilet rooms<input type="checkbox"/> Shelter entrances, hallways, and corridors

Source: ada.gov

Appendix B: FEMA Sheltering & Housing Options

FEMA SHELTERING & HOUSING OPTIONS	
State-Administered Emergency Sheltering Program	In limited circumstances, FEMA, under Emergency Protective Measures, Cat B, may reimburse costs related to emergency sheltering.
Transitional Sheltering Assistance	Short-term non-congregate sheltering provided via direct payments to lodging providers.
Rental Assistance	Financial assistance to rent temporary housing when an applicant is displaced from their primary residence as a result of disaster-caused damage.
Home Repair and Replacement Assistance	Financial assistance to repair components of an owner-occupied primary residence, to include private access routes. (Replacement is provided for destroyed homes.)
Lodging Expense Reimbursement	Assistance for out-of-pocket temporary lodging expenses.
Multi-Family Lease and Repair	Direct Assistance for FEMA to repair or make improvements to existing multi-family housing units (e.g., apartments) in order to house survivors.
Manufactured Housing Units	Direct Assistance in the form of MHUs on private, commercial or group sites.
Recreation Vehicles	FEMA provides recreation vehicles in the form of travel trailers and fifth-wheel towable units to be placed on private, commercial, or group sites.
Direct Lease	FEMA leases properties directly from landlords to provide temporary housing to eligible survivors.
Permanent Housing Construction	Financial or direct assistance to conduct permanent repairs to owner's homes where no alternative housing is available and temporary housing is unavailable, infeasible, or not cost-effective.
Innovative Housing Solutions	Potential nontraditional housing solutions.

Link to [FEMA Housing Options for Survivors](#)

Appendix C: Mass Care Supporting Agencies/Organizations Links

Agency/Organization	Links
Texas Division of Emergency Management	https://tdem.texas.gov
The Salvation Army	https://www.salvationarmyusa.org
American Red Cross	https://www.redcross.org
Texas Voluntary Organizations Active in Disaster	https://txvoad.communityos.org/cms/home
Texas A&M VET	https://vetmed.tamu.edu
Texas Animal Health Commission	https://www.tahc.texas.gov
Texas AgriLife Extension	https://agrilifeextension.tamu.edu
Southern Baptist of Texas	https://sbtexas.com/disaster-relief/
Texas Baptist Men	https://www.tbmtx.org
Texas Health and Human Services	https://hhs.texas.gov
Texas General Land Office	glo.texas.gov
Texas Department of Agriculture	https://www.texasagriculture.gov
Texas Department of Criminal Justice	https://www.tdcj.texas.gov

Agency/Organization	Links
Texas Department of Family Protective Services	https://www.dfps.state.tx.us
Texas Department of Public Safety	https://www.dps.texas.gov
Texas Department of State Health Services	https://dshs.texas.gov
Texas Education Agency	https://tea.texas.gov
Texas Food Bank Network	https://hhs.texas.gov/services/financial/food/texas-food-bank-network-provider
Texas Extension Disaster Education Network	https://texashelp.tamu.edu/
Texas Military Department	https://tmd.texas.gov

Supporting State Planning Documents

The following table lists specific state planning references and their relevance to this document.

Source	Relevance
State of Texas Emergency Management Plan (State Plan)	This all-hazard plan that describes how the state may use personnel and resources, grouped according to specific functions, to support the state of Texas during disasters and recovery.
State Housing Plan	This plan activates by the department in the event of a weather-related disaster declaration to obtain temporary or emergency housing as needed following the disaster. The plan can be found on the Texas General Land Office (GLO) website.
Texas Multiagency Feeding Appendix	This appendix is to define the organization, operational concepts, responsibilities, and procedures to accomplish state emergency food, water, and ice requirements in Texas. This state document was originally titled the Food and Waster Annex and is being created by Texas Division of Emergency Management.
Public Health and Medical Services Annex (ESF-8)	This annex outlines functional capabilities, coordination methods, and guidelines for state public health and medical response.
Agriculture and Natural Resources Annex (ESF-11)	This annex is to define the organization, operational concepts, responsibilities , and procedures to encompass a comprehensive, all-hazard, state response to an emergency incident related to animals, plants, food, feed, and the safety and marketability of agricultural products in Texas.
Volunteer and Donations Management Annex	This annex outlines the operational concepts, responsibilities, processes, procedures, and resources used to coordinate state support for volunteer and donations management activities.
Texas Multiagency Sheltering Appendix	This appendix is in the process of being developed by Texas Division of Emergency Management (TDEM) to provide guidance and suggested procedures for a jurisdiction in creating a sheltering plan that uses state agencies and/or entities for managing and/or supporting sheltering activities.
FNSS Toolkit	This toolkit provides guidance to assist in planning and allocation of resources for sheltering operations whether it be provided by government, non-governmental organization (NGO), faith- or private-based organizations to meet the access and functional needs of children and adults.

Source	Relevance
Effective Communications Toolkit	This toolkit applies to emergency management and public information professionals who work for or with local jurisdictions to communicate warnings, notifications, and other messages to news media and to the public.
Shelter Guide	This guide is under development to provide organizations without prior disaster experience with a basic overview of shelter operations that will help them to open and manage an emergency shelter.
Pre-Disaster Recovery Planning Guide for Local Governments	This planning guide is designed to help local governments prepare for recovery by developing pre-disaster recovery plans that follow a process to engage members of the whole community, develop recovery capabilities across governmental and non-governmental partners, and ultimately create an organizational framework for comprehensive local recovery efforts. The Pre-Disaster Recovery Guide for Local Governments can be found on the Texas General Land Office (GLO) website
Local Disaster Recovery Template	This template provides guidelines for the assessment of long term shelter and housing needs, community security, public information, public assistance, damage assessment, debris management, restoration of public facilities and services, and the coordination of public and private resources. The Local Disaster Template can be found on the Texas General Land Office (GLO) website

Authority

The laws, rules and/or policies that provide general authority for the missions and activities described in the Mass Care Annex (ESF-6) can be found in the Basic Plan. Additional authorities specific to this annex, if any, are listed below.

Source	Relevance
Constitution of the State of Texas	Describes the basic principles and laws for the state of Texas, the powers and duties of state government, and the guarantee of certain rights to Texas residents.
Disaster Recovery Reform Act of 2018 (DRRA)	Acknowledges the shared responsibility for disaster response and recovery, aim to reduce the complexity of Federal Emergency Management Agency (FEMA), and build the nation’s capacity for the next catastrophic event combines as part of the Federal Aviation Administration Reauthorization Act of 2018 .
RP57-Relating to implementing recommendations from the Governor’s Task Force on Evacuation, Transportation and Logistics	Directs TDEM to develop a statewide hurricane evacuation and shelter plan for persons with critical transportation needs, including medical patients and those with access and functional needs.
Texas Administrative Code Title 37	Defines the administrative duties of multiple state agencies as they relate to public safety and corrections in Texas.
Texas Education Code Section 37.108	Defines the parameters for multi-hazard emergency operations planning, auditing, and reporting.
Texas Education Code Chapter 88	Describes TDEM, Texas A&M University System, and other agencies and services that may be established by law or by the action of the board of directors.
Texas Government Code Chapter 411	Defines the Texas Department of Public Safety.
Texas Government Code Chapter 418	Provides authority and mechanisms to clarify and strengthen key roles, as well as authorize and provide for cooperation and coordination of an emergency management system embodying all aspects of pre- disaster preparedness and post-disaster response.
Texas Government Code Section 418.042	Describes provisions to be kept current by TDEM in the comprehensive state emergency management plan.

Source	Relevance
Texas Government Code Section 418.050	Provides guidelines for reentry of areas previously evacuated because of a disaster or threat of disaster.
Texas Government Code Section 418.11	Describes the Texas Statewide Mutual Aid System.
Texas Government Code Chapter 421	Describes the governor's role and responsibilities in state homeland security.
Texas Government Code Chapter 433	Describes the circumstances under which the governor may proclaim a state of emergency and designate the area involved.
Texas Government Code Chapter 469	Describes the Texas accessibility standards for the elimination of architectural barriers.
Texas Government Code Chapter 791	Authorizes Inter-local Cooperation Contracts.
Texas Health and Safety Code Chapter 81	Describes the Communicable Disease Prevention and Control Act.
Texas Health and Safety Code Chapter 97	Authorizes the control of communicable diseases.
Texas Health and Safety Code Chapter 161	Outlines the first responder immunization registry.
Texas Health and Safety Code Section 161.00705	Describes recording administration of immunization and medication for disasters and emergencies.
Texas Health and Safety Code Section 431.081	Defines adulterated food.
Texas Health and Safety Code Chapter 508	Authorizes the commissioner of public health or a health authority to respond to the introduction of an environmental or toxic agent into the environment in a manner similar to that authorized for responding to an outbreak of a communicable disease, as provided in Section 81.085.

Source	Relevance
Texas Health and Safety Code Section 531.002	Defines the local mental health authority and its responsibility within a specified region for planning, policy development, coordination, and resource development and allocation to help ensure the provision of mental health services in the most appropriate and available setting.
Texas Health and Safety Code Chapter 778	Describes the Emergency Management Assistance Compact.
Public Law 93-288 Robert T. Stafford Disaster Relief and Emergency Assistance Act, as amended	Grants statutory authority to the Federal Emergency Management Agency to provide disaster-relief assistance to states following a presidential disaster declaration.
Public Law 104-321 Emergency Management Assistance Compact	Describes the establishment of EMACs by the U.S. Congress in 1996. Lays the groundwork for all states to adopt agreements to provide and receive mutual aid assistance during disasters.
Public Law 109-308 Pets Evacuation and Transportation Standards Act (PETS Act) of 2006	Amends the Robert T. Stafford Disaster Relief and Emergency Assistance Act to ensure that state and local emergency preparedness operational plans address the needs of individuals with household pets and service animals following a major disaster or emergency.
Executive Order 13347 Individuals with Disabilities in Emergency Preparedness	Determines the federal government supports the safety and security of individuals with disabilities in situations involving disasters.
SB 982, session 86(R) - 2019 Texas Action	Develop a plan to increase the capabilities of local emergency shelters for the care of medical specialty populations during a disaster.
Federal Emergency Management Agency (FEMA)	Coordinates the federal government's role in preparing for, preventing, mitigating the effects of, responding to, and recovering from natural and man-made domestic disasters, including terrorism.
FEMA Comprehensive Preparedness Guide 101: Developing and Maintaining Emergency Operations Plans Version 2, November 2010	Provides guidance on planning and developing emergency operations plans.
FEMA Individual Assistance Program Policy Guide Version (March 2019)	Provides information on Individual Assistance (IA) programs offered by FEMA to a state, territorial, tribal, or local government jurisdiction affected by a disaster.
FEMA Public Assistance Program and Policy Guide (April 2018)	Provides information on Public Assistance (PA) programs offered by FEMA to a state, territorial, tribal,

Source	Relevance
FEMA Guidance on Planning for Integration of Functional Needs Support Services in General Population Shelters Version March 2, 2015	Provides planning guidance that can be incorporated into existing shelter plans to state emergency managers and shelter planners to meet access and functional needs in general population shelters.

Record of Changes

The TDEM Chief/TEMC Chair authorizes and issues changes to this document until such time as it is superseded. This document and all attachments are living documents. TEMC members are responsible for participating in plan reviews and are required to provide information concerning capability changes that impact their emergency management responsibilities. TDEM coordinates the plan-updating process and maintains the plan after receiving feedback and updates from partner agencies.

Lead and support agencies must ensure all records necessary for emergency management operations are available and that duplicate records are held at alternate locations.

Use the table below to record the following information:

- Change number, in sequence, beginning with 1
- Date change was made to the document
- Description of change and rationale if applicable
- Initials of person who made the change

Number	Date	Description	Initials

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Prepared by the Texas Division of Emergency Management, Preparedness Section.
For more information, visit the Texas Emergency Management Preparedness
website at <https://www.tdem.texas.gov>.