

2018

State of Alaska
Mass Care Group (MCG)
Operations Guide



**Mass Care Group
Operations Guide
August, 2018**

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INTRODUCTION

Purpose. Mass care is the coordinated, multi-agency, provision of services to disaster survivors with the intent to minimize immediate suffering. The purpose of this Mass Care Operations Guide (MCOG) is to capture standard practices and policies for state delivery of mass care in Alaska.

Scope. Disasters involving evacuations, displaced persons and pets, and destruction of property and infrastructure may require mass care services for survivors. The disaster may be the result of a natural or manmade hazard, but disaster mass care starts at the local level. Local communities, incident commands, Emergency Operations Centers (EOCs), and organizations conduct and coordinate mass care activities, employing available local resources and mutual aid agreements. When the need for disaster mass care services exceeds local community capabilities, the State executes state-level mass care operations. This guide assumes state-level mass care services will be coordinated with, and supporting, local community disaster operations.

This MCOG is intended to apply during all State of Alaska disaster response and recovery operations including field operations, and those in conjunction with a Federal disaster declaration and Joint Field Office (JFO) with the Federal Emergency Management Agency (FEMA).

Depending on the complexity of the disaster, specific mass care functions may be operationally sub-divided into Sheltering, Pets and Animals, Volunteers and Donations, Feeding, Emergency Supply Distribution, Family Reunification, and Human Services. Each specific function has a separate operations guide that works under this overall MCOG (see below under Organization).

Consideration of Access and Functional Needs are included in all aspects of state mass care operations and each functional area operations guide.

Integration with Alaska’s Emergency Operations Plan and State Emergency Operations Center – Mass Care Group (MCG). Overall state-level coordination of mass care in Alaska occurs through the MCG, organized under the State Emergency Operations Center (SEOC). This MCOG guides MCG operations and is structured to be consistent with Alaska’s State Emergency Operations Plan (EOP) and compliant with the National Incident Management System (NIMS). The MCG is comprised of representatives from the mass care agencies and organizations identified in Annex K of the EOP.

The MCG guides provision of the mass care services described in the EOP including Annex K (Mass Care), N (Evacuation), M (Pet Evacuation and Sheltering), and O (Volunteer and Donations Management).

CONCEPT OF OPERATIONS

Overall Concept. Mass care services are provided to minimize the immediate, disaster-caused suffering of survivors. Services are provided regardless of ethnicity, religion, citizenship, age,

gender, access or functional need, or economic status. State-level mass care operations are in support of local communities and consider the community's culture and geography.

Mass care services may include: sheltering, feeding, distribution of emergency supplies, family reunification, health/emotional/spiritual care services, provision of information on disaster recovery assistance, and management of volunteers and donations.

Effective mass care operations require multi-agency and multi-jurisdictional cooperation and coordination. Effective mass care operations are coordinated and integrated with the overall state disaster response. Government resources will not be adequate to meet the needs of all survivors, so volunteer, non-governmental, and faith-based organizations will have a significant role.

Overall state-level coordination of mass care occurs through the MCG, and subordinate functional taskforces which are established as needed. The MCG supports local communities, agencies, and organizations providing mass care to disaster survivors. The MCG, serving at the statewide level, provides resources, coordinates priorities across the state, and shares information for situational awareness, survivor reunification, and recovery. This MCOG is the guidance and implementation document for this MCG mission.

Priorities. MCG operational priorities are:

- Coordinate statewide mass care services in support of local communities, agencies, and organizations for all disaster survivors.
- Support evacuation centers
- Support shelter operations
- Support feeding operations
- Support distribution of emergency/relief supplies
- Support transition to long term/mass feeding
- Support human services including health/emotional/spiritual care and crisis counseling
- Support return of shelter residents to their residence or transition to temporary housing
- Support family reunification services
- Support volunteer service and donations management
- Support sheltering and care for disaster survivor pets and animals
- Support survivor access to information on disaster services, their loved ones, and their property.
- Support the transition from response to recovery

Strategies. MCG strategies for accomplishing the mass care mission may include any or all of the following:

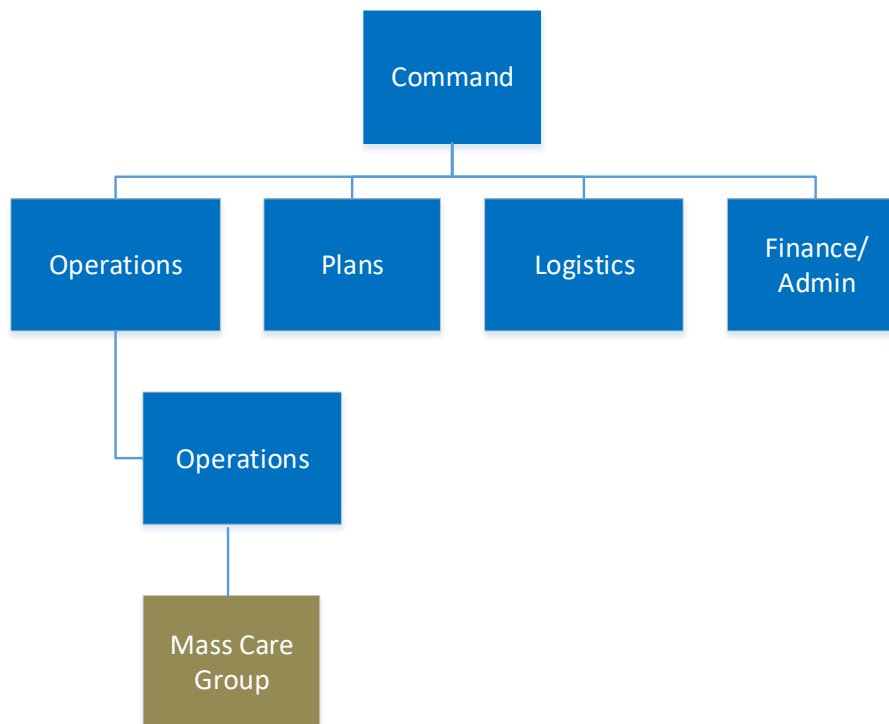
- Receiving and disseminating statewide information for mass care situational awareness (see below under Situation Information), family reunification, and survivor recovery assistance.
- Providing technical, administrative, organizational, planning, needs assessment, or operational guidance (see below under Coordination with Local Operations).

- Resource and deploy mass care equipment, supplies, personnel, or services from MCG organizations, or other sources (see below under Resource Provision).

ORGANIZATION

The MCG, pursuant to this guide, operates within the organization of the SEOC, according to standard organizational principles of NIMS Incident Command System (ICS). The MCG is part of the SEOC Operations Section for coordination of mass care services within the overall state disaster response and recovery (see Figure 1).

Figure 1 – Basic SEOC Organization



SEOC Operations Section. The MCG reports to the SEOC Operations Section. The Operations Section processes resource requests and directs State EOC and field operations. The Operations Section may be organized in Branches, Divisions, or Groups with responsibility for field operations and coordination with local community EOCs, commands, or incident management teams.

The MCG is the functional group under Operations for overall mass care operations. The MCG may be subordinated to a Branch depending on the incident and Operations Section ICS organizational structure.

As needed, specific mass care service functions may be organizationally sub-divided into taskforces under the MCG (see figure 2). When a mass care function is needed, but a taskforce is not established, that responsibility is handled by the Mass Care Group (MCG). Each specific mass care function/task force has a corresponding operations guide.

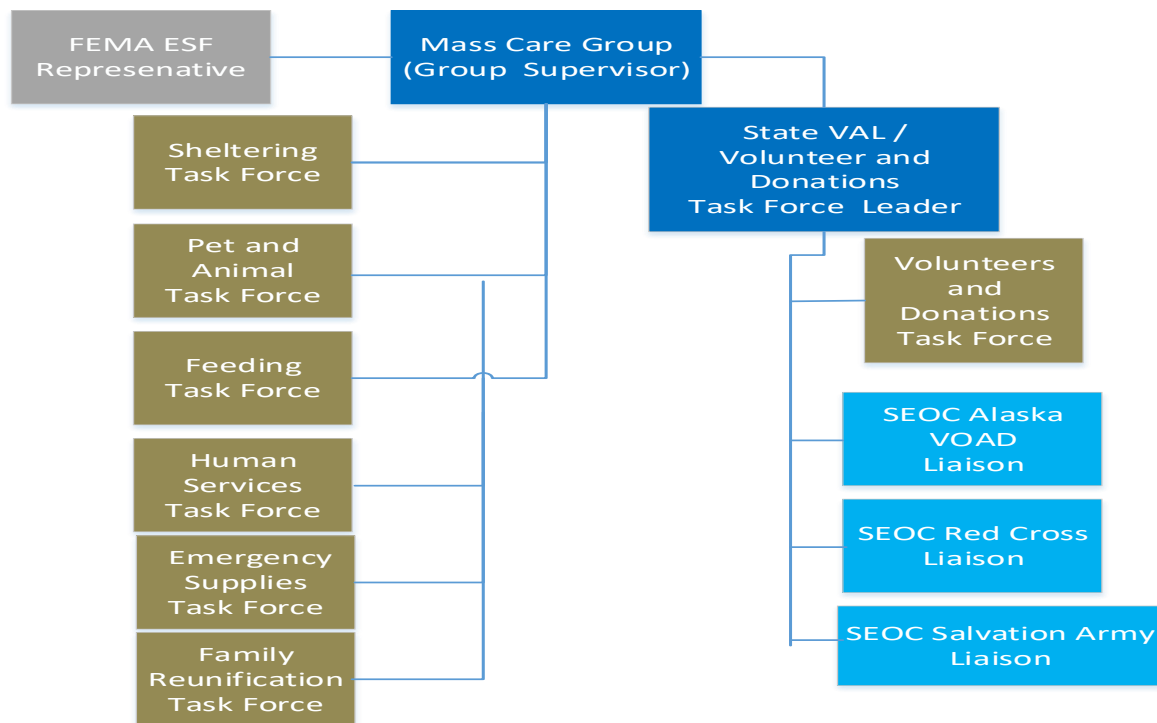
Specific geographical or functional sub-units of mass care may be created and subordinated to any organizational unit under Operations. As the complexity of the incident changes, the size and structure of the MCG ICS organization may change. Operations is initially response and then transitions to recovery as the disaster conditions stabilize.

While this guide describes the state level mass care operations, there may be local level mass care operations and organizations under local incident command. These local operations would be under local direction but supported by the State.

Pursuant to a Federal declaration of disaster, when a JFO is established, appropriate FEMA mass care representatives are matched with State representatives in a unified JFO organization.

A basic MCG organization is shown in Figure 2.

Figure 2 – Basic MCG Organization



MCG Leadership.

Mass Care Group Supervisor / State Mass Care Coordinator – The Mass Care Group Supervisor (MCGS) functions as the State Mass Care Coordinator, overseeing mass care operations. This position serves as the primary point of contact for mass care services and the MCG. This position supervises the Volunteer Agency Liaison and any mass care functional taskforce leaders if assigned. The MCGS coordinates with the Non-Governmental Organizations (NGOs) on behalf of the State and is responsible for overall communication and coordination with Operations and SEOC Command and General Staff. This position may have a Deputy. The Division of Homeland Security and Emergency Management (DHS&EM) staffs this position.

Voluntary Agency Liaison – The Voluntary Agency Liaison (VAL) works with the MCGS to coordinate mass care support from the Alaska Volunteer Agencies in Disaster (AKVOAD), Alaska American Red Cross (ARC), and Salvation Army. AKVOAD encompasses all the state volunteer disaster support organizations. The VAL serves as the Task Force Leader for the Volunteers & Donations Task Force when it is established to support volunteer efforts. DHS&EM staff this position. Functional, specific guidance for this Task Force is provided in the Volunteers and Donations Operations Guide.

Sheltering Task Force Leader – A Sheltering Task Force is established when the complexity of disaster sheltering operations require. The Task Force Leader is provided by the American Red Cross (ARC) or other agency designated by the MCG. Functional, specific guidance for this Task Force is provided in the Sheltering Support Operations Guide.

Pet and Animal Task Force Leader – When the incident requires state level support for managing survivor pets and animals, the Pet and Animal Task Force is established. The Task Force Leader is provided by the Office of State Veterinarian (OSV) Office in the Alaska Department of Environmental Conservation (ADEC). Functional, specific guidance for this Task Force is provided in the Pet and Animal Support Operations Guide.

Feeding Task Force Leader – When the complexity of disaster feeding operations require it, a Feeding Task Force is established. The Task Force Leader is provided by the Salvation Army or other agency designated by the MCG. Functional, specific guidance for this Task Force is provided in the Feeding Support Operations Guide.

Human Services Task Force Leader – When the complexity of disaster human services operations requires it, a Human Services Task Force is established. The Task Force Leader is provided by Alaska Department of Health and Social Services (DHSS). The role of this Task Force is to provide health/emotional/spiritual care services. Functional, specific guidance for this Task Force is provided in the Human Services Support Operations Guide.

Donations and Volunteers Task Force Leader – When the incident requires support in the organization of volunteers and managing donations, a Volunteers & Donations Task Force is established. The VAL serves as the Task Force Leader. Functional, specific guidance for this Task Force is provided in the Donations and Volunteer Management Support Operations Guide.

Emergency Supply Distribution Task Force - When the incident requires support in the organization of emergency supplies/commodity distribution, an Emergency Supply Distribution Task Force is established. The Task Force Leader is assigned by the MCG. Functional, specific guidance for this Task Force is provided in the Emergency Supply Distribution Support Operations Guide.

Family Reunification Taskforce – When the incident requires support for coordination of family reunification, contact, and communication services for unaccompanied minors and other displaced by disaster the Family Reunification Taskforce can be established. Typically this Taskforce is led by the ARC “Safe and Well Registry” leader. Specific guidance for this Taskforce is provided in the Family Reunification Operations Guide.

Other agencies and organization representatives. Multiple State agencies and NGOs, working in support of state level mass care disaster operations, are identified in the State EOP Annex K. These organizations work within the MCG to respond to SEOC resource requests and share information. Specific roles for some of these organizations is explained in the functional area taskforce operations guides.

NOGs with established, pre-identified operational liaisons to the SEOC are:

American Red Cross (ARC)

ARC mass care operations are coordinated with the local community and SEOC. When available, local ARC districts within disaster areas initiate mass care operations in coordination with the local community. Local operations are coordinated through ARC representatives at local community commands or EOCs. Outside ARC district areas, mass care operations are initiated by the ARC Alaska Region Headquarters in Anchorage. ARC may establish a local or regional field Disaster Relief Operation Headquarters.

Normally an ARC representative is seated in the SEOC. When an ARC representative is unavailable for the SEOC, coordination occurs through teleconference and email.

The Salvation Army

Salvation Army of Alaska mass care operations are coordinated with the community and SEOC. When available, local Salvation Army service areas within disaster areas initiate mass care operations in coordination with the local community. Local operations are coordinated through Salvation Army representatives at local community commands or EOCs. Outside established service areas, mass care operations are coordinated through The Salvation Army's Divisional Headquarters in Anchorage. The Salvation Army may establish a local or regional field Salvation Army Incident Management Team.

Normally a Salvation Army representative is seated in the SEOC. When a Salvation Army representative is unavailable for the SEOC, coordination occurs through teleconference and email.

Alaska Volunteer Organizations Active in Disasters (AKVOAD)

AKVOAD, a chapter of the National Volunteer Organizations in Disaster, brings together multiple organizations cooperatively to assist survivors of disaster. Normally an AKVOAD representative is seated in the SEOC. Sometimes the ARC or Salvation Army SEOC liaison represents both their agency and AKVOAD in the SEOC. AKVOAD members serve on the MCG and cooperatively support local and state disaster mass care operations.

Member organizations of AKVOAD include:

- Adventist Community Services (ACS)
- American Red Cross of Alaska (ARC)
- Catholic Charities USA
- LDS Charities

- Lutheran Disaster Response (LDR)
- Mennonite Disaster Service (MDS)
- Presbyterian Disaster Assistance (PDA)
- The Salvation Army
- Samaritan's Purse
- Team Rubicon
- United Methodist Committee on Relief (UMCOR)
- United Way of Anchorage
- World Renew

MASS CARE GROUP GENERAL FUNCTIONS

Communications. This guide assumes routine communication between the MCGS, the state level MCG, local community mass care operators, and supporting agencies and organizations. This plan assumes meetings of the MCG will primarily be by teleconference as the pace of operations and agency/organization commitments will rarely permit face-to-face meetings (see Appendix 3 – Example Daily Meeting Schedule). Communications with local communities is described above under Coordination with Local Operations.

Resources. The MCG coordinates provision of mass care resources in support of local communities, local mass care agencies, NGO field commands, tribes, and state agencies. Resource include mass care equipment, supplies, personnel, or services. Resources are requested, sourced, and deployed through SEOC resource processes. Prioritization of resources is determined by the MCG in coordination with SEOC Operations. Access and Functional Need populations are considered when resources are provided.

To provide required resources, the MCG may use resources from multiple sources including:

- State agencies and volunteer organizations
- Local communities not involved in the disaster
- Private sector procurements
- Donations
- Interstate mutual aid through the Emergency Management Assistance Compact (EMAC)
- International partners under Pacific Northwest Management Agreement (PNEMA)
- FEMA and other Federal agencies accessed through Immediate Response Authority, Defense Support to Civil Authorities, the Resource Request Form (RRF) process, and during a federally declared disaster - Emergency Support Function (ESF) 6, in accordance with the National Response Framework (NRF).

Coordination with Local Operations. The local community, locally based NGOs, or agency field commands make tactical decisions on the need for mass care resources, services, and their specific deployment and placement. Depending on local request and need, the MCG may provide supporting mass care guidance, personnel, resources, or services.

If SEOC Operations has deployed a State liaison to a local level command, this Operations liaison can serve as the MCG point of contact in the local command providing community mass care reports, resource requests, and information to the MCG.

Statewide Coordination and SEOC Operations. The focus of the MCG is supporting local mass care operations. Overall statewide mass care coordination and prioritization takes place in the SEOC through the MCG. Normally MCG coordination occurs in regular teleconference meetings involving supporting and partnering mass care agencies and organizations.

Situation Information: The MCG collects situation information including numerical and geographical tracking of survivors, shelter populations and locations, meal counts, agency reports, and other mass care operations. This information is used to evaluate strategy, tactics, and progress towards objectives. This information is also provided to SEOC Plans/Situation Unit for inclusion in the Incident Situation Report (SITREP), and to SEOC Public Information Officer (PIO) for dissemination as appropriate.

MCG may establish a daily reporting schedule, typically 0800, so that situation information is received and consolidated prior to any scheduled MCG conference call, typically held daily at 1000 (see Appendix 3 – Example Daily Meeting Schedule).

Shelter reporting: The American Red Cross (ARC) is responsible in Alaska for all sheltering data entry into the National Shelter System (NSS), regardless of whether the ARC is operating the shelter or not. The ARC provides a daily report on open shelters, their locations, and populations, to the MCG and SEOC Plan/Situation Unit. Typically this information is provided prior to, and included in, the SEOC Operational Briefing (see Shelter Support Operations Guide)

Meal Count reporting: Agencies providing Mass Care Feeding Operations (see Feeding Support Operations Guide) report meal counts showing the number of meals and/or snacks provided every 24 hours. This information is consolidated by the MCG in conjunction with SEOC Plan/Situation Unit to produce a daily statewide feeding report by agency and location.

Emergency Supply Distribution, Human Services, Volunteer and Donations, Pets and Animals, and Family Reunification reporting: Agencies providing mass care emergency supply distribution, human services, volunteer and donations management, pets and animals, and family reunification services report appropriate information on their operation's quantity of service and service locations to MCG and SEOC Plan/Situation Unit (see respective functional task force operations guides). This information is consolidated by the MCG in conjunction with SEOC Plan/Situation Unit to contribute to the SITREP and to allow SEOC Operations to evaluate strategy, tactics, and progress towards objectives.

Survivor Recovery Assistance Information: The MCG coordinates statewide dissemination of survivor recovery assistance information on recovery programs, services, benefits, registration and applications, grants, document and vital record recovery. Dissemination methods will take into account Access and Functional Need considerations including non-English speaking or English as a second language, deaf, and blind.

The MCG may disseminate information through:

- SEOC PIO using news media, radio and television, social media, web sites, press and releases.
- Disaster Assistance or Recovery Centers.
- Information provided at family reunification centers, shelters, points of distribution, or evacuation sites.
- Mobile teams involved in mass feeding, welfare checks, individual assistance registration, or disaster survivor assistance.

Disaster Assistance / Recovery Centers

When a disaster emergency is declared for an area, and the declaration includes the Individual Assistance (IA) recovery program, Disaster Assistance Centers (DACs) – during State declared disasters or, Disaster Recovery Centers (DRC's) – during federally declared disasters – are established in the declared area. The MCG coordinates State Mass Care information, representatives, and services at DACs/DRCs.

The number of potential applicant's, locations, hours and length of operations of the Centers depend on the size and complexity of the disaster incident, State and Federal recovery programs included in the declarations, and local requests.

The objective of the Centers is to provide a physical location where disaster survivors can easily access disaster services and information under state or federal recovery programs.

The MCG plays the lead role in establishing and supporting the Centers.

Typically, when a declared disaster includes the IA recovery program, SEOC Operations assigns an IA Branch Director (IABD) to oversee implementation of the Individual Assistance program. The MCGS works with the IABD to support Mass Care in the DACs/DRCs.

Typically, DACs/DRCs are a minimum of three days which may include weekends. After this period staffing is evaluated based upon client needs. DACs/DRCs are demobilized in coordination with the IABD and MCG.

REFERENCES

State of Alaska Emergency Operations Plan, Annex K: Mass Care (ESF #6)

Donations and Volunteer Management Guide

Emergency Supplies Distribution Guide

Feeding Support Operations Guide

Human Services Operations Guide

Pet Sheltering and Evacuation Support Guide

Sheltering Support Operations Guide

National Response Framework, ESF 6 Annex – Mass Care, Emergency Assistance, Housing, and Human Services

APPENDIX 1 – State MCG Checklist

Other Mass Care Checklists appear in the functional Task Force Operation Guide

SEOC MASS CARE GROUP SUPERVISOR CHECKLIST

✓	Action	Position/ Agency / Organization Supporting
	Establish required Mass Care staffing in SEOC	MCGS
	Assess the complexity of the disaster incident and anticipate Mass Care requirements	MCGS
	Notify Mass Care Group primary participants and request those needed to the SEOC: <ul style="list-style-type: none"> - Red Cross - Salvation Army - AKVOAD - DHSS - FEMA - OSV 	MCGS
	Conduct a preliminary Mass Care Group Conference Call that briefs the current and anticipated situation while arranging a schedule for subsequent calls.	MCGS
	Assess the need for functional area Mass Care Task Forces.	MCG
	Verify Access and Functional Needs are addressed in all Mass Care operations.	MCG
	Survey available Mass Care resources and identify shortfalls	MCG
	Prepare SEOC resource requests for resource needs	MCGS Taskforce Leaders
	Gain Mass Care situational awareness including numbers and locations of evacuees, sheltered, needing food, etc. and coordinate with SEOC Plans/Situation Unit to record, report and update this information.	MCGS
	Conduct regular Mass Care conference calls	MCGS
	Prepared for Mass Care Demobilization	MCG

APPENDIX 2 – State MCG Checklist

DAC/DRC MASS CARE CHECKLIST

✓	Action	Position/ Agency / Organization Supporting
	In coordination with the Individual Assistance Branch Chief, asses the need for Mass Care services at DACs or DRCs deployment including: <ul style="list-style-type: none"> - Number and locations of DAC/DRCs - Schedule for deployment - Facilities and their requirements including Access and Functional Needs considerations - Representatives from agencies and organizations to staff 	MCGS, IABD
	In coordination with Individual Assistance Branch Chief consider providing the following programs/services at DAC/DRC: <ul style="list-style-type: none"> - Disaster Unemployment and Service Center - Temporary Disaster Unemployment - Disaster Case Management 	MCGS, IABD
	Submit SEOC resource requests required to support DACs/DRCs	MCGS
	Prepared for Center Demobilization	MCG

APPENDIX 3 –Example MCG Daily Meeting Schedule

Time	Activity	Purpose	Participants	Information product submission	Recipients	Responsible for submission
0700	MCG AM meeting	Determine: - MCG Priorities - MCG membership and conference call participants	- MCGS - SEOC - VOAD - Red Cross - Salvation Army - TF Leaders			
0800				Agency Situation Reports	SEOC	Appropriate MCG agencies
				Resource Status report, Meal Count	SEOC Plans/Situation Unit	- ARC - Salvation Army - Food Banks
				Shelter Report	MCGS SEOC	ARC
0830	SEOC Operational Briefing	Operational Briefing	All			
1000	Mass Care Conference Call	- Provide current situation - Determine resource needs and shortfalls - Determine priority of resources -	All			
1100	Tactics meeting	Provide information and requests to OPS/IABD so effective tactics can be developed	MCGS			
1400	Planning Meeting	Provide required inputs to IAP as needed through OPS/IABD or Plans/SITU	MCGS			
1830	MCG PM meeting	Review daily activities; resolve issues;	- MCGS - SEOC - VOAD - Red Cross - Salvation Army - TF Leaders			

Human Services / Family Reunification Support Checklist

✓	Action	Position/ Agency / Organization Supporting
	In coordination with the Mass Care Group Supervisor, asses the need for Human Services Support including: <ul style="list-style-type: none">- Health care services- Emotional care services- Spiritual care services-	MCGS, HSTFLD
	In coordination with the Mass Care Group Supervisor, asses the need for Family Reunification Services: <ul style="list-style-type: none">-	MCGS, HSTFLD

Emergency Supplies Distribution Support Checklist

Outcome: Sustained distribution of needed commodities / emergency supplies to disaster survivors

✓	Action	Position/ Agency / Organization Supporting
	<p>Assess the need and capacity for emergency supply / commodity distribution using the Emergency Supplies Distribution Support Operations Guide:</p> <ul style="list-style-type: none"> - Survey the need in the disaster area for commodities and emergency supplies - Assess the available transportation, delivery, and Points of Distribution infrastructure. - Determine amounts to be distributed and locations - Request resources to meet shortfalls - Coordinate with agencies involved in commodity distribution 	MCG, CDTFLD
	<p>Gain situation awareness on emergency supply distribution and in cooperation with SEOC Plans/Situation Unit and MCGS in order to:</p> <ul style="list-style-type: none"> - Receive, consolidate, and report on distribution, supply arrival and how they were used. - Effectiveness of emergency supply distribution - 	CDTFLD, MCG

Family Support and Reunification Checklist

Outcome: Survivors are provided support for contact and communication with their families and loved ones

✓	Action	Position/ Agency / Organization Supporting
	Assess the need and resources required for Family Support and Reunification services including consideration of: <ul style="list-style-type: none"> - Unaccompanied minors - Disruption in pre-incident communication systems - 	MSG
	Implement the Family Support and Reunification Plan and Family Support Task Force including: <ul style="list-style-type: none"> - Identifying agencies with authority to care for unaccompanied minors - Providing guidance and resources to supported agencies 	MSG, FSTFLD

SEOC Mass Care Group Supervisor Checklist

✓	Action	Position/ Agency / Organization Supporting
	Establish required Mass Care staffing in SEOC	MCGS
	Assess the complexity of the disaster incident and anticipate Mass Care requirements	MSGS
	Notify Mass Care Group primary participants and request those needed to the SEOC: Red Cross Salvation Army VOAD DHSS FEMA OSV	MCGS
	Conduct a preliminary Mass Care Group Conference Call that briefs the current and anticipated situation while arranging a schedule for subsequent calls.	MSGS
	Assess the need for functional area Mass Care Task Forces.	MCG
	Verify Access and Functional Needs are addressed in all Mass Care operations.	MCG
	Survey available Mass Care resources and identify shortfalls	MCG
	Prepare SEOC resource requests for resource needs	MCGS Taskforce Leaders
	Gain Mass Care situational awareness including numbers and locations of evacuees, sheltered, etc. and coordinate with SEOC Plans/Situation Unit to record, report and update this information.	MCGS

	Conduct regular Mass Care conference calls	MCGS
	Prepared for Mass Care Demobilization	MCG

Mass Care Feeding Checklist

✓	Action	Position/ Agency / Organization Supporting
	Activate the Feeding Task Force according to the Feeding Operations Guide	FTFLD
	Assess feeding requirements in coordination with MCGS. <ul style="list-style-type: none"> - Account for infants, children and special dietary needs (including medical and religious needs) - Verify feeding operations at shelters 	FTFLD
	Respond to requests for feeding resources from local communities and supported agencies.	FTF
	Assess meal production and distribution capability and identify feeding requirements and shortfalls	FTF
	Support Points of Distribution (PODs) as required	FTF, MCG
	Request resources to meet anticipated shortfalls	FTFLD
	Gain situational awareness on feeding operations and receive regular (usually daily) reports on meals/snacks served. Work with MCGS and SEOC Plans/Situation Unit to record, report, and update this information.	FTFLD
	Assess appropriate timeline line for transition from Mass Care feeding to DSNAP and target distribution of household food boxes	FTF, MCG
	Coordinate the implementation of DSNAP in eligible jurisdictions including distribution locations	FTF, MCG
	Assess the need for targeted household disaster feeding and implement as required including <ul style="list-style-type: none"> - Determining the type and amount of food required - Areas for distribution - Sources of food - Initial distribution date 	FTF, MCG

	<ul style="list-style-type: none">- Process for assembly of food boxes- Distribution timeline- Demobilization process	
	<p>Demobilize Mass Care feeding operations</p> <ul style="list-style-type: none">- Confirm demobilization criteria has been met- Coordinate feeding demobilization agency plans with local communities so that advance notice is provided to the public- Demobilize food production and distribution capabilities.	FTF, MCG

Pets and Animals Support Checklist

Service animals are not household pets and must remain with the person to whom they are assigned.

✓	Action	Position/ Agency / Organization Supporting
	Assess the need and capacity for pets and animal support using the Pets and Animal Support Operations Guide: <ul style="list-style-type: none"> - Survey the need in the disaster area ... - Assess the ,,, - Determine ,,, - Request resources to meet shortfalls - Coordinate with agencies involved in pets and animals 	MCG, PATFLD
	Gain situation awareness on pets and animal services in cooperation with SEOC Plans/Situation Unit and MCGS in order to: <ul style="list-style-type: none"> - Receive, consolidate, and report on ,,, - Effectiveness of ,,, - 	MCG, PATFLD

Shelter Support Checklist

Outcome: Survivors are provided safe shelters and life-sustaining shelter services

✓	Action	Position/ Agency / Organization Supporting
	Activate the Shelter Support Task Force according to the Shelter Operations Guide	STFLD
	Assess shelter requirements in coordination with MCGS. <i>Estimate the population currently in shelters or requiring shelter services considering...</i> <ul style="list-style-type: none"> - Evacuation shelters - Congregate Shelters - Non-congregate care shelters - Other shelters 	STFL, MSG
	Identify shelter resource requirements and shortfalls for estimated shelter populations: <ul style="list-style-type: none"> - Include consideration of evacuation routes, collection points, tracking, and family reunification 	STFL, MSG,
	Respond to requests for sheltering resources from local communities and supported agencies.	STFL, MSG
	Identify potential health and medical issues that require support in general population shelters, coordinating support with DHSS	STF, DHSS
	Verify all shelters have been assessed for Access and Functional Needs and request resources to meet shortfalls.	STF,
	Request resources to meet anticipated shortfalls	STFLD
	Estimate household pet and service animal resource requirements for shelter residents and obtain resources to meet needs and requests in coordination with supporting agencies and organizations listed in the Pet and Animal Operations Guide	STF, SVO
	Gain situational awareness on shelter operations and Work with MCGS and SEOC Plans/Situation Unit to record, report, and update this information.	STF, STFLD,

	<p>Provide support to shelter providers and check with the regularly (daily) to:</p> <ul style="list-style-type: none"> - Establish priorities for shelter support operations - Respond to resource requests from shelter providers - Coordinate provision and distribution of disaster information (family reunification, recovery information, id replacement, etc.) to shelter residents with MCGS and SEOC OPS 	STF, MCG
	<p>Support planning for discharge/return of shelter residents to their residence, permanent, or transitional housing in coordination with MCG and State Housing Task Force (if established).</p> <ul style="list-style-type: none"> - Determine transportation/movement needs - Determine transitional housing needs - Coordinate resource requests to support return or transition. - Support discharge planning 	STF, MCG
	Demobilize shelter operations	STF, MCG