

## **SECTION 21**

### **WELFARE (MASS CARE)**

#### Statement of Purpose

In the event of a major emergency or a disaster, residents of Sangamon County may be faced with the need for food, clothing, temporary housing, mental health, disaster health services, family reunification or other welfare needs. It is the purpose of this annex to identify those agencies responsible for providing emergency welfare services.

#### Situations and Assumptions

##### Situations

The residents of Sangamon County are vulnerable to the effects of various major emergencies or disasters. The effects of these hazards may greatly impact their social and economic well-being.

##### Assumptions

In the event of a major emergency or disaster, many Sangamon County residents who would not normally be clients of local social services organizations may require some form of individual assistance. Individuals and families who suffer from the effects of such emergency or disaster may have immediate disaster caused needs and may lack sufficient resources to begin recovery and resume a more normal living pattern.

In the event the President of the United States declares Sangamon County a disaster area, several forms of individual assistance may become available.

#### Concept of Operations

The Incident Commander is responsible for the overall management of an incident, including determining incident objectives and strategies and establishing the immediate priorities. Ensuring that a Mass Care System is meeting the welfare needs of residents is one of the critical objectives when determining strategies and will be an immediate priority.

In the event of a major emergency or disaster situation, various representatives will report to the EOC to coordinate assistance for those residents in need. The County of Sangamon will provide status reports, outlining welfare needs to the IEMA regional coordinator for inclusion in a request for federal assistance, if needed.

### Organizations and Responsibilities

The Red Cross will be the main agency responsible for working with individuals and families to address their disaster caused needs. In doing so, the Red Cross considers the emotional, physical, material and family reunification needs created or aggravated by the disaster, and provides assistance for those items that are essential to individuals or families continuing recovery.

It is the responsibility of the Red Cross Family Service staff to assess immediate disaster caused needs, provide assistance within Red Cross guidelines, have a thorough understanding of community and government resources available to those affected and provide appropriate referral to those resources. It is the goal of the Family Service staff to ensure that all disaster caused needs have been met through Red Cross emergency assistance (including mass feeding operations), referral to other agencies and organizations, identification of family resources, or Red Cross additional assistance (including sheltering if the need exists, see Section 20).

Emergency assistance will be provided as soon as possible following an individual's or family's first contact with Red Cross and will consist of those items of verified need which allow the individual or family to resume a normal living pattern.

### Direction and Control

The Sangamon County EOC, will be the primary direction and control location. A representative from the Red Cross will report to the EOC to coordinate mass care needs. While at the EOC, the Red Cross representative will coordinate with other welfare agencies and will be the point of contact for the Public Information Officer.

### Contact of Government

OEM will work closely with the Red Cross to insure that mass care needs are met. OEM and the Red Cross will also work jointly to insure that this annex is maintained and reviewed for updating.

### Appendices

1. Pre-Emergency Operations Checklist
2. Response Operations Checklist
3. Recovery Operations Checklist
4. Family Assistance Center Checklist

## **APPENDIX 1**

### **PRE-EMERGENCY OPERATIONS CHECKLIST**

1. Identify local or religious groups available to provide welfare assistance.
2. Identify special concerns residents that may require welfare assistance .
3. Coordinate with Red Cross, Salvation Army and Central Illinois VOAD to ensure cooperation.
4. Promote Family Communications Planning.
5. Provide client assistance using Safe and Well Website (American Red Cross).

## **APPENDIX 2**

### **RESPONSE OPERATIONS CHECKLIST**

1. Upon determination that a situation has occurred requiring the activation of the County of Sangamon welfare system, the OEM Director will notify and request a representative of the Red Cross to report to the EOC.
  
2. The OEM Director will coordinate with damage assessment teams and welfare agencies to determine the human needs requirements.
  
3. American Red Cross will activate local volunteers and staff in Mass Care and Client Services.
  
4. If the scope of the disaster is large, the American Red Cross will activate Safe and Well website for family reunification.

### **APPENDIX 3**

#### **RECOVERY OPERATIONS CHECKLIST**

1. Provide volunteers to assist in operations of “Disaster Assistance Centers” following a Presidential Disaster Declaration.
2. Coordinate with Public Information Officer concerning the locations of Disaster Assistance Centers.
3. Coordinate welfare operations to ensure that all residents in need are assisted.
4. Manage requests for Health and Disaster Mental Health services through American Red Cross staff and local partner resources.

## **APPENDIX 4**

### **FAMILY ASSISTANCE CENTER CHECKLIST**

1. Establish a Family Assistance Center for families in the event of a transportation accident.
2. Coordinate with organizations and personnel offering counseling, religious and other support services to the operation.
  - a. Qualified local resources should be integrated with American Red Cross personnel for crisis and grief counseling, food services, administrative assistance, and other support services to family members and support organizations.
  - b. Crisis and grief counseling for family members.
3. Assess the needs and available resources of other crisis support agencies and coordinate with them to ensure ongoing emotional support for workers during the operation.
4. If necessary, deploy a Spiritual Care Response Team (SRT) to coordinate on-site spiritual care.