

# Mass Care Playbook for Pennsylvania

January 18, 2024

# Introduction

The Commonwealth of Pennsylvania is comprised of 67 counties, each having its own Emergency Management Agency which initiates response to disasters. Similar to how the Federal Emergency Management Agency (FEMA) supports States, the Pennsylvania Emergency Management Agency (PEMA) and Pennsylvania Department of Human Services (PADHS) support the county led response.

The Mass Care Playbook for Pennsylvania looks at how partners interact to meet a variety of needs, both those of the residents impacted by disasters as well as needs for coordination amongst partners. By the nature of this being a Playbook, it is comprised of Plays that spell out the steps to be taken for meeting the needs, thereby executing the “Play.” The Playbook is divided into sections based on the seven areas of Mass Care and Emergency Assistance: Sheltering, Feeding, Distribution of Emergency Supplies, Reunification, Evacuee Support, assistance to those with Access or Functional Needs and assistance to those with Household Pets. It is intended to be a practical, usable tool in the moment of response, based on extensive research into the resources available and the processes for providing those resources.

The intended audience is mass care partners such as government agencies, voluntary and private sector organizations at the local, Commonwealth and national levels coordinating together to meet all mass care unmet needs during a response in Pennsylvania.

## Pennsylvania’s Demographic Information (based on Census Bureau estimates as of July 1, 2022)

<b>Population:</b> 12,972,008 (+164,948)	% under the age of 5 5.3% (-.02%)	% aged 65 or over 19.0% (+1.2%)	% of those under age 65 with a disability. 9.8% (+.2%)
---	--------------------------------------	------------------------------------	---

# **Table of Contents**

<u>Introduction</u>	<u>Page 2</u>
<u>Mass Care Points of Contact</u>	<u>Page 4</u>
<u>Overview of Pennsylvania’s Mass Care Services</u>	<u>Page 6</u>
<u>General Mass Care</u>	<u>Page 8</u>
<u>Sheltering</u>	<u>Page 12</u>
<u>Feeding</u>	<u>Page 25</u>
<u>Logistics Support and Distribution of Emergency Supplies</u>	<u>Page 32</u>
<u>Reunification</u>	<u>Page 37</u>
<u>Evacuation Support</u>	<u>Page 40</u>
<u>Ensuring Accessibility for the Whole Community</u>	<u>Page 43</u>
<u>Household Pets and Service Animals</u>	<u>Page 50</u>

# Mass Care Points of Contact

## *Commonwealth Agency Contacts*

<i>Agency/Organization</i>	<i>Lead Contact</i>	<i>Area of Focus</i>	<i>Phone</i>	<i>Email Address</i>
<b>PA Department of Aging</b>	Kevin Atkinson	Lead Agency Representative	717-772-0204	<a href="mailto:keatkinson@pa.gov">keatkinson@pa.gov</a>
<b>PA Department of Agriculture</b>	Kraig Kiehl	Lead Agency Representative	717-678-9517	<a href="mailto:krakiehl@pa.gov">krakiehl@pa.gov</a>
	Caryn Long Earl	Feeding	717-772-2688	<a href="mailto:cearl@pa.gov">cearl@pa.gov</a>
	Dawn Plummer	PA Food Policy Council	717-743-3166	<a href="mailto:dawplummer@pa.gov">dawplummer@pa.gov</a>
<b>PA Department of Community and Economic Development</b>	Angela Susten	Transition to long term housing	717-720-1435	<a href="mailto:asusten@pa.gov">asusten@pa.gov</a>
<b>PA Department of Drug and Alcohol Programs (DDAP)</b>	Ashley Staley	Lead Agency Representative	717-998-1089	<a href="mailto:asmstaley@pa.gov">asmstaley@pa.gov</a>
<b>PA Department of Education</b>	Vonda Ramp	Feeding	717-783-6556	<a href="mailto:vramp@pa.gov">vramp@pa.gov</a>
	Eliza Hanft	Feeding	717-783-6870	<a href="mailto:ehanft@pa.gov">ehanft@pa.gov</a>
<b>PA Emergency Management Agency (PEMA)</b>	Nick Stoops	Voluntary Agency Liaison	717-607-6009	<a href="mailto:nstoops@pa.gov">nstoops@pa.gov</a>
	Lou Ann May	Individual Assistance Officer	717-651-2145	<a href="mailto:lomay@pa.gov">lomay@pa.gov</a>
	Lawrence West	Recovery	717-651-2231	<a href="mailto:lawwest@pa.gov">lawwest@pa.gov</a>
	Molly Dougherty	Business Emergency Operations Center	717-651-2739	<a href="mailto:modoughert@pa.gov">modoughert@pa.gov</a>
	Matt McGeary	Logistics	717-651-2719	<a href="mailto:mamcgeary@pa.gov">mamcgeary@pa.gov</a>
<b>PA Department of General Services</b>	Frank Walkowiak	Logistics	717-395-0548	<a href="mailto:fwalkowiak@pa.gov">fwalkowiak@pa.gov</a>
<b>PA Department of Health (PA DOH)</b>	Leslie McCurdy	Medical Branch in Commonwealth Shelters	717-736-7312	<a href="mailto:lmccurdy@pa.gov">lmccurdy@pa.gov</a>
	Jessica Miller	Access and Functional Needs		<a href="mailto:miljessi@pa.gov">miljessi@pa.gov</a>
<b>PA Housing Finance Agency</b>	Clay Lambert	Transition to long term housing	717-780-3924	<a href="mailto:clambert@phfa.org">clambert@phfa.org</a>
<b>PA Department of Human Services (PADHS)</b>	Devon Heberlig	Lead Agency Representative	717-460-1627	<a href="mailto:dheberlig@pa.gov">dheberlig@pa.gov</a>
	Christine Heyser	Mass Care Coordinator	717-461-0389	<a href="mailto:cheyser@pa.gov">cheyser@pa.gov</a>
		Access and Functional Needs		
	Briton Lewis	Response and Recovery Manager	717-418-3555	<a href="mailto:brilewis@pa.gov">brilewis@pa.gov</a>
	Doug Trahey	Emergency Behavioral Health	717-609-5409	<a href="mailto:dtrahey@pa.gov">dtrahey@pa.gov</a>
<b>PA National Guard</b>	Jim Elliott	Distribution of Supplies		<a href="mailto:james.j.elliott6.mil@army.mil">james.j.elliott6.mil@army.mil</a>
	Ed Wallace	Distribution of Supplies		<a href="mailto:edward.t.wallace6.mil@army.mil">edward.t.wallace6.mil@army.mil</a>

<b>PA State System of Higher Education (PASSHE)</b>	Alan Margraf	Lead Agency Representative	717-720-4115	<a href="mailto:amargraf@passhe.edu">amargraf@passhe.edu</a>
---	--------------	----------------------------	--------------	--

**VOAD Agency Contacts**

<b>Agency/Organization</b>	<b>Lead Contact</b>	<b>Area of Focus</b>	<b>Phone</b>	<b>Email Address</b>
<b>American Red Cross</b>	Bill Slotter	Lead Agency Representative Government Liaison	281-635-5352	<a href="mailto:william.slotter@redcross.org">william.slotter@redcross.org</a>
	Adrian Grieve	State Relations Director	484-955-3336	<a href="mailto:adrian.grieve@redcross.org">adrian.grieve@redcross.org</a>
<b>Feeding Pennsylvania</b>	Derick Fritchey	Feeding	717-547-6310	<a href="mailto:dfritchey@centralpafoodbank.org">dfritchey@centralpafoodbank.org</a>
<b>Salvation Army</b>	Bob Myers	Feeding, Distribution of Supplies	267-784-6885	<a href="mailto:Bob_Myers@use.salvationarmy.org">Bob_Myers@use.salvationarmy.org</a>
	Luke Rodgers	Feeding, Distribution of Supplies	267-784-6887	<a href="mailto:Luke.Rodgers@use.salvationarmy.org">Luke.Rodgers@use.salvationarmy.org</a>
	Dean Hannah	Feeding, Distribution of Supplies	412-861-6046	<a href="mailto:dean.hannah@use.salvationarmy.org">dean.hannah@use.salvationarmy.org</a>
<b>Southern Baptist Disaster Relief</b>	Kenton Hunt	Feeding	570-772-2357	<a href="mailto:KentonH@brnunited.org">KentonH@brnunited.org</a>
	Craig Campbell	Feeding	717-319-6420	<a href="mailto:Craig.campbell.pa@verizon.net">Craig.campbell.pa@verizon.net</a>
<b>Operation BBQ Relief</b>	David Marks	Feeding	610-564-0885	<a href="mailto:dmarks@operationbbqrelief.org">dmarks@operationbbqrelief.org</a>
	Jay Collins	Feeding	910-364-3159	<a href="mailto:jcollins@operationbbqrelief.org">jcollins@operationbbqrelief.org</a>
<b>PA Animal Response Team (PART)</b>	Sarah Speed	Pet Sheltering	717-682-8701	<a href="mailto:sarah@paanimalresponse.org">sarah@paanimalresponse.org</a>
<b>PA Voluntary Organizations Active in Disaster (PAVOAD)</b>	Julia Frank	Coordination of Voluntary Organizations	215-430-1299	<a href="mailto:JFrank@libertylutheran.org">JFrank@libertylutheran.org</a>

**Federal Agency Contacts**

<b>Agency/Organization</b>	<b>Lead Contact</b>	<b>Area of Focus</b>	<b>Phone</b>	<b>Email Address</b>
<b>Federal Emergency Management Agency (FEMA) Region 3</b>	Rhonda Meggitt	Mass Care Specialist	205-299-4815	<a href="mailto:rhonda.meggitt@fema.dhs.gov">rhonda.meggitt@fema.dhs.gov</a>
	PJ Mattiacci	Disability Integration	202-340-4289	<a href="mailto:philip.mattiacci@fema.dhs.gov">philip.mattiacci@fema.dhs.gov</a>
<b>US Department of Housing and Urban Development (HUD)</b>	Brandon Porinchak	Mid Atlantic Disaster Coordination	202-578-1509	<a href="mailto:Brandon.R.Porinchak@hud.gov">Brandon.R.Porinchak@hud.gov</a>
<b>US Department of Agriculture (USDA)</b>	Joe Woody	Rural Development	865-617-2080	<a href="mailto:joe.woody@usda.gov">joe.woody@usda.gov</a>
	Monique Feeny	Food and Nutrition Services	609-259-5159	<a href="mailto:Monique.Feeny@usda.gov">Monique.Feeny@usda.gov</a>

# Overview of Pennsylvania's Mass Care Services

Since Pennsylvania is a Commonwealth, the first line of response always starts locally, usually with the municipal emergency management coordinator or at the County Emergency Management Agencies. Emergency management is locally executed, Commonwealth managed and federally supported. Due to Pennsylvania's commonwealth structure, many localities have realized the need to handle responses and thereby identified funding sources to purchase caches of equipment and supplies for local use. Particularly in larger cities, significant quantities of cots, blankets, and other mass care supplies are in storage facilities for easy access when needed.

County Emergency Managers (EMs) are responsible for submitting requests for resources to Pennsylvania Emergency Management Agency (PEMA) through the online WebEOC platform. In turn, PEMA will contact mass care partners such as voluntary organizations or the Pennsylvania Department of Human Services (PADHS) to determine if they can provide the needed resources before procuring items through PEMA Logistics or involving the Pennsylvania Department of General Services (DGS) to execute standing contracts or initiate new contracts. In cases where all Commonwealth resources have been exhausted, PEMA will forward the resource request(s) to FEMA.

PEMA is headquartered in the Commonwealth capital of Harrisburg, and organized into three geographic areas, West, Central and East. Each covering approximately 20 counties. There are eight Regional Task Forces, which support region-based planning and response activities for those incidents that exceed local and county capabilities through coordinated planning, training, and response. Regional Task Forces conduct planning across multiple counties and assist with setting priorities for obtaining and allocating resources amongst their counties. (See map next page, Page 7)

As designated by PEMA in the Commonwealth Emergency Operations Plan, PADHS is the Lead Coordinating Agency for ESF-6: Mass Care, Emergency Assistance, Housing and Human Services. Primarily responsible for the Commonwealth sheltering program as well as reunification, disaster assistance to those with access and functional needs and providing emergency behavioral health services. PADHS utilizes operational/planning task forces to assist mass care coordination. The purpose of operational/planning task forces is to bring together governmental partners at all levels, VOADs, private sector and other whole community partners to identify disaster caused unmet human services needs and link up available resources to meet these needs. PADHS has standing Commonwealth Task Forces for Feeding (established 2018), Sheltering (established 2019), and Disability Integration (established 2017 -- this task force provides a liaison to each of the other Task Forces to ensure all mass care services serve the whole community). These Task Forces meet regularly throughout the year and can activate into operational planning groups during response. Commonwealth Task Forces for Distribution of Emergency Supplies, Household Pets and Reunification are in development. Read more about mass care in Pennsylvania at [www.dhs.pa.gov/MassCare](http://www.dhs.pa.gov/MassCare).

Pennsylvania maintains a Commonwealth Sheltering Plan, which utilizes memoranda of agreements between PADHS and the PA State System of Higher Education (PASSHE) for use of 14 Commonwealth universities. (See Sheltering section for more detailed information.) When called upon to operate Commonwealth shelters, PADHS engages a collaborative approach with the American Red Cross providing experts in shelter management, registration and dormitory management. The Salvation Army, Southern Baptist Disaster Relief, Operation BBQ Relief or other feeding partner provides feeding in conjunction with the American Red Cross, and the Pennsylvania Department of Health (PA DOH) provide personnel to meet public health and medical needs.

Pennsylvania operates a Business Emergency Operations Center (BEOC) to engage with private sector partners on year-round resilience planning as well as to provide incident-specific information on impacted areas when disasters strike. The PA BEOC can help businesses know how to help their employees who may be



# General Mass Care

The following chart includes needs cross-cutting multiple mass care services and are included in this set of general mass care plays. The remainder of the Playbook provides charts specific to each mass care service area (sheltering, feeding, distribution of supplies, reunification, evacuee support, access and functional needs and household pets) along with introductory descriptions of Pennsylvania’s strategy for using its resources to meet the particular needs.

Need	Pennsylvania’s Process	Steps for Federal Support	Resources
<p><b>G1 – A locality needs immediate resources from the Commonwealth-level group best equipped to help</b></p>	<ul style="list-style-type: none"> <li>• County Emergency Managers consider a variety of sources for the needed resource – local voluntary organizations, county-owned stock or procurement methods, and inter-county mutual aid agreements.</li> <li>• Once determined the locality does not have resources to meet the need, the need or resource request is submitted by the County Emergency Management Agency to the Commonwealth of Pennsylvania Response Coordination Center (CRCC - PEMA’s emergency operations center) via the WebEOC operations platform. A Resource Request Addendum is available to assist county partners, PEMA and PADHS to delineate the needed capability and serve as a reference of available PADHS support and resources. (See link at right)</li> <li>• If a need for additional commodities or emergency supplies are identified by the representative for an organization/agency in the CRCC, this individual must direct the request back through the County where the items are needed and have the resource request come from the County to PEMA at the CRCC.</li> <li>• Upon receiving the request from the County, PEMA will consider sources – procurement by standing contracts, current inventories of supplies (which are in quantities for serving their Incident Management Teams), resourcing from other states via the Emergency Management Assistance Compact (EMAC) or passing to the Pennsylvania Department of General Services (PA DGS) for contracting and procurement. PA DGS is the Commonwealth Lead Agency for ESF-7 – Logistics. (See link at right to PA’s eMarketplace)</li> </ul>	<ul style="list-style-type: none"> <li>• A FEMA Region 3 IMAT (Incident Management Assistance Team) can be activated to the CRCC to provide immediate response coordination and SME in federal assets.</li> <li>• Other subject matter experts such as mass care, voluntary agency liaison and disability integration, can be positioned at specific command centers to assist, facilitate clarification of needs, and disseminate, or distribute resources.</li> <li>• FEMA Corps and FEMA Disaster Survivor Assistance (DSA) staff can serve as force multipliers to local or voluntary organization resources.</li> <li>• The Commonly Used Shelter Items (CUSI) list includes infant and toddler supplies. (See link at right) Localities can request supplies a la carte from the list through PEMA.</li> </ul>	<p>See agency points of contact on page 4-5.</p> <p><b><u>PEMA Resource Request Addendum - Commonwealth Managed Sheltering &amp; Sheltering Support</u></b></p> <p><b><u>PA’s eMarketplace</u></b></p> <p><b><u>Catalog of Commonly Used Shelter Items</u></b></p>



Need	Pennsylvania's Process	Steps for Federal Support	Resources
<p><b>G2 - Additional staff are needed to provide mass care</b></p>	<ul style="list-style-type: none"> <li>• Voluntary organizations throughout Pennsylvania will ramp up response operations based on magnitudes of impact to areas in which they serve. If the response requires assistance beyond their Commonwealth-level capability, specific organizations will activate a multi-state or national-level response.</li> <li>• PA VOAD will hold coordination calls during the response phase and can share needs for volunteers for different capabilities.</li> <li>• State Emergency Registry of Volunteers in PA (SERVPA) is a call down and volunteer rostering database of individuals who can respond to disasters. Some Medical Reserve Corps, Emergency Behavioral Health Teams and other response entities utilize SERVPA. In the case of a catastrophic event, SERVPA could serve as a referral point for spontaneous volunteers.</li> <li>• SERVPA requires creation of an account and completion of a survey to indicate occupation and agency affiliations for pairing with deployment roles.</li> <li>• Other methods of collecting volunteer needs and available volunteer information including partnership with 211 should be considered.</li> <li>• PADHS has trained approximately 250 of its Commonwealth employees in ARC Shelter Fundamentals v2 and/or in various Incident Command System trainings. They support disaster human services related missions including Commonwealth managed shelter operation or can assist the American Red Cross with local sheltering.</li> <li>• During a response, counties can activate their local CERT (Community Emergency Response Team) members and can be requested through county mutual aid agreements or by PEMA to provide staff to other counties. A Resource Request Addendum is available to assist county partners, PEMA and PADHS to delineate the needed capability for shelter support and to serve as a reference of available PADHS support and resources. (See link at right)</li> <li>• Mass care task forces on feeding, sheltering, disability integration, distribution of emergency supplies and reunification will have representatives on operational VOAD</li> </ul>	<ul style="list-style-type: none"> <li>• FEMA can explore contracting for staffing or can provide FEMA Corps staff for specific services such as sheltering support or Disaster Survivor Assistance (DSA) to register shelter residents. The Individual Assistance Support Contract (IASC) is no longer available.</li> </ul>	<p><b><u>PEMA Resource Request Addendum - Commonwealth Managed Sheltering &amp; Sheltering Support</u></b></p>

Need	Pennsylvania's Process	Steps for Federal Support	Resources
	<p>calls during the response phase of an incident. These representatives can make requests of the larger VOAD for staff to assist with specific tasks.</p> <ul style="list-style-type: none"> <li>• Southern Baptist Convention (SB) has developed a newer take on Disaster Relief staff called the "Send Relief" cadre. The cadre is more streamlined with less training requirements, allowing for the management of spontaneous, event-based volunteers. Volunteers do not need to be members of the Southern Baptist Church.</li> </ul>		
<p><b>G3 – Disseminate timely, accurate messages to the general public re: availability of mass care assistance</b></p>	<ul style="list-style-type: none"> <li>• For a notice event, PEMA's Public Affairs Office will proactively send press releases to media and push messaging for protective measures through social media.</li> <li>• If the incident reaches the level of using Commonwealth shelters, PEMA publicizes those locations to the public. PEMA does not publicize local shelters. This is done by the ARC or County.</li> <li>• Both the ARC and FEMA have phone apps that can be downloaded, which indicate locations of open shelters. (See link at right)</li> </ul>	<ul style="list-style-type: none"> <li>• FEMA External Affairs will obtain input from FEMA staff (including mass care and voluntary agency liaisons).</li> <li>• When related to messages from the State, FEMA EA will work on integrating the information, but also will disseminate press releases on FEMA or other federal agency initiatives.</li> <li>• Messages will be transparent and honest, conveying the true challenges of the situation rather than giving a false sense of security.</li> </ul>	<p><b><u>Real-time info on open Red Cross shelters</u></b></p>
<p><b>G4 – When there is a Governor's Declaration, utilize EMAC to bring in subject matter experts from outside states</b></p>	<ul style="list-style-type: none"> <li>• Prior to requesting federal assistance, if there is a Governor's Emergency Declaration, PEMA can utilize the EMAC to request support from other states.</li> <li>• PADHS has been very active in sharing staff with other states such as NC for Hurricane Florence in 2018, TX for 2015 floods, as well as with ARC operations (half a dozen staff assisted the ARC in NC, SC, GA, and FL following Hurricane Matthew and in Louisiana following severe floods).</li> <li>• EMAC can include requests for subject matter expertise or highly skilled strike teams as well as material resources/equipment. PADHS trains and exercises to become</li> </ul>	<ul style="list-style-type: none"> <li>• If PEMA is overwhelmed or expects to be overwhelmed in a notice event, they can request an EMAC A-team which provides 4-5 staff from outside the Commonwealth to process EMAC requests for assistance (whether open to all states in the US or specified to a particular state).</li> </ul>	<p><b><u>EMAC website, including training videos and guidance on Mission-Ready Packages</u></b></p> <p><b><u>Resource Typing Library Tool (RTLTL)</u></b></p>

Need	Pennsylvania's Process	Steps for Federal Support	Resources
	<p>qualified according to National Resource Typing standards (See link at right) for staff positions.</p>		
<p><b>G5 – Involve private sector partners to meet needs of survivors</b></p>	<ul style="list-style-type: none"> <li>• There are approximately 500 businesses participating as Trusted Partners of the Pennsylvania Business Emergency Operations Center (PABEOC). During an incident, needs are disseminated to the partners, and if they have resources to assist, they are put in direct contact with the Commonwealth agency, voluntary organizations or impacted counties to coordinate how the resources will be provided.</li> <li>• Often, businesses are interested to know about areas of impact and open shelters, because they may operate in those areas and have employees who are affected by the disaster. The BEOC has a public dashboard through the Homeland Security Information Network (HSIN), and they regularly publicize information on impacted areas in the moment on this dashboard.</li> </ul>	<ul style="list-style-type: none"> <li>• Through the Region 3 Business EOC (RBEOC), the FEMA Region 3 Private Sector Liaison will share unmet needs with private sector partners on the daily RBEOC Coordination Call. Should a partner have resources for the need, the RBEOC Director will share with the VAL and others for potential coordination with Commonwealth, local or voluntary agency partners.</li> </ul>	<p><b><u>Dashboard link for PA BEOC</u></b> (Available when activated during an event)</p>

# Sheltering

For nearly all counties in Pennsylvania, the American Red Cross (ARC) is the first call by the County EMA when there is the need to open a shelter. When this occurs, the ARC notifies its volunteers who will handle management of the shelter as well as registration, health services, dormitory management and feeding. At the local level, the ARC regularly meets with each County to set agreed expectations on sheltering capabilities. Generally, the ARC commits to operating one shelter per county, although if there are 20-30 counties impacted, they will need to consolidate counties until their national relief operation brings in further staff. Depending on the locality where the shelter is needed, there may be support from the County EMA, the local or PA DOH or other voluntary organizations, particularly the Salvation Army with feeding. Other groups that sometimes are involved include local EMS for health services support, local restaurants or caterers to provide meals, and faith-based groups such as the Church of the Brethren to provide in-shelter childcare.

If an incident impacts a large number of households, the impacted County may notify PADHS they anticipate the need for sheltering will exceed their capabilities. It is possible that by utilizing resources from neighboring counties through Pennsylvania Intrastate Mutual Aid (PIMA), the sheltering need can be met. However, if the need still outweighs the local resources, the County will submit a resource request through PEMA for a Commonwealth shelter to be opened. A Commonwealth shelter can be opened when mandated by the Governor.

The request to PADHS for sheltering may be for staffing support, or the request may require a facility and/or other wraparound in addition to staff. In this case, PADHS will review their surveys of 14 pre-identified state universities, including square footage for capacity and the amenities available at the facility. All 14 of the Commonwealth universities can be used as shelters by contacting the PA State System of Higher Education (PASSHE) and Memoranda of Understanding (MOU) with PADHS are in process. Even with PADHS providing overall coordination and resource support, they will request the ARC provide shelter management, registration staff and dormitory management staff. Depending on details of the particular university's MOU, contracted food services may be utilized, or the kitchen may be used by an outside group to prepare meals. Also, the PA DOH will serve as the Lead Agency for Public Health and Medical Services in the Commonwealth shelter, where they triage incoming shelter residents to identify physical or behavioral health needs. Although basic first aid is available in the shelter, for more serious needs, PA DOH will arrange transport of the individual to an appropriate medical facility.

PADHS's target capability is operation of two Commonwealth shelters at any time. Since the average capacity for a Commonwealth shelter is about 2,000 people, the total target capability is 4,000 individuals. For short-term (1-2 days) evacuation sheltering, planning guidelines require 20 square feet per shelter resident. If the shelter is expected to operate for more than 2 days, residents will need 40 square feet per person. People with access and functional needs may require additional square footage.

The level of damage to homes and number of available nearby housing resources will largely determine how long a shelter will need to operate. A Multi-Agency Shelter Transition Team (MASTT) approach requires numerous agencies (FEMA, HUD, Commonwealth Housing, Homeless Services) and organizations (ARC and faith-based repair teams) to determine the shelter residents' obstacles to recovery and provide resources to overcome those obstacles. Where disasters are of ARC National Level severity, ARC conducts Shelter Residence Transition. This program provides client centered services to support client/family recovery through coaching, problem-solving, advocacy, internal and external organization, referrals and recovery planning.

Since Hurricane Sandy, October 2012, there has been a strong push toward new federal programs to expand housing options. These are various efforts to leverage construction expertise by voluntary organizations or direct contractors, as well as direct payment to hotels or property owners through direct lease of available units. The PA Guard also can set up sheltering tents for up to 150 people, with cots, restrooms and other amenities.

During the COVID-19 pandemic non-congregate shelter in the form of hoteling was used for various populations including individuals experiencing homelessness with nowhere to isolate or quarantine, certain first responders, and for some Pennsylvanians impacted by Hurricane Ida (September 2021). For the latter, a need for social distancing combined with unprecedented low availability of affordable housing units resulted in months long hotel stays for some survivors. Some degree of non-congregate shelter likely to be needed for the foreseeable future, particularly for populations vulnerable to the impacts of communicable disease and as an option for certain individuals with disabilities for whom congregate shelters are not appropriate. During COVID-19, partnerships with the Restaurant and Lodging Association have proven essential when there is a need to identify willing hotel partners as non-congregate shelter locations. The Continuums of Care were also a critical partner when serving individuals experiencing homelessness or those who are precariously housed as they serve as a coordinated point of entry for the homeless system. Wrap around services can pose a challenge in a non-congregate shelter setting. PA has a [Sample Wrap Around Services Matrix for Non-Congregate Sheltering](#) that lists many of these services for consideration.

The FEMA Federal Coordinating Officer (FCO) will coordinate with the R3 and non-profit partners (e.g. American Red Cross) to ensure the state is fully supported to establish effective sheltering operations prior to the need, or as soon as the need arises, and maintain those operations until the immediate incident stabilizes.

Within 4-days of an IA declaration, the FEMA Infrastructure Branch Directors (IBD) and Individual Assistance Branch Directors (IABDs) will coordinate with state partners to conduct shelter needs assessments with initial assessments. When the state requests the Transitional Sheltering Assistance (TSA) Program, approval, denial, or request for clarifying information will be within 24-hours of receipt of the TSA request package. The Individual Assistance Director (IAD) will receive approval within 24-hours and ensure TSA survivor contact begins and ensures TSA service provisions begins within 5-days. Also, when the R3 Regional Administrator or Assistant Administrator of Recovery receives a state request approval for Non-Congregate Sheltering (NCS), provided approval, denial, or request for clarifying information will occur with 24-hours of the receipt of the NCS request package.

# Sheltering Plays

Need	Pennsylvania's Process	Steps for Federal Support	Resources
<p><b>S1 – Operate multiple local shelters and publicize to the general public. Ensure accurate and timely reporting of shelter data</b></p>	<ul style="list-style-type: none"> <li>FEMA subject matter experts, including mass care, voluntary agency liaison, and disability integration, can be positioned as needed at specific command centers in Pennsylvania or virtually deployed to facilitate clarification of needs and dissemination to proper groups for assistance.</li> <li>American Red Cross is the first contact by County EMAs for local sheltering. The ARC meets yearly with all County EMAs (nationwide) to set expectations and document them in Memorandums of Understanding (MOUs). Generally, the ARC commits to operating one shelter per county, although if an incident impacts multiple counties simultaneously, it will be a challenge for the ARC in Pennsylvania to immediately operate numerous simultaneous shelters, so there may be the need for consolidated shelters serving multiple counties.</li> <li>In this case, the ARC will activate a national response operation which will bring in volunteers from other states and will allow for fully staffed sheltering.</li> <li>PEMA publicizes information about open Commonwealth Managed Shelters. For local shelters, the counties and the ARC publicize to the communities and local media. Also, open American Red Cross shelters are reflected on maps in the ARC and FEMA phone apps.</li> <li>ARC chapters in Pennsylvania have uploaded information about their vetted shelter facilities in the National Shelter System (NSS). Data included on specific shelters includes capacity, number of bathrooms/showers, ADA compliance, generator back-up power and more.</li> <li>During shelter operations, the ARC will compile shelter populations for ARC, Commonwealth and cooperating spontaneous shelters and will enter the data for those locations into the ARC National Shelter System.</li> </ul>	<ul style="list-style-type: none"> <li>At a federal level, the ARC identifies all open shelters in their National Shelter System.</li> <li>This system populates the ARC and FEMA phone apps which when downloaded can inform residents of the nearest open shelter during an incident.</li> <li>Support voluntary organizations or PA agencies with staff (FEMA Corps or Disaster Survivor Assistance-DSA) to track sheltering data, if needed.</li> <li>FEMA DSA staff also will visit shelters if there is a Major Disaster Declaration for Individual Assistance to help residents register for FEMA to obtain funds for rent, home repair and personal property.</li> <li>FEMA Region 3 maintains a similar, forward-leaning posture when it comes to disasters with advance notice.</li> </ul>	<p><u>Real-time info on open Red Cross shelters</u></p>

Need	Pennsylvania's Process	Steps for Federal Support	Resources
<p><b>S2 – Determine if a Commonwealth Managed Shelter needs to be opened</b></p>	<ul style="list-style-type: none"> <li>• PEMA monitors and disseminates weather information, providing situational awareness toward a possible need for Commonwealth shelters.</li> <li>• There are two triggers to opening a Commonwealth Managed Shelter in Pennsylvania: <ul style="list-style-type: none"> <li>○ The Governor mandates shelters will be opened. This could occur either for impact to Pennsylvania or to serve as a host state for evacuees from a neighboring impacted state.</li> <li>○ County requests assistance when the need for sheltering outweighs the capability of local shelters and the response organizations.</li> </ul> </li> <li>• A Resource Request Addendum is available to assist County EMs in completing a detailed request for Commonwealth Managed Sheltering or Sheltering Support.</li> </ul>	<ul style="list-style-type: none"> <li>• FEMA Region 3 also monitors the movement of storms via the R3 Watch Center.</li> <li>• FEMA R3 Hurricane Checklist provides many examples of how Individual Assistance/Mass Care efforts will be activated in advance of impact.</li> <li>• FEMA Logistics can provide commodities in pre-packaged large quantities within 24-48 hours of PA's request. See chart with detailed package contents on Page 23. <ul style="list-style-type: none"> <li>○ <i>Alpha</i>: Meals and water for 120,000 people for 1 day (~55 trailers)</li> <li>○ <i>Bravo</i>: Meals and water for 60,000 people for 1 day (~35 trailers)</li> <li>○ <i>Charlie</i>: Meals and water for 30,000 people for 1 day (~16 trailers)</li> <li>○ <i>Delta</i>: Meals and water for 15,000 people for 1 day (~12 trailers)</li> </ul> </li> </ul>	<p><b><u>PEMA Resource Request Addendum - Commonwealth Managed Sheltering &amp; Sheltering Support</u></b></p> <p><b><u>FEMA Region 3 Hurricane Checklist</u></b></p>
<p><b>S3 – Staff shelters with shelter workers and fill out the Incident Command System (ICS) organizational structure</b></p>	<ul style="list-style-type: none"> <li>• In the event Commonwealth Managed Shelters are opened, the ARC provides shelter management, registration and dormitory management staff.</li> <li>• PADHS has trained approximately 250 of its staff to serve as shelter workers, which supplements the American Red Cross staff. Of the full group, some have received more extensive Incident Command System (ICS) training and can fill leadership roles in the ICS structure.</li> <li>• A Resource Request Addendum is available to assist County EMs in completing a detailed request for Commonwealth Managed Sheltering or Sheltering Support.</li> <li>• As it becomes clear which families will not be able to return home, it's important that local, Commonwealth and federal partners work in a Multi-Agency Shelter Transition Team (MASTT) approach to identify housing resources.</li> </ul>	<ul style="list-style-type: none"> <li>• Disaster Survivor Assistance (DSA) staff will help shelter residents register with FEMA, which provides assistance to help move into new housing. Also, FEMA Applicant Services staff will support the Multi-Agency Shelter Transition Team effort to identify and offer all resources available to help residents move to new homes.</li> <li>• Coordinate with National VOAD resources and technical assistance for the delivery of services to communities affected by disasters.</li> </ul>	<p><b><u>PEMA Resource Request Addendum - Commonwealth Managed Sheltering &amp; Sheltering Support</u></b></p> <p><b><u>National Mass Care Strategy - Sheltering and Shelter Field Guide</u></b></p>

Need	Pennsylvania's Process	Steps for Federal Support	Resources
	<ul style="list-style-type: none"> <li>The Shelter Field Guide may be used as a job tool to provide just in time training for shelter staff. (See link at right)</li> </ul>		
<p><b>S4 – Provide shelter with public health and medical services, medical staff and supplies), emergency behavioral health services, and spiritual care</b></p>	<p><i>Public Health and Medical Services</i></p> <ul style="list-style-type: none"> <li>In many areas, the Medical Reserve Corps (MRC) is active and can provide licensed health professionals to support shelter operations. Staff is vetted for proper licensure before deployment to assist in shelters. MRCs utilize the online database SERVPA to roster and notify their cadres of health service volunteers.</li> <li>In Commonwealth Managed Shelters, the PA DOH operates the medical branch, which conducts a triage of individuals registering at the shelter. When a resident indicates or displays physical health or behavioral health needs, the medical branch evaluates the individual and arranges for transportation to an operational facility if treatment that cannot be provided on site is required.</li> <li>Multi-county <u>healthcare coalitions</u> review available resources, including available beds at facilities to assist when shelter residents require care outside the shelter.</li> <li>The medical branch at a Commonwealth Managed Shelter will also facilitate refills for prescription medicine by communicating with the prescribing doctor's office and pharmacies.</li> <li>PA DOH is in the process of developing Commonwealth Medical Branch Response Teams to staff shelters. Since medical countermeasures require some medical staff to dispense the strategic stockpile in an emergency, it's possible that those pre-identified staff could also support in shelters if interested.</li> <li>PADHS has developed a Concept of Operations and a Statement of Work to facilitate just-in-time contracting of Personal Assistance Services.</li> <li>Operation of Medical Shelters, which are shelters that support individuals who have medical issues requiring care beyond the capability of a general population shelter fall</li> </ul>	<ul style="list-style-type: none"> <li>For nursing/medical expertise, FEMA can process resource requests from the Commonwealth for Disaster Medical Assistance Teams (DMATs) from the Dept. of Health and Human Services (DHHS).</li> <li>If there is a need for federal-level health service staff, FEMA will work with PEMA in drafting the Resource Request Form (RRF) language to indicate needed expertise from the DHHS.</li> <li>FEMA can provide Personal Assistance Service (PAS) teams for basic caretaking in shelters, working with FEMA Headquarters (HQ) mass care to initiate PAS contracts.</li> <li>FEMAs Log House Contract, Advance Contracts of Goods, Logistics Support Services contract 2/2020, and other FEMA contract options are used support missions to deliver ESF6 MC/EA, allowing IASC to sunset upon its completion date of May 6, 2022. Coordinate with HQ-Mass Care for additional staffing needs.</li> </ul>	



Need	Pennsylvania's Process	Steps for Federal Support	Resources
	<p>under the purview of Emergency Support Function #8: Public Health and Medical Services, and PA DOH would have the lead in operating such a shelter. (Note: General population shelters such as those operated by the American Red Cross or the Commonwealth are appropriate for most individuals. Individuals with disabilities or others with access and functional needs who live in their communities with or without supports can and should be accommodated within general population shelters and not inappropriately institutionalized or required to register at a medical shelter verses a general population shelter.)</p> <ul style="list-style-type: none"> <li>• PA Department of Drug and Alcohol Programs (DDAP) will provide connection to the Single County Authority (SCA) and technical assistance related to substance use disorder treatment, the provision of Medically Assisted Treatment (MAT) and for the provision of preventative drug counter measures.</li> </ul> <p><i>Emergency Behavioral Health</i></p> <ul style="list-style-type: none"> <li>• Emergency Behavioral Health (EBH) Teams provide non-clinical outreach to help survivors cope after a disaster. Services can also be provided to responders.</li> <li>• PADHS supports the county and Commonwealth managed Emergency Behavioral Health response teams who may be requested by the county emergency management agency to provide emergency behavioral health services to shelter residents.</li> <li>• PADHS manages a sub-grant from PADOH to provide training to the members of the local Emergency Behavioral Health Teams.</li> <li>• PADOH, PADHS and DDAP are in collaboration as the accreditation group for EBH credentialing. Credentialing allows for immediate assurance that the credentialed EBH responder is a vetted and trained paraprofessional/ professional, in alignment with federal best practices, who can administer psychological first aid (PFA) in times of crisis</li> </ul>		

Need	Pennsylvania's Process	Steps for Federal Support	Resources
	<p>and make appropriate referrals for other human services or mental health needs. Each County or Commonwealth EBH Coordinator is responsible for the management of the credentialed responders falling under their purview. This includes verification of training, exercise or real-world deployments and necessary documentation. Supplemental staff can be requested through VOAD.</p> <p><i>Spiritual Care</i></p> <ul style="list-style-type: none"> <li>Local faith-based leaders may be able to assist and supplemental staff can be requested through PAVOAD.</li> </ul>		
<p><b>S5 - Mobilize shelter supplies to facilities.</b></p>	<ul style="list-style-type: none"> <li>The Red Cross Greater PA/Southeastern PA/Western NY Regions have a total of 81 shelter supply trailers stationed in all 67 counties. Depending on the trailer it is either configured to support a 50- or 100-person shelter. Additionally, another 9,425 cots are available in the Greater PA/Southeastern PA Region to supplement further cot requirements.</li> <li>PADHS has pre-staged shelter supplies in three locations throughout the Commonwealth. Each shelter kit holds supplies to support a 50-person shelter. Additional surge capacity supplies are located in Harrisburg, Polk, Torrance, White Haven, and Norristown to expand shelter capacities as needed. Additional medical supplies can be requested from PA DOH to support the Medical Branch at Commonwealth shelters.</li> <li>PADHS supplies for mass care/sheltering include cots/blankets, basic first aid and office supplies.</li> <li>PADHS also has two Western Shelters that can be deployed to serve as staff shelters (16 staff each) or command centers.</li> <li>Many local jurisdictions have purchased additional mass care supplies, particularly those counties in the vicinity of Philadelphia and Pittsburgh by using UASI (Urban Area Strategic Initiative) funds.</li> </ul>	<ul style="list-style-type: none"> <li>If the Commonwealth requires federal assistance for delivery of commodities to shelter sites, PEMA submits RRF for support through Section 403 of the Stafford Act.</li> </ul>	

Need	Pennsylvania's Process	Steps for Federal Support	Resources
	<ul style="list-style-type: none"> <li>The Southern Baptists maintain shower and laundry trailers available for deployment to support shelter operations, two are in Winfield, PA and one is located in Pittsburgh, PA.</li> <li>Accessible showers are hard to come by, even for commercial rentals. Southern Baptists do have an ADA shower unit in Woodbine, NJ and PADHS is working on a project to fill this gap.</li> </ul>		
<b>S6 – Activate host state shelters if requested by nearby state</b>	<ul style="list-style-type: none"> <li>During Hurricane Sandy in 2012, New Jersey's Governor requested assistance from Pennsylvania's Governor. As a result, PADHS opened shelters in southeastern Pennsylvania at East Stroudsburg University and West Chester University.</li> <li>A formal host-state agreement was not completed, although PADHS received information on how it could obtain reimbursement through FEMA's Public Assistance funding since a Major Disaster Declaration was made for New Jersey. Similar discussions were held between Pennsylvania and New Jersey concerning consequence management during planning for the Papal visit.</li> </ul>	<p>Two methods exist for Host States to obtain reimbursement for sheltering/evacuation support to PA when impacted (see PA policy in adjacent column):</p> <ul style="list-style-type: none"> <li>Pre-incident, MOUs are signed between PA and State(s) indicating that PA will submit for reimbursement from FEMA. OR</li> <li>Governor or designee from Host State signs FEMA-Host State Agreement upon declaration to Impact State, in compliance with 44 CFR 206.44.</li> <li>Host state expenses are paid through Public Assistance, but sheltering decisions are coordinated through Individual Assistance.</li> </ul>	<p><b><u>Direct reimbursement for host state sheltering</u></b></p> <p><b><u>National Mass Care Strategy - Evacuee Support</u></b></p> <p><b><u>FEMA Evacuee Support Planning Guide</u></b></p>
<b>S7 – Move from congregate shelters to non-congregate housing options and provide relocation assistance or interim housing</b>	<ul style="list-style-type: none"> <li>Assisting those in congregate shelters to find alternative housing requires a concerted effort amongst local, Commonwealth and federal partners.</li> <li>PA's Housing Task Force Lead Agencies (Department of Community and Economic Development (DCED) and PA Housing Finance Agency (PHFA)) would pull in those at the Commonwealth level with resources to assist.</li> <li>Subject matter experts from PADHS, DCED and PHFA should be consulted regarding the potential for Commonwealth administered blue sky housing-related funding streams including the Homeless Assistance Program (HAP), Low Income Home Energy Assistance Program (LIHEAP), Emergency Solutions Grant (ESG), Community Development</li> </ul>	<p><i>FEMA Programs &amp; Assistance</i></p> <ul style="list-style-type: none"> <li>If PA requests additional assistance with sheltering and housing, FEMA Mass Care staff reviews with FEMA Housing experts the amounts of available unused shelter facilities, housing and corporate lodging.</li> <li>A FEMA Direct Housing Integration Team (DHIT) can be requested by PA to shorten implementation time for Direct Housing programs. A number of Support Services Contracts are also available.</li> </ul>	<p><i>Pennsylvania's Process</i></p> <p><b><u>DCED'S CDBG-DR website</u></b></p> <p><b><u>Pennsylvania Housing Search website</u></b></p> <p><b><u>Veterans Temporary</u></b></p>

Need	Pennsylvania's Process	Steps for Federal Support	Resources
	<p>Block Grant (CDBG), Pennsylvania Affordability and Rehabilitation Enhancement (PHARE) and other programs to assist disaster survivors with housing related needs.</p> <ul style="list-style-type: none"> <li>• DCED administers CDBG-DR funding allocated to the commonwealth. (See link at right)</li> <li>• At a local level, the Continuums of Care (funded through HUD), serve as a coordinated point of entry for the homeless system and provide year-round assistance to individuals experiencing homelessness, regularly assist in diversion from homelessness and may be able to support.</li> <li>• Staff to serve on Multi-Agency Shelter Transition Teams (MASTT) must include at a minimum the ARC, HUD/local Housing agencies and FEMA, with the ability to share information through a shared data source or Information Sharing Agreements.</li> <li>• Pennsylvania uses <a href="http://www.PAHousingSearch.com">www.PAHousingSearch.com</a> where residents can search for available rental units. (See link at right)</li> <li>• The Department of Military and Veterans Affairs has a Veterans Temporary Assistance program that can provide financial assistance for eligible disaster survivors' needs for shelter, food, fuel and clothing. (See link at right)</li> <li>• Self-Determination Housing of PA can provide expertise on additional housing resources for individuals with disabilities including Section 811, Project Rental Assistance.</li> <li>• PA VOAD agencies can provide assistance with clean out and repairs and also serve as the link to the Crisis Clean Up hotline which matches survivors with clean up needs to VOADs that can help.</li> <li>• State-facilitated direct housing programs have been successfully implemented in <a href="#">Louisiana following Hurricane Ida</a> as a method of providing quickly deployed method of transitional housing in the form of RVs when there is low housing stock available post disaster. Over 2,000 Travel trailers were provided to homeowners for placement on their storm-damaged property in the months following that storm.</li> </ul>	<ul style="list-style-type: none"> <li>• The FEMA Disaster Case Management Program (DCMP) is a supplemental award that can be made to the state. DCMP pairs a disaster survivor with a case manager to address the survivor's unmet needs through a recovery plan.</li> <li>• If significant numbers of homes are uninhabitable, PA should consider: <ul style="list-style-type: none"> <li>○ <i>Transitional Sheltering Assistance (TSA)</i>. TSA provides direct payments to hotels, motels, etc. used as transitional shelters for applicants whose home is uninhabitable or inaccessible. If a federal declaration, either Emergency or Major is granted, which includes IA and Public Assistance (PA) Category B, the State Coordinating Officer must request TSA within 14 days. (See link to TSA Policy at right)</li> <li>○ <i>Non-Congregate Sheltering (NCS)</i>. NCS provides FEMA reimbursement for eligible costs related to emergency sheltering, including pet sheltering, daycare services, before and after school care, and meals provided in non-congregate environments (e.g., hotels, motels, dormitories, retreat camps, etc.) FEMA limits approval which is reasonable and necessary to address the needs of the incident, usually no more than 30 days. PA must</li> </ul> </li> </ul>	<p><a href="#">Assistance Program</a></p> <p><a href="#">National Low Income Housing Coalition (NLIHC) Disaster Housing Recovery Coalition</a></p> <p><a href="#">National Mass Care Strategy: Transition to Alternate Sheltering and Housing Solutions</a></p> <p><i>FEMA Resources</i></p> <p><a href="#">FEMA Transitional Sheltering Assistance Policy</a></p> <p><a href="#">FEMA Non-Congregate Sheltering Policy</a></p> <p><a href="#">FEMA Public Assistance Program and Policy Guide (PAPPG)</a></p>

Need	Pennsylvania's Process	Steps for Federal Support	Resources
	<ul style="list-style-type: none"> <li>• AirBnB.org (the charitable arm of Airbnb) can provide free, short-term housing for certain displaced individuals or households.</li> <li>• The PA Restaurant and Lodging Association can provide connection to member hotel owners willing to serve as non-congregate shelter locations.</li> <li>• The PA Manufactured Housing association can provide connections to member land lease communities and other industry partners related to factory-built housing.</li> <li>• The National Low Income Housing Coalition (NLIHC) leads the <a href="#">Disaster Housing Recovery Coalition</a> and can provide technical assistance on housing recovery and the intersection of blue-sky and disaster housing programs. (See link at right)</li> <li>• Reference National Mass Care Strategy resources for transition to longer term housing. (See link at right)</li> <li>• Local strategies for quickly standing up Disaster Case Management should be considered, as establishing federal Disaster Case Management Program can take some time. Disaster Case Management pairs a disaster survivor with a case manager to address the survivor's unmet needs through a recovery plan.</li> </ul>	<p>obtain FEMA approval for any extensions. Corporate Lodging determines if hotels will participate; also clarifies the process for reimbursement for NCS. (See link to NCS Policy at right. This supplements sheltering policy in the Public Assistance Program and Policy Guide (PAPPG), also linked at right)</p> <ul style="list-style-type: none"> <li>○ <i>Host-State Evacuation and Sheltering</i>. PA may request assistance through mutual aid agreements such as EMAC, or from FEMA if evacuees had to be sheltered in another state other than PA.</li> <li>• Consider other FEMA Individuals and Households Programs when there is a federal IA declaration (See link at right): <ul style="list-style-type: none"> <li>○ Rental Assistance and Continued Temporary Housing Assistance Program</li> <li>○ Home Repair and Replacement Assistance Program (damages not covered by insurance)</li> <li>○ Lodging Expense Reimbursement Program</li> <li>○ Multi-Family Lease and Repair (MLR) Program</li> <li>○ Manufactured Housing Units (MHUs) Program</li> <li>○ Recreational Vehicles (RVs) Program</li> <li>○ Direct Lease Program</li> </ul> </li> </ul>	<p><b><u>FEMA Individuals and Households Program (IHP)</u></b></p> <p><b><u>Airbnb.org</u></b></p> <p><i>HUD Resources</i></p> <p><b><u>HUD Disaster Resources</u></b></p> <p><b><u>Federal housing search – HUD Resource Locator</u></b></p>

Need	Pennsylvania's Process	Steps for Federal Support	Resources
		<ul style="list-style-type: none"> <li>○ Permanent Housing Construction (new construction)</li> <li>○ Permanent Housing Construction Repair</li> <li>• Consider Other Needs Assistance: <ul style="list-style-type: none"> <li>○ Critical Needs Assistance (CNA)</li> <li>○ Clean and Sanitize Assistance (CSA)</li> </ul> </li> </ul> <p><i>HUD Programs &amp; Assistance</i></p> <ul style="list-style-type: none"> <li>• HUD can provide technical assistance and resource linkage to a variety of housing programs. (See link to HUD Disaster Resources and Resource Locator at right)</li> <li>• Housing Choice Voucher (HCV, often known as Section 8) holders may have some flexibility in using their vouchers to find alternate housing post disaster. Local Public Housing Authorities or HUD can provide technical assistance.</li> <li>• HUD created the Rapid Unsheltered Survivor Housing (RUSH) program in 2022. RUSH offers rapid re-housing assistance, including up to 24 months of rental assistance, as well as supportive services for certain disaster survivors currently experiencing homelessness and those at risk of homelessness, through its network of housing providers and experts.</li> </ul> <p><i>USDA Rural Development (RD) Programs &amp; Assistance</i></p>	

Need	Pennsylvania's Process	Steps for Federal Support	Resources
		<ul style="list-style-type: none"> <li>• USDA RD can provide technical assistance and resource linkage to a variety of housing programs. (See link to USDA RD Disaster Resources at right)</li> <li>• USDA Rural Development has a Single-Family Housing Repair Loan and Grant Program (also known as the Section 504 Home Repair program) that can help homeowners in certain areas make repairs to their homes to eliminate health and safety hazards. (See link at right)</li> </ul>	<p><i>USDA Rural Development Resources</i></p> <p><b><u>USDA Rural Development Disaster Resources</u></b></p> <p><b><u>USDA Rural Development Single Family Housing Repair Loans &amp; Grants in Pennsylvania</u></b></p>

- FEMA Initial Response Resource (IRR) Packages are dispatched to meet immediate commodity needs until the validated response requirements can be determined.

- **ALPHA:** Meals and water for 120,000 people for 1 day (~55TL)
- **BRAVO:** Meals and water for 60,000 people for 1 day (~35TL)
- **CHARLIE:** Meals and water for 30,000 people for 1 day (~16 TL)
- **DELTA:** Meals and water for 15,000 people for 1 day (~12 TL)

Generator kW Size	Range Band	Amount in Pack
15 - 50kW	15 - 60kW	10
100kw	61 - 100kw	6
200kw	101 - 200kW	7
400kW	201 - 400kW	4
700kW	401 - 704kW	2
>1mW	705kW - >1mW	1

IRR Package (trailers)	ALPHA	BRAVO	CHARLIE	DELTA
Meals	12	6	3	2
Water	28	14	7	4
Cots	3	3	3	3
Blankets	1	1	1	1
Infant and Toddler Kits	1	1	1	1
DME & CMS Kits	1	1	1	1
Generators	9	9		

IRR Package (units)	ALPHA	BRAVO	CHARLIE	DELTA
Meals	250,000	125,000	60,000	30,000
Water	400,000	200,000	90,000	45,000
Cots	2,100	2,100	2,100	2,100
Blankets	4,500	4,500	4,500	4,500
Infant and Toddler Kits	20	10	5	3
DME & CMS Kits	1 & 1	1 & 1	1 & 1	1 & 1
Generators	30	30		



# **Feeding**

The Feeding Task Force has been operational in Pennsylvania since 2018 and grew to a strong network of over 300 partners during the COVID-19 response. Key VOAD partners for feeding in Pennsylvania include the ARC, Feeding Pennsylvania, Operation BBQ Relief, the Salvation Army, and the Southern Baptists. At a local level, the Salvation Army is often responsible for feeding first responders and then shares responsibility with the Red Cross for fixed site feeding or feeding at shelters.

## **Partner Capabilities**

For a large-scale response in Pennsylvania, VOADs can deploy resources and staff from other states. During Hurricane Katrina, all agencies combined (Operation BBQ Relief did not yet exist) served 1 million meals/day, with inability to get additional food product into the area being the limiting factor.

### ***American Red Cross***

The American Red Cross (ARC) regularly provides feeding for its shelter populace. This can be initially with shelf-stable meals or by obtaining meals from the Salvation Army, or local restaurants and caterers. When the decision has been made to provide feeding support to disaster impacted communities, the ARC has 8 Emergency Response Vehicles (ERVs) in Pennsylvania (7 in the Greater PA Region and 1 in the Southeastern PA Region). In a large disaster, additional ERVs may be tasked to support Pennsylvania by the Northeast Division or National Headquarters. The ERVs are designed for food distribution. They may be used to support mobile feeding routes or fixed feeding locations. ERVs can serve 300 people/meal. ERVs do not have onboard cooking capacity or refrigeration. The ARC has a supply of Cambros for transporting food, including 253 Cambros in Pennsylvania. Fixed feeding sites may also be supported by the use of leased commercial vehicles to deliver the food. ARC tracks the number of meals served along each mobile route and at each fixed site. The Southern Baptists have a national Memorandum of Agreement with the ARC. The ARC provides food and propane for preparation of meals, and the Southern Baptists provide the feeding kitchens and kitchen staff. ARC has prearranged nutritious meal plans with our large-capacity food vendors (Sysco, US Foods) and relies on them to quickly coordinate food delivery during disasters.

### ***Salvation Army***

The Salvation Army in Pennsylvania is comprised of two regions – the eastern Region, which covers 39 counties and the State of Delaware, and the western Region, which covers the remaining 28 counties in Pennsylvania. There are 28 Salvation Army feeding vehicles (canteens) positioned throughout Pennsylvania with a range of feeding capacity from 500 to 2,000 meals per day. A canteen/mobile feeding unit based out of Boyertown was put into service in 2023. The unit has cooking capacity on board to prepare 1,000-2,000 meals/day. It is a complement to larger Southern Baptist mobile kitchens that can prepare 10,000+ meals/day and ARC Emergency Response Vehicles (ERVs) that deliver/serve meals but do not have on board cooking capability. They can also cook out of a fixed kitchen. There also are half a dozen vehicles for distribution of supplies and bottled water. The nationwide fleet has a peak meal production of 250,000-350,000 meals/day during Katrina. The Salvation Army regularly supports ARC shelter operations by providing feeding for shelter residents. In April 2019, the Eastern PA Salvation Army provided feeding to the tornado response in Sussex County, Delaware by preparing and serving 300 meals per day.

### ***Southern Baptist Disaster Relief***

In Pennsylvania, the Southern Baptists have two mobile kitchens based out of Mechanicsburg: one big mobile kitchen which can do 10,000 meals/day and one rapid response mobile kitchen that can do 1,000 meals/day. It takes about 24 hours to roll either unit. The nationwide fleet consists of about 145 mobile kitchens. Their peak meal production was 450,000 meals/day during Katrina. They can also cook out of a fixed kitchen facility and did so during the Eric Frein

manhunt incident in the Poconos in 2014. Southern Baptist volunteers are usually self-supporting, sheltering in a nearby Baptist church or in their Western Shelters, even bringing their own shower/laundry unit. There are approximately 600 credentialed and background checked volunteers in the Pennsylvania/South Jersey Chapter. The Southern Baptists have some resources in Pennsylvania to provide their own wrap around including a fuel trailer (119 gallons diesel and 60 gallons gas) and water purification system (10 gallon/minute capacity). Units roll with about a 2-day supply of propane for cooking. PADHS successfully exercised providing several hundred gallons of potable water in a palletized container for Southern Baptist kitchen operations at two separate exercises in 2023. Southern Baptists often procure food for disaster feeding from Sysco or US Foods. Southern Baptists have a good supply of Cambro containers for transporting food.

### ***Operation BBQ Relief***

Operation BBQ Relief (OBR), established in 2011, has become a key partner for disaster feeding in the Commonwealth after providing over 3.9 million meals for a Commonwealth managed feeding operation in response to food insecurity over a 9-week period during COVID-19 in 2020. This mission utilized OBR's Restaurant Relief Model, where available restaurant kitchens identified in partnership with the Pennsylvania Restaurant and Lodging Association produced family style meals which were frozen and distributed primarily through existing hub and spoke methods via the Salvation Army and Feeding Pennsylvania. OBR also provided culturally appropriate meals for Afghan evacuees at the Philadelphia Airport during Operation Allies Welcome in 2021. OBR has a trailer in Limerick, PA that can produce 10,000 meals/day within 24 hours. An additional trailer is available in Northern NJ along with an equipment warehouse at the same location. A kitchen supply trailer is stored in Hagerstown, MD. A national level response would mobilize additional equipment stored at the VA/TN border and could produce 30,000-40,000 meals/day within 48 hours. Maximum capacity is estimated at 100,000 meals/day within 5-7 days. Additional capacity may be possible if a funding stream is identified to compensate restaurants in the Operation Restaurant Relief model. One million meals' worth of food product is available in Fort Worth, TX. OBR served 60,000 meals/day during Hurricane Ian, with capacity to serve 100,000 meals/day.

### ***Feeding Pennsylvania***

Feeding Pennsylvania is the commonwealth-wide association of 10 Feeding America affiliated food bank and is a key partner for disaster feeding. Member food banks are large, sophisticated, and in many cases multi-million-dollar organizations that serve thousands of community agencies across Pennsylvania. Recipient community agencies are often referred to as "food pantries." Food product comes from a combination of purchased product, donated product, and USDA provided food. Far more of the food is purchased or donated than comes from the USDA. USDA foods can sometimes be made available to support disaster needs, with the proper approvals. Food banks utilize software to track inventory and ordering and for volunteer management and can access data and reporting on various metrics. Food banks can shift resources to support each other with commodity or staffing needs during times of disaster and have access to support from across the Feeding America network in case of catastrophic need. Most Feeding America food banks have backup generators or a switch you can bring a generator to. However, they would be vulnerable to fuel shortages or supply chain disruptions.

Inventory varies, but after ensuring their own service territories are provided for all can provide food, water, as well as limited other cleaning/household products to support disaster needs. Food banks can stand up a mobile distribution if needed. May be on or off site, dependent on the food bank. Many would only consider distributions at the partners' locations. Preplanning is needed for large drive through distributions. Food banks may be able to assist with food donations management and the Feeding America network is a powerhouse in drumming up food and water supplies to support large scale needs. Food banks have many key partners in the manufacturing and warehousing industries that support their daily operations. They have little capability for distribution of hot food but do have significant cold storage capacity for perishable products. Vehicle fleets can be extensive but generally do not have vehicles to spare for disaster operations, however they may be able to transport food. Refrigerated transportation assets are available. Some food banks provide SNAP/Disaster SNAP enrollment assistance. Some also have MOUs with local organizations to provide disaster feeding assistance.

### ***Other Mobile Kitchens***

The Pennsylvania National Guard also has a feeding kitchen that can be mobilized when not deployed. PADOH also has two dual purpose pharmacy/kitchen trailers that the ARC and Southern Baptists are able to utilize. The DOH trailers are capable of producing 6,000 meals/day.

### ***Wrap Around Support***

Wrap around needs for disaster feeding can consist of everything from site identification, power generation, potable water, grey water collection, refrigerated and dry storage, forklifts, and dumpsters to traffic control, tables and chairs, portable toilets, and everything in between. The standup of large kitchen units or field kitchens can require significant support, particularly if there is major infrastructure damage in the area. Pennsylvania has developed a [Feeding Wrap Around Menu](#) to assist mass care partners in identifying and providing wrap around support for disaster feeding operations.

### **Cultural and Dietary Needs**

Dietary needs including vegetarian and vegan and culturally appropriate meal options need to be offered to serve the whole community. Most VOAD feeding partners have limited ability to provide these options or to meet other dietary needs in a mass feeding setting and mass care partners should consider catering or other options to meet these needs. Food banks have an increased focus on provision of culturally appropriate foods and work closely with their partner agencies to serve diverse communities. Produce is very versatile across these needs and also appropriate for many special dietary needs.

### **Feeding at Commonwealth Managed Shelters**

During a large event, it's likely that Commonwealth shelters will be opened at PASSHE universities. Each university has been surveyed in advance with an understanding of the feeding capabilities based on whether the kitchen facilities and/or staff can be utilized in an emergency situation. Contracts differ in how they are written, which in some cases requires that staff be brought in to use the kitchen facilities or that mobile kitchens be brought in to provide feeding to the shelter residents. Once large feeding operations are under way for shelters, they may have the ability to prepare many more meals for mobile distribution throughout the impacted communities.

### **Impacts to Food Assistance & Charitable Feeding Programs**

In addition to disaster feeding operations PADHS has found, through extensive work with our Feeding Task Force stakeholders during the COVID-19 pandemic, that disaster impacts and associated policy waivers to school meal distribution, food bank distributions, home delivered meals for older adults, and food assistance programs including the Supplemental Nutrition Assistance Program (SNAP) and Women Infants and Children (WIC) must be addressed. Millions of low-income individuals, families, and children depend on these programs daily. Disruptions such as those caused by disasters, the COVID-19 pandemic and associated supply chain or staffing disruptions have catastrophic impacts. Mass care partners should communicate with local partners as well as PADHS, PA Department of Agriculture, PA Department of Education, and PA Department of Aging policy experts to determine the impacts and available policy waivers. These actions can lessen the needs to be met via other disaster feeding operations.

# Feeding Plays

Need	Pennsylvania's Process	Steps for Federal Support	Resources
<p><b>F1 – Coordinate multi-agency feeding resources.</b></p>	<ul style="list-style-type: none"> <li>At a local level, feeding response is covered by the Salvation Army for first responders and a combination of the ARC and Salvation Army when respite centers or temporary shelters are opened.</li> <li>At the Commonwealth level, the Feeding Task Force will activate when a need is identified. The Feeding Task Force will identify additional available resources and can conduct operational planning to anticipate what level of feeding will be needed and to request resources to meet the need.</li> <li>The American Red Cross has 8 Emergency Response Vehicles (ERVs) in Pennsylvania. ERVs can deliver/serve meals but do not have on board cooking capability.</li> <li>Feeding Pennsylvania is the umbrella organization to food banks in PA. They can survey the food banks and make requests for available food product as well as handling or transportation equipment.</li> <li>The Salvation Army has 24 feeding vehicles (canteens) positioned throughout Pennsylvania with a range of feeding capacity from 500 to 2,000 meals per day with a combined capacity of 4,500-8,000 meals/day. Maximum organizational capacity ever generated was 250,000-350,000 meals/day.</li> <li>The Southern Baptists have two mobile kitchens in Pennsylvania, one with a 10,000 meals/day capacity and one with a 1,000 meals/day capacity. There are many others throughout the country, which could be mobilized if needed for a catastrophic incident. Maximum organizational capacity ever generated was 450,000 meals/day.</li> <li>Operation BBQ Relief has one mobile kitchen in Pennsylvania, with a 10,000 meals/day capacity. Maximum organizational capacity is estimated at 100,000 meals/day.</li> </ul>	<ul style="list-style-type: none"> <li>The most likely scenario for a large-scale incident would be FEMA providing shelf-stable meals initially. These would come as part of pre-packaged Initial Response Resource (IRR) packs.</li> <li>Between the USDA and FEMA procurement, unprepared food would be obtained and then cooked/distributed by voluntary organizations.</li> <li>A combination of various methods would be needed – large- and small-scale meal prep by VOADs. Involvement by other national organizations such as Feeding America, Convoy of Hope, local food banks and restaurant/meal truck associations may be needed in feeding.</li> </ul>	<p>Reimbursement for Feeding is provided under FEMA Public Assistance according to the <b><u>Stafford Act, Sec. 403</u></b></p> <p><b><u>Public Assistance Program and Policy Guide (PAPPG)</u></b></p> <p><b><u>National Mass Care Strategy – Feeding Resources</u></b></p> <p><b><u>Multi-Agency Feeding Services Plan Template</u></b></p>

Need	Pennsylvania's Process	Steps for Federal Support	Resources
	<p>Additional capacity is possible if funding is available to leverage the Operation Restaurant Relief model.</p> <ul style="list-style-type: none"> <li>• When feeding needs exceed the capabilities of the voluntary organizations, resource requests will be submitted from county to PEMA.</li> <li>• If staffing allows, school cafeteria staff can prepare meals from existing inventories maintained by the PA Department of Agriculture in conjunction with the USDA.</li> <li>• Voluntary organizations have some shelf-stable meals in storage, but more often execute standing agreements with restaurants/caterers for fresh meal preparation.</li> </ul>		
<p><b>F2 – Obtain food for meals, including items appropriate for nutritional, cultural and religious reasons</b></p>	<ul style="list-style-type: none"> <li>• At a local level, meals are purchased and distributed by the voluntary organizations, often the ARC and/or the Salvation Army. Each organization also has small inventories of shelf-stable meals to provide.</li> <li>• Limited quantities of water are available from inventories of the Salvation Army, ARC, PEMA and PADHS.</li> <li>• PA Department of Agriculture provides the inventory of USDA food available. During the 2014 ice storms that forced the opening of the Commonwealth shelter at West Chester University, the Salvation Army picked up food items from the USDA inventory, prepared meals and delivered them to the shelter.</li> <li>• Feeding Pennsylvania can publicize a need for certain items to food banks, then help coordinate delivery.</li> <li>• Private sector Feeding Task Force partners such as the Restaurant and Lodging Association, Food Merchants Association, and various eatery and vendor contacts provide invaluable assistance in vendor identification through access to their member contacts and vendor relationships. This may be particularly helpful for products that have become scarce or that are needed to meet special dietary or cultural feeding needs, as the feeding VOADs have limited ability to address these. Giant Eagle has a Mobile Market, a single aisle grocery store on wheels</li> </ul>	<ul style="list-style-type: none"> <li>• FEMA has meals in stock for vegetarians and vegans as well as meals compatible with religious and cultural beliefs.</li> <li>• FEMA can provide pre-packaged Infant and Toddler kits which include infant formula.</li> <li>• If food product is unable to be sourced by the Commonwealth a RRF would be submitted by PEMA to FEMA, indicating quantity of meals needed. This could be filled by using contracted support.</li> <li>• Utilize FEMA Disaster Survivor Assistance (DSA) to embed with voluntary organizations or to survey communities to determine if sufficient feeding is being provided.</li> <li>• DSA reports back through Ops in the Interim Operating Facility/Joint Field Office (IOF and/or JFO) structure to inform (IA) Individual Assistance/Mass Care.</li> <li>• FEMA can obtain from USDA existing quantities of food in School Lunch Program warehouses. This information</li> </ul>	<p><b><u>USDA Food and Nutrition Services Programs</u></b></p> <p><b><u>USDA Food Assistance in Disaster Situations</u></b></p>

Need	Pennsylvania's Process	Steps for Federal Support	Resources
	<p>that serves food deserts within Allegheny County, that may be able to be used for disaster feeding purposes. When food or water is not available through these options, the request will be sent to FEMA.</p> <ul style="list-style-type: none"> <li>Once needed food items are obtained, voluntary organizations will use them to prepare meals and distribute.</li> </ul>	<p>can then be shared with the state and voluntary organizations to help set menus and request particular items in bulk from the State Department of Agriculture.</p> <ul style="list-style-type: none"> <li>FEMA VAL coordinates with PEMA VAL and VOAD member organizations to ensure daily reporting of meal preparation and distribution.</li> </ul>	
<b>F3 – Provide mobile feeding.</b>	<ul style="list-style-type: none"> <li>Salvation Army has 28 canteen vehicles in PA, from which meals are cooked and served.</li> <li>PA National Guard has a mobile kitchen that can be used for disaster response when available.</li> <li>Many voluntary organizations, including the American Red Cross and Salvation Army, have national response structures, which when activated can provide many more distribution vehicles.</li> <li>Move for Hunger mobilizes donated moving trucks and drivers to move food to charitable feeding organizations. They also have refrigerated trucks available.</li> <li>Food rescue organizations such as 412 Food Rescue may be able to assist with transportation needs.</li> <li>Local resources such as food trucks may be a resource as well.</li> </ul>	<ul style="list-style-type: none"> <li>If distribution vehicles are needed, PEMA submits RRF to FEMA.</li> <li>FEMA can coordinate with the Region 3 Defense Coordinating Element (DCE).</li> </ul>	
<b>F4 - Provide feeding for shelters, whether local or Commonwealth.</b>	<ul style="list-style-type: none"> <li>In some cases, when local schools are used, the feeding may be provided by cafeteria staff. Otherwise, feeding will be provided by a combination of the ARC, Salvation Army or other involved local partners.</li> <li>For Commonwealth shelters, PASSHE University dining may be able to provide feeding. Otherwise, VOAD feeding partners will be engaged.</li> </ul>	<ul style="list-style-type: none"> <li>FEMA will move commodities to State Staging Areas (SSAs), either at the request of the PA or by a push when a large incident is imminent.</li> <li>The State arranges transportation of the commodities to designated shelters or other assistance sites, such as Commodity Points of Distribution.</li> </ul>	
<b>F5 – Identify and mitigate disaster impacts to blue sky food</b>	<ul style="list-style-type: none"> <li>Feeding Task Force partners from PADHS, PA Department of Agriculture, PA Department of Education, PA Department of Health and PA Department of Aging can</li> </ul>	<ul style="list-style-type: none"> <li>USDA Food and Nutrition Services is the federal agency with oversight and regulatory authority to allow for policy</li> </ul>	

Need	Pennsylvania's Process	Steps for Federal Support	Resources
<p><b>assistance programs</b></p>	<p>work with their local partners to identify disaster impacts to school meal distribution, food bank distributions, home delivered meals for older adults, and food assistance programs including the Supplemental Nutrition Assistance Program (SNAP) and Women Infants and Children (WIC).</p> <ul style="list-style-type: none"> <li>○ Available policy waivers can be activated or requested to allow additional flexibilities for disaster survivors as well as to program operators.</li> <li>○ If disruptions to programs are sustained, determine if there are unmet needs that should be wrapped into the disaster feeding operation.</li> </ul> <ul style="list-style-type: none"> <li>● The PA Food Policy Council was established in 2022 and can provide technical assistance related to food system resiliency and policy issues.</li> </ul>	<p>waivers to child nutrition programs, certain food bank distribution programs (The Emergency Food Assistance Program (TEFAP), Commodity Supplemental Food Program (CSFP), SNAP, and WIC.</p> <ul style="list-style-type: none"> <li>● Department of Health and Human Services (DHHS) Administration for Community Living (ACL) is the federal agency with oversight and regulatory authority to allows for policy waivers to meal home deliveries for older adults.</li> </ul>	

## **Logistics Support and Distribution of Emergency Supplies**

The hierarchy in Pennsylvania requires that a Logistics Coordinator in the County submit requests up through the County Emergency Manager (EM). The County EM will consider what resources they have within the county to meet the needs, whether already in stock, through voluntary organizations or the private sector, whether they could procure it or obtain it from neighboring counties via mutual aid. If the County can't obtain it through their local resources, they will validate that their own procurement or mutual aid agreements have been exhausted and will forward the resource request to PEMA Logistics via the WebEOC online platform. There may be times when for the sake of expediency, the County forwards to PEMA because they believe the Commonwealth will be able to procure it quicker while they are in the response effort. PEMA will then go through their Commonwealth resource providers – private-sector, nonprofit voluntary organizations, EMAC or emergency procurement. When they've exhausted those tiers, the requests will be elevated to FEMA.

FEMA's logistical layout includes the Incident Support Base (ISB) located at Joint Base McGuire-Dix-Lakehurst, NJ, which can serve multiple relief operations simultaneously. (See map on following page.) From the ISB, transport of items is made to a Federal Staging Area (FSA) which in Pennsylvania often is at Ft. Indiantown Gap, just northeast of Harrisburg and a convenient drive from the FEMA Distribution Center in Frederick, MD. With the proper agreement in place, the FSA becomes a State Staging Area (SSA) when Pennsylvania takes ownership of the supplies. You will note from the map on the following page that the Horsham Air Guard Station north of Philadelphia and the 9-11<sup>th</sup> Air Force Reserve north of Pittsburgh can also serve as Federal Staging Areas, although the amount of usable space at the Horsham Air Guard Station can fluctuate.

The American Red Cross currently has Disaster Field Supply Centers (large warehouses) located in Arlington, TX, Union City, GA, Hazelwood, MO, and Sacramento, CA. Greater PA/Southeast PA Regions maintain regional warehouses in Altoona, Lewisburg and Norristown.

The Salvation Army maintains average inventories of approximately 2,500 flood cleanup kits and 2,500 toiletry hygiene kits in Pennsylvania, primarily stored near their offices in Philadelphia and Pittsburgh. They also maintain 28 feeding vehicles commonwealth-wide and half a dozen trucks for distribution of supplies and water.

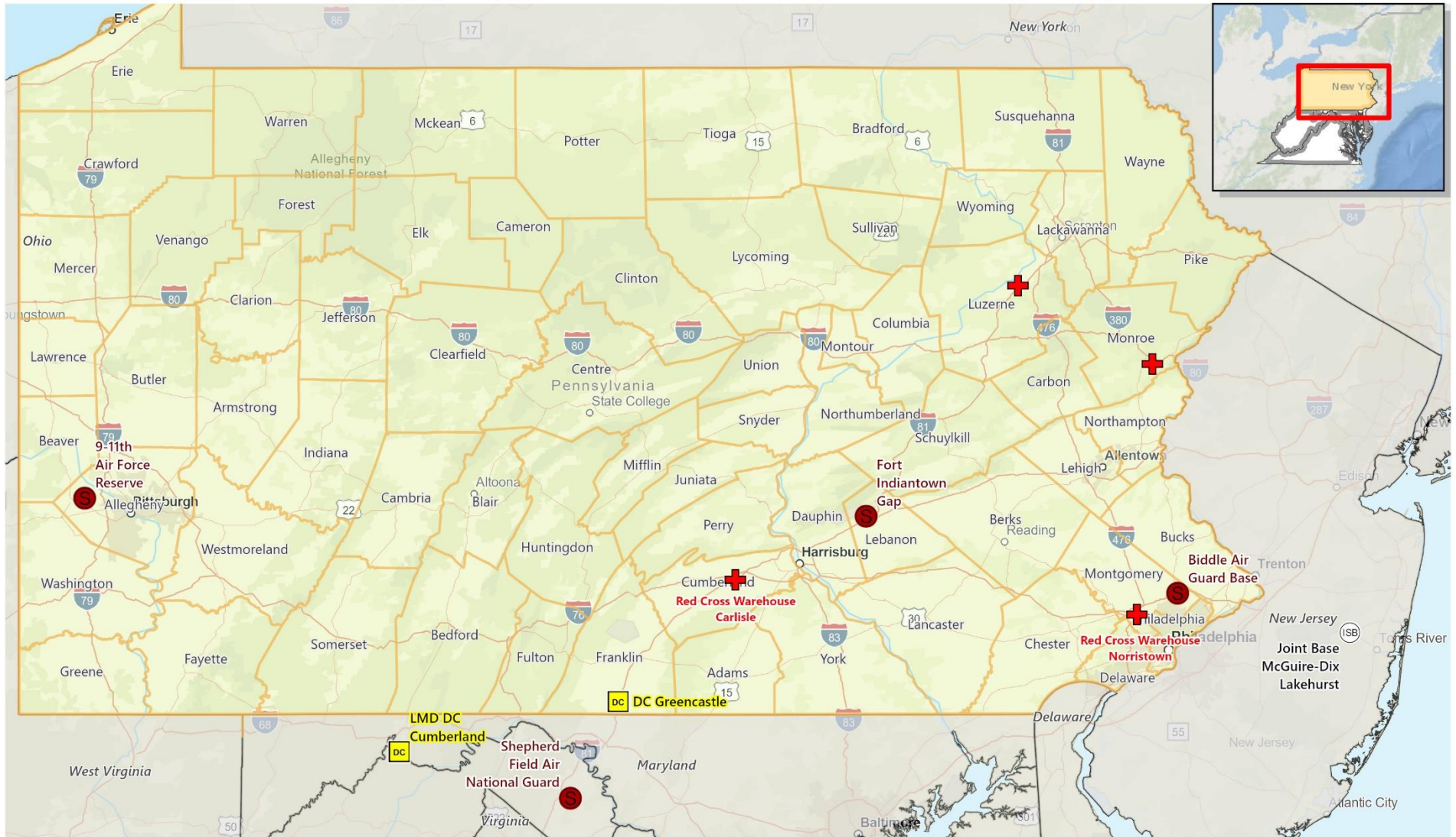
Mission Central, located in Mechanicsburg, PA, is a cooperating warehouse within the UMCOR (United Methodist Committee on Relief) Disaster Relief Network. At Mission Central they store items including Flood/Cleaning Buckets, School Kits and Hygiene Kits.

Distribution of emergency supplies to the public can be provided from Commodity Points of Distribution (C-PODs) or through mobile distribution. A successful C-POD will have sufficient space for a smooth flow of vehicle traffic as well as foot traffic and should be at a location that is known to the community. For these reasons, planning for C-POD operations falls to the county and local government but staffing can be supplemented by the Pennsylvania National Guard or other groups that receive just-in-time training (Civil Air Patrol cadets, voluntary organizations, etc.). Items that are commonly distributed to the public include cleanup kits (mops, brooms, detergent, etc.), hygiene kits (toothbrush, soap, etc.) and a variety of other items based on the type of incident (grocery boxes, fans, tarps, mattresses, etc.). Many voluntary organizations provide distribution of supplies on their own, whether at fixed sites or through mobile delivery. The ARC has recently moved more toward mobile delivery to impacted neighborhoods, which allows the residents to stay and work on repairing or cleanup of homes with the supplies being delivered to them.

FEMA offers an online independent study course on Points of Distribution -- [IS-26: Guide to Points of Distribution](#).



# Federal Staging Areas, Incident Support Bases, and Distribution Centers



**Logistic Sites**

- DC DC
- ISB ISB
- S FSA
- S Potential FSA
- + Red Cross Warehouse

N

0 30 60 Kilometers  
0 30 60 Miles

This map identifies federal-level logistical sites: DCs (Distribution Centers) are steady-state warehouses for storing of critical emergency supplies. ISBs (Incident Support Bases) are nationally-controlled temporary staging areas and FSAs (Federal Staging Areas) are controlled by FEMA Region 3. These are activated in response to incidents, with FEMA passing on emergency supplies at FSAs, when States then transport to specific service locations (shelters, points of distribution, feeding sites).

# Logistics Plays

Need	Pennsylvania’s Process	Steps For Federal Support	Resources
<p><b>LS1 - Supplies or equipment are needed to increase capacity of mass care services</b></p>	<ul style="list-style-type: none"> <li>• First line of response will be local voluntary organizations assessing inventories or those of other local partners.</li> <li>• Counties also engage in a strong Pennsylvania Intrastate Mutual Aid (PIMA) system of sharing resources. The County can also consider procuring it themselves. Most counties participate in the <u>COSTARS</u> program, which is the Commonwealth's cooperative purchasing program and gives the same pricing that the Commonwealth receives.</li> <li>• If the County does not have the ability to obtain the items or if it would be faster for the Commonwealth to procure while the county responds, the County EMA will submit a Resource Request to PEMA.</li> <li>• PEMA then considers if they have it through existing inventories or through a standing contract. Many contracts have been developed with the procurement expertise from the Department of General Services (DGS).</li> <li>• In the event that items cannot be obtained through an existing contract or it’s beyond a one-time purchase, DGS – which serves in the CRCC as the lead agency for Emergency Support Functions 3 (Public Works) and 7 (Logistics) can draft and execute new contracts using their procurement staff. This also adds the capability of reaching additional vendors that may be in areas not impacted by a large event.</li> <li>• DGS brings not just the Commonwealth’s purchasing power to contracts but also that of counties and municipalities since they all can utilize the contracts at Commonwealth pricing through the COSTARS program.</li> <li>• When the Governor calls the PA National Guard to active duty, PEMA works with them to identify the ways they will assist in the response. Delivery of commodities or transportation of staff is the most likely request for Guard assistance, as stated in the <u>Commonwealth EOP</u>. The PA National Guard has a Disaster</li> </ul>	<ul style="list-style-type: none"> <li>• To obtain mass care supplies from FEMA, a Federal Emergency or Major Disaster Declaration must be in place. PADHS will coordinate with PEMA on the details of what is needed from federal resources. PEMA will submit an RRF to FEMA. The RRF must include the Required Delivery Date (RDD) when needed, proper description of items, quantities and delivery requirements (material handling equipment and transportation).</li> <li>• Defense Coordinating Element (DCE) supporting FEMA Region 3 can obtain large quantities of Shelf-Stable Meals or other items through the Defense Logistics Agency.</li> </ul>	<p>See FEMA Staging map on page 32.</p> <p><b><u>DGS Disaster &amp; Emergency Procurement</u></b></p> <p>See graphic of FEMA mass care resource packages on page 23.</p> <p><b><u>National Mass Care Strategy – Distribution of Emergency Supplies</u></b></p> <p><b><u>Multi-Agency Distribution of Emergency Supplies Plan Template</u></b></p>

Need	Pennsylvania's Process	Steps For Federal Support	Resources
	<p>Recovery Bed-Down System providing tent sheltering for up to 150 of its members when responding.</p>		
<p><b>LS2 - Coordinate with multiple agencies to run Commodity Points of Distribution (C-PODs)</b></p>	<ul style="list-style-type: none"> <li>• PEMA determines what staffing can supplement local C-POD operations when needed. Possible sources for staff include the PA National Guard and the Civil Air Patrol.</li> <li>• Planning for C-POD operations is done locally, so often Counties have identified staff and supporting organizations to assist.</li> <li>• PEMA maintains a Distribution Management Annex, containing C-POD information, which has been approved by FEMA.</li> <li>• PA CAP tracks individuals trained by State Wings or voluntary organizations.</li> </ul>	<ul style="list-style-type: none"> <li>• Civil Air Patrol (CAP) has cadets to work at C-PODs, and further just-in-time training can be conducted to train other spontaneous volunteers.</li> </ul>	<p><u><a href="#">Volunteer and Donations Management Support Annex</a></u></p>
<p><b>LS3 – Transport of commodities is needed to local C-PODs</b></p>	<ul style="list-style-type: none"> <li>• Traditionally, PA National Guard has moved commodities to C-POD locations, although they can also transport directly to mass care sites such as shelters or fixed feeding locations.</li> <li>• Communications will be held amongst agencies/organizations delivering supplies to see if once items are offloaded, whether trucks are empty to transport additional supplies.</li> <li>• During VOAD coordination calls or mass care task force calls, requests can be made to voluntary organizations and other partners to see if they have box trucks or other delivery vehicles that can transport supplies.</li> <li>• PA's standing contracts for commodities include delivery of the items, however, there is not a contract just for delivery when the items are received from other sources. In these cases, FEMA can provide further delivery options with shuttle service.</li> </ul>	<ul style="list-style-type: none"> <li>• When providing commodities, FEMA normally delivers to the Federal Staging Area (FSA) but can deliver to other locations if sufficient space exists for the size of vehicle.</li> <li>• FEMA can execute a contract for shuttle services which would provide delivery of items from the staging areas to C-PODs or shelters.</li> </ul>	
<p><b>LS4 – Physical space is needed for C-POD sites or donations management warehouses</b></p>	<ul style="list-style-type: none"> <li>• The PA DGS Bureau of Real Estate maintains the leases or deeds on approximately 10,000 properties, both owned or leased by the Commonwealth. When there is a need for facilities in any capacity, the Bureau of Real Estate can scan the land and building inventory to see what might be available in the needed areas.</li> <li>• DGS Bureau of Real Estate can facilitate emergency short-term leases.</li> <li>• Mission Central, a cooperating warehouse within the UMCOR (United Methodist Committee on Relief), may be able to assist</li> </ul>	<ul style="list-style-type: none"> <li>• When additional space is needed, FEMA works with the federal General Services Administration (GSA) to identify available federal buildings or commercial space for lease, according to provided criteria. GSA then returns a list of buildings meeting the criteria for further inspection.</li> </ul>	

Need	Pennsylvania's Process	Steps For Federal Support	Resources
	<p>with warehousing and donations management, since they have a large warehouse in Mechanicsburg, PA.</p> <ul style="list-style-type: none"> <li>• The Salvation Army often is brought in to assist with donations management warehouses, due to their year-round experience with receiving and processing used items from the public.</li> </ul>	<ul style="list-style-type: none"> <li>• FEMA Corps teams can serve as staff for donations management warehouses.</li> </ul>	

# Reunification

Social media has become a go-to method for many individuals to reunify with loved ones post disaster but is not accessible to the whole community, during all disasters. Individuals without access to technology, minors, and some individuals with disabilities or access and functional needs will require assistance to be reunited with loved ones, guardians or caregivers.

Pennsylvania has developed a framework for the reunification process which occurs within the operation of a Family Assistance Center (FAC). Although more detailed plans are still in development, PADHS has some experience with reunification and operating a call center. During the Papal visit to Pennsylvania in 2015, PADHS brought in staff from the Maryland Department of Human Services, which has a clearly defined system for reunification services. For that event, PADHS staff shadowed MD DHS in opening a call center and widely publicizing the help line phone number should attendees at the event become separated or if consequence management was needed due to an incident.

Legacy systems for reunification operated by the ARC (Safe and Well) and FEMA (National Emergency Family Reunification and Locator System (NEFRLS) and National Mass Evacuation Tracking System (NMETS)) are no longer in use. In replacement:

- ARC still provides support for reunification and will use other means to reunify individuals.
- PADOH provides access to Juvare which allows for incident specific registration and tracking for reunification operations.
- In addition, FEMA is required to support state reunification operations when there is an emergency declaration or major disaster declaration for PA and emergency protective measures (such as reunification) are being performed. Among other supports, FEMA can be requested to stand up the National Emergency Child Locator Center (NECLC). This system is available during disasters and offers a toll-free hotline, website and deployment of staff to the area of the disaster. NECLC is activated via procurement from NCMEC and provides access to those resources to the requesting state.

# Reunification Plays

Need	Pennsylvania's Process	Steps for Federal Support	Resources
<p><b>R1 - Activate the Commonwealth Reunification Plan</b></p>	<ul style="list-style-type: none"> <li>The Commonwealth Family Assistance Plan is being drafted. In addition to being tasked with developing the Plan, DHS will initiate and coordinate a Reunification Task Force during the response to an incident that necessitates reunification support.</li> <li>Experienced staff from other states can be provided via EMAC, similar to what was done for the Papal visit in 2015.</li> <li>During the Papal visit, PADHS used a phone bank at the Norristown State Hospital. Although that location is no longer available, it's possible that a facility near the PEMA/PADHS office in Harrisburg would be available.</li> </ul>	<ul style="list-style-type: none"> <li>Pre-incident: FEMA is available to support state task force and reunification plan development.</li> <li>Response: FEMA is responsible to coordinate resources and support for reunification operations occurring as a result of a major disaster declaration or an emergency disaster declaration. The state would request support from FEMA pre-incident and during response from R3 MC/EA staff.</li> </ul>	<p><a href="#">FEMA Reunification Fact Sheet</a></p> <p><a href="#">National Mass Care Strategy - Reunification Support</a></p> <p><a href="#">Multi-Agency Reunification Services Plan Template</a></p>
<p><b>R2 – Utilize existing databases in an overall reunification strategy.</b></p>	<ul style="list-style-type: none"> <li>Agencies use various systems for intake and tracking and all systems are not interoperable. Successful reunification operations may require multiple searches across all systems.</li> <li>ARC still provides support for reunification and will use other means to reunify individuals.</li> <li>PA has access to Juvare via PA DOH which can be used for incident specific registration and as a tracking database for reunification.</li> <li>Tracking of individuals provides another source for information on whereabouts of impacted friends and family members.</li> <li>Facebook added an area for "Crisis Response" where survivors can share experiences and resources for the impacted areas. When an incident occurs, Facebook turns on "Safety Check" for the impacted area; users in the area are encouraged to indicate if they are safe, which then notifies their friends.</li> </ul>	<ul style="list-style-type: none"> <li>The National Emergency Child Locator Center (NECLC) system is available during disasters and offers a toll-free hotline, website and deployment of staff to the area of the disaster.</li> <li>Facebook added an area for "Crisis Response" where survivors can share experiences and resources for the impacted areas. When an incident occurs, Facebook turns on "Safety Check" for the impacted area; users in the area are encouraged to indicate if they are safe, which then notifies their friends.</li> <li>ARC still uses their reunification capabilities without the Safe and Well website.</li> </ul>	<p><a href="#">National Center for Missing and Exploited Children (NCMEC) Disaster Response</a></p> <p>24-hr child reunification hotline: 800-THE-LOST (800-843-5678)</p>

Need	Pennsylvania's Process	Steps for Federal Support	Resources
<p><b>R3 - Obtain additional counseling or bereavement services to connect with reunification services (particularly during mass casualty events)</b></p>	<ul style="list-style-type: none"> <li>• Staff can be identified and mobilized through the County or state managed Emergency Behavioral Health (EBH) Teams. County EMs may request them directly or they can be notified of a need through the PADHS Behavioral Health Agency Representative.</li> <li>• The PADHS Behavioral Health Representative also will contact a local EBH Team to offer support when an incident is impacting that community.</li> <li>• EBH Team members do not provide death notifications as the medical examiner or coroner (ME/C) with jurisdiction is legally responsible for death notifications.</li> <li>• PADHS recommends that County EBH Teams enter into memoranda of agreement (MOA) with adjacent counties for bringing in additional behavioral health professionals.</li> <li>• County EBH Teams may choose not to enter into MOAs. In these cases, the County EMA submits the resource request to PEMA, and PEMA contacts PADHS to identify other sources of staff.</li> <li>• PADHS maintains the Commonwealth Emergency Behavioral Health Plan to address the proper response when a resource request is sent from County to PEMA to PADHS.</li> <li>• Local faith-based leaders may be able to assist with spiritual care and supplemental staff can be requested through PA VOAD.</li> </ul>	<ul style="list-style-type: none"> <li>• If the disaster has received a Major Declaration, FEMA can provide funding for its Crisis Counseling Program (CCP) to supplement other resources.</li> <li>• FEMA Disaster Survivor Assistance (DSA) has bereavement counselors to meet with survivors and explain Individual Assistance.</li> <li>• The Substance Abuse and Mental Health Services Administration (SAMHSA) provides disaster Technical Assistance and additional funding to support community emergency behavioral health needs via the SAMHSA Emergency Response Grants (SERG) program.</li> </ul>	<p><a href="#"><u>FEMA's Crisis Counseling Program overview</u></a></p> <p><a href="#"><u>SAMHA's Disaster Technical Assistance Center (DTAC)</u></a></p>

## **Evacuation Support**

Successful support to evacuees requires the coordinated efforts of all groups providing mass care services (feeding, sheltering, assistance to those with disabilities and household pets) as well as PEMA and evacuation route planners with the PA Department of Transportation (PennDOT).

Mass evacuation planning is usually conducted by local officials, with the input of PennDOT and support agencies. It is interesting to note southern counties covered by the South-Central PA Task Force fall within the evacuation planning of the National Capital Region for Washington, DC, therefore are involved in planning to receive evacuees from DC.

The PA DOH would work with the local health care coalition to assist if there is a need for an evacuation from a hospital or movement of patients to a functioning facility. Information on the evacuation and the impacted facility would be entered into the Juvare.

Through the Stafford Act, FEMA can provide Transportation Assistance by purchasing tickets directly for various modes of transportation as a 25% cost share by the Commonwealth. Also, FEMA's Transitional Sheltering Assistance (TSA) program when activated allows evacuees to stay at participating hotels anywhere in the U.S.



## Evacuation Support Plays

Need	Pennsylvania's Process	Steps for Federal Support	Resources
<b>ES1 – Activate host state shelters if requested by nearby state</b>	<ul style="list-style-type: none"> <li>• During Hurricane Sandy in 2012, New Jersey's Governor requested assistance from Pennsylvania's Governor. As a result, PADHS opened shelters in southeastern Pennsylvania at East Stroudsburg University and West Chester University.</li> <li>• A formal host-state agreement was not completed, although PADHS received information on how it could obtain reimbursement through FEMA's Public Assistance funding since a Major Disaster Declaration was made for New Jersey. Similar discussions were held between Pennsylvania and New Jersey concerning consequence management during planning for the Papal visit.</li> </ul>	<p>Two methods exist for Host States to obtain reimbursement for sheltering/evacuation support to PA when impacted (see PA policy in adjacent column):</p> <ul style="list-style-type: none"> <li>• Pre-incident, MOUs are signed between PA and State(s) indicating that PA will submit for reimbursement from FEMA.</li> </ul> <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <li>• Governor or designee from Host State signs FEMA-Host State Agreement upon declaration to Impact State, in compliance with 44 CFR 206.44.</li> <li>• Host state expenses are paid through Public Assistance, but sheltering decisions are coordinated through Individual Assistance.</li> </ul>	<p><a href="#"><u>Direct reimbursement for host state sheltering</u></a></p> <p><a href="#"><u>National Mass Care Strategy - Evacuee Support</u></a></p> <p><a href="#"><u>FEMA Evacuee Support Planning Guide</u></a></p>
<b>ES2 – Conduct accurate tracking of evacuees from communities.</b>	<ul style="list-style-type: none"> <li>• PA has access to Juvare via PA DOH which can be used for incident specific registration and as a tracking database for reunification.</li> </ul>	<ul style="list-style-type: none"> <li>• FEMA and other federal support would likely be needed to provide additional commodities and organizational structure in a large event.</li> <li>• FEMA R3 Logistics will coordinate with PA to support any tracking activities as needed.</li> </ul>	
<b>ES3 – Transportation is needed to move evacuees from impacted area</b>	<ul style="list-style-type: none"> <li>• In a cases where residents need to move several miles or to a neighboring county, PEMA has a growing relationship with the Pennsylvania Bus Association. The first initiation of this relationship occurred in 2016, when buses where needed at a moment's notice to evacuate people stranded on the turnpike during a winter storm.</li> <li>• Now PEMA contacts the PA Bus Association President, and a blast message is sent to all the carrier vendors saying how many people need transport and asking how many buses they have</li> </ul>	<ul style="list-style-type: none"> <li>• FEMA and other federal support would likely be needed to provide additional commodities and organizational structure in a large event.</li> <li>•</li> </ul>	<p><a href="#"><u>FTA Emergency Relief Program</u></a></p>

Need	Pennsylvania's Process	Steps for Federal Support	Resources
	<p>available. They are then put in direct contact with PEMA for making arrangements.</p> <ul style="list-style-type: none"> <li>• At one time, school district buses in PA could be required to assist with evacuating the general public. Now most schools contract for busing services. This isn't to say they couldn't be used, but agreements need to be made in advance with the contractors to ensure they will respond.</li> <li>• PADHS has identified transportation vendors in every county for the Medical Assistance Transportation Program (MATP) that may be able to be utilized.</li> <li>• PADHS operated facilities including centers and state hospitals do have limited transportation assets that may be available, particularly as an accessible transportation resource for those with mobility disabilities.</li> <li>• In the case where large numbers of evacuees need transportation to a great distance from the impact area, the Federal Transit Administration (FTA's) Emergency Relief Program can provide reimbursement if funds are available.</li> </ul>		
<p><b>ES4 – Provide a variety of evacuation services</b></p>	<ul style="list-style-type: none"> <li>• Evacuation support would mirror regular mass care services but would be strategically positioned in proximity to evacuation routes to meet the needs of evacuees.</li> <li>• PEMA and DGS would consider all standing contracts or whether new contracts are needed through DGS procurement to provide services. FEMA Logistics may also be contacted to provide items while PEMA addresses other needs.</li> </ul>	<ul style="list-style-type: none"> <li>• If PA required additional assistance with medical transportation, PEMA would submit a RRF to FEMA.</li> <li>• RRF must include space requirements, Americans with Disabilities Act (ADA) compliance requirements, and other necessary specifications.</li> <li>• FEMA then communicates with GSA to obtain lists of available commercial and governmental facilities.</li> </ul>	

## **Ensuring Accessibility for the Whole Community**

Pennsylvania has a thriving Disability Integration Task Force (DITF) that has been operating since 2017. As of May 2023, over 350 members participate in the DITF, with representatives and advocates from all levels of government, private entities and voluntary agencies. Objectives of the group include first identifying the needs of individuals to ensure physical, programmatic and communications access, then involving disability experts to provide resources and planning assistance. The DITF works to develop training and tools to assist and educate disaster responders who do not have expertise with access and functional needs. Lastly, the DITF serves as an operational entity during disasters by convening to troubleshoot access and functional needs related issues. The DITF was heavily engaged throughout the COVID-19 pandemic, identifying disability related needs such as accessible messaging related to social distancing and vaccinations, providing subject matter expertise related to accessible non-congregate shelter, and serving as a conduit for dispersing key policy information and situational awareness to the stakeholder network.

PADHS implemented a Commonwealth Functional Assessment Service Team (FAST) in 2019. FAST deploys to any disaster service center, including shelters, to ensure the disability related needs of survivors are met and that survivors have equal access to all information and services. To meet survivor needs, FAST provides or request the required items/services which may include durable medical equipment, assistive technology, interpretation services, or personal assistance services. FAST is not dependent on federal declarations. They will mobilize when the impacted county EM submits a formal resource request to PEMA. Several local level FASTs are in various stages of development. In the South-Central Task Force area, FAST is aligned with the Medical Reserve Corps and PADHS has provided FAST training for some MRC members. This model that is reproducible in other areas and PADHS continues to offer FAST training sessions when requested Commonwealth wide.

For wellness checks to impacted areas, the PA Guard indicates that they can canvas communities to identify residents who may need transport to safety or request assistance be brought to the individuals. The Pennsylvania Department of Aging and the PADHS Office of Long-Term Living conduct visits to congregate shelters to ensure that older residents receive the services they need and to make referrals. The online empower database (<https://empowermap.hhs.gov/>) provides information down to zip codes on how many Medicare recipients depend on electricity for medical equipment. During a disaster event the identified information may be requested through PA DOH.

To assist those with behavioral health needs, each County's EOP is required to have a statement on how such services will be provided. This section of the County plan often refers to the County Crisis program. Counties with more robust behavioral health resources tend to have strong relationships between EMA and the lead Behavioral Health agency and often, the County EM will contact the agency directly when there is a need for response staff. Although not regularly practiced, counties can request behavioral health experts from other counties through interstate agreements or at the Commonwealth level from PADHS.

## Ensuring Access and Functional Needs Plays

Need	Pennsylvania's Process	Steps for Federal Support	Resources
<p><b>AFN1 - Pre-incident, ensure service facilities (shelters, C-PODs, etc.) are accessible by all, including receiving of information</b></p>	<ul style="list-style-type: none"> <li>• PADHS's Disability Integration Specialist is included in the process of surveying the State University facilities that serve as potential Commonwealth managed shelters. Functional Assessment Service Teams (FAST) can also help survey facilities.</li> <li>• When conducting a survey of Pennsylvania State System of Higher Education (PASSHE) universities, an ARC representative accompanies the group and completes their own shelter survey form, which indicates compliance with the standards of the Americans with Disabilities Act (ADA). A more detailed ADA checklist has been compiled by the Department of Justice. (See link at right)</li> <li>• The ARC surveys local facilities, often public schools or community/recreation centers and will identify if the built environment meets ADA standards or what facility structures might need to be modified to accommodate persons with disabilities when utilized as a disaster shelter.</li> <li>• Since C-PODs are identified and managed by counties or municipalities, they have the responsibility for ensuring they are accessible. The PADHS Disability Integration Specialist is available to offer technical assistance to these entities to support ADA compliance and accessibility problem solving.</li> <li>• PA Department of Labor and Industry can provide building compliance examiners and assist with ensuring accessible press conferences.</li> <li>• PA will publicize The Partnership's Disability &amp; Disaster Hotline, operated by the Partnership for Inclusive Disaster Strategies (800-626-4959 or by email: <a href="mailto:hotline@disasterstrategies.org">hotline@disasterstrategies.org</a>). The Partnership also offers an array of services to assist emergency management in inclusivity including planning and response accessibility technical assistance.</li> </ul>	<ul style="list-style-type: none"> <li>• Regional Disability and Integration Specialist (RDIS) and FEMA Office of Disability Integration and Coordination (ODIC) can provide resources for ensuring compliance.</li> <li>• Regional Disability and Integration Specialist (RDIS) works with PEMA year-round to collaborate on proper messaging, both pre- and post-incident. Ensures that the medium for transmittal of messages is accessible by all individuals and that individuals with limited English proficiency are receiving messages.</li> </ul>	<p><a href="#">ADA Checklist for Emergency Shelters from the Department of Justice</a></p>

Need	Pennsylvania's Process	Steps for Federal Support	Resources
<p><b>AFN2 -- Provide language interpretation services (including American Sign Language (ASL)) at mass care points of service.</b></p>	<ul style="list-style-type: none"> <li>• PADHS requests ASL interpretation and real-time captioning services through several existing Commonwealth contracts, based on the geographic location of the need. PADHS also has access to Video Remote Interpreting (VRI), which provides access to an ASL interpreter over video.</li> <li>• PADHS uses a contracted over the phone language translation service and a similar contract for document translation services. These contracts are available to all Commonwealth agencies.</li> <li>• PA Department of Labor and Industry can produce documents in Braille at the regional offices of the Bureau of Blindness and Visual Services.</li> <li>• PA Department of Labor and Industry's Office for the Deaf and Hard of Hearing can provide technical assistance as needed.</li> </ul>	<ul style="list-style-type: none"> <li>• If an insufficient number of ASL interpreters are available, R3 Disability and Integration Specialist (DIS) contacts FEMA HQ's Office of Disability Integration Coordination (ODIC).</li> <li>• R3 DIS also contracts for documents in Braille.</li> </ul>	
<p><b>AFN3 - Obtain a variety of assistive technologies</b></p>	<ul style="list-style-type: none"> <li>• Temple University's Institute on Disabilities (Philadelphia) is PA's Assistive Technology Act Program and provides coordination for regional assistive technology lending libraries. (See link at right)</li> <li>• PADHS has four (4) Accessibility Kits that can be deployed throughout the Commonwealth. Each kit contains technologies and tools to meet most initial needs related to accessibility. Each kit has a User Guide that provides instruction on use of the items plus a guide on inclusive language.</li> <li>• The ARC has access to Sensory Kits containing items such as weighted blankets, fidget spinners, and/or noise cancelling headphones that may be useful to those with sensory sensitivities.</li> <li>• The PA Assistive Technology Foundation (PATF) can provide loans and information on funding sources for consumers who need replacement assistive technology or DME. (See link at right)</li> <li>• The United States Society for Augmentative Communication (USSAAC) helps people with severe communication disabilities regain access to lost Augmentative and</li> </ul>	<ul style="list-style-type: none"> <li>• Pre-incident, FEMA Regional DIS works with PADHS to coordinate training opportunities on Assistive Technology usage and tools for identifying needs in the community after a disaster.</li> </ul>	<p><a href="#"><u>TechOWL (PA'S Assistive Technology Act Program)</u></a> 800-204-7428 Email: <a href="mailto:TechOWL@temple.edu"><u>TechOWL@temple.edu</u></a></p> <p><a href="#"><u>PA Assistive Technology Foundation</u></a></p> <p><a href="#"><u>US Society for Augmentative Communication Disaster Relief</u></a></p>

Need	Pennsylvania's Process	Steps for Federal Support	Resources
	<p>alternative communication (AAC) tools and technologies. (See link at right)</p> <ul style="list-style-type: none"> <li>A number of local jurisdictions in Pennsylvania maintain their own assistive technology or communication kits.</li> </ul>		
<p><b>AFN4 - Obtain durable medical equipment (DME), both for the short and long term</b></p>	<ul style="list-style-type: none"> <li>The Pennsylvania Association of Medical Suppliers (PAMS) can facilitate communication with vendors to see if they can provide or lend durable medical equipment.</li> <li>The ARC keeps some caches of medical equipment staged throughout Pennsylvania. Their access and functional needs kits also include ramps that can be used to make doorways accessible.</li> <li>Global Links is a Pittsburgh based non-profit that provides domestic and international medical aid. They have a large quantity of DME and other medical items at their warehouse.</li> </ul>	<ul style="list-style-type: none"> <li>FEMA's pre-packaged logistical kits include durable medical equipment (DME) which can also be ordered a la carte in larger quantities via blanket purchase agreements to General Services Administration (GSA) or the Defense Logistics Agency (24 to 48-hour turnaround).</li> <li>The Commonly Used Shelter Items (CUSI) is a list of items for which FEMA maintains agreements so that these items can be more easily provisioned during a disaster. (See link at right)</li> <li>If an IA Declaration occurs, Applicant Service staff ensure those needing DME are answering both the functional needs and medical questions for referral to Other Needs Assistance (ONA).</li> </ul>	<p><a href="#">List of Commonly Used Sheltering Items (CUSI)</a></p>
<p><b>AFN5 – Ensure that survivors are having all access and functional needs met while receiving mass care at shelters or other points of service</b></p>	<ul style="list-style-type: none"> <li>PADHS will appoint a Disability Integration Specialist to serve as a point of contact during activations of the CRCC to advise on inclusive practices for serving people with disabilities and others with access and functional needs. The Disability Integration Specialist has a Playbook to guide response and recovery actions.</li> <li>PADHS will appoint a Disability Integration Specialist at any Commonwealth Managed Shelter to collaborate with shelter staff and support Mass Care operations by providing recommendations to ensure that the disaster services are inclusive.</li> </ul>	<ul style="list-style-type: none"> <li>In the past, FEMA has participated with the Department of Health and Human Services, Administration for Children and Families, and the ARC in coordinating teams to visit shelters or other mass care sites. These teams assess what additional resources would benefit the survivors and then provide them or locate agencies/organizations that can provide them.</li> </ul>	<p><a href="#">PEMA Resource Request Addendum - Commonwealth Managed Sheltering &amp; Sheltering Support</a></p>

Need	Pennsylvania's Process	Steps for Federal Support	Resources
	<ul style="list-style-type: none"> <li>• The Disability Integration Task Force (DITF) may be activated to identify and meet disability or access and functional related needs.</li> <li>• The PA Functional Assessment Service Team (FAST) is available to deploy to support incidents with County EM Resource Request to PEMA. FAST is a team of disability experts who assess disaster survivors and work with the responders on site to meet their disability related needs. <ul style="list-style-type: none"> <li>○ A Resource Request Addendum is available to assist County EMs in completing a detailed request for Commonwealth Managed Sheltering or Sheltering Support. (See link at right)</li> </ul> </li> </ul>		
<p><b>AFN6 – Accessible transportation is needed for shelter residents to keep hospital and doctor appointments</b></p>	<ul style="list-style-type: none"> <li>• PADHS Office of Medical Assistance Programs maintains contracts for accessible transportation within each county for the purposes of the Medical Assistance Transportation Program.</li> <li>• PADHS Office of Developmental Programs may be contacted to request accessible vehicles from the State Centers.</li> <li>• PA Department of General Services (DGS) does not have any accessible transportation resources on contract but has the ability to contract at onset of the disaster event.</li> <li>• Transportation support may be requested from VOAD agencies, many of which are connected to faith-based organizations with access to vehicles.</li> </ul>	<ul style="list-style-type: none"> <li>• If PA required additional assistance with medical transportation, PEMA would submit a RRF to FEMA.</li> <li>• The Federal National Ambulance contract can provide up to 300 ambulances per zone. There are 4 zones nationwide, set by the contractor, with the R3 zone extending from North Carolina to Maine. <ul style="list-style-type: none"> <li>○ Includes paratransit capabilities, but no medical staff on vehicles. Trips must be less than 200 miles one way or 6 hours one way. Paratransit vehicles come in various sizes, some very large.</li> <li>○ Also have ambulances in caches (not used except</li> </ul> </li> </ul>	

Need	Pennsylvania's Process	Steps for Federal Support	Resources
		<p>when needed) as well as fixed site medical personnel for medical and general population shelters (general population base package)</p> <ul style="list-style-type: none"> <li>○ Multi-modal transport medical services allow for providing medical staff on trains, buses or other transportation modes.</li> </ul>	
<p><b>AFN7 - Provide behavioral health professionals to assist at shelters or other assistance centers</b></p>	<ul style="list-style-type: none"> <li>• When the shelter is operated locally by the ARC, they will request health service staff from their chapter or those from an adjacent ARC region.</li> <li>• Staff can be identified and mobilized through the County EBH Teams. County EMs may request them directly or they can be notified of a need through the PADHS Behavioral Health Agency Representative.</li> <li>• PADHS recommends that County EBH Teams enter into an MOA with adjacent counties for bringing in additional behavioral health professionals.</li> <li>• County EBH Teams may choose not to enter into MOAs. In these cases, the County EMA submits a resource request to PEMA, and PEMA contacts PADHS to identify other sources of staff.</li> <li>• PADHS is reviewing the Commonwealth Emergency Behavioral Health Plan. This plan addresses the proper response when a resource request is sent from County to PEMA to PADHS.</li> <li>• PA will publicize SAMHSA's Disaster Distress Hotline (800-985-5990), which is also available to responders or disaster survivors outside of mass care service delivery locations.</li> </ul>	<ul style="list-style-type: none"> <li>• FEMA can coordinate additional support from the Department of Health and Human Services to provide specialized behavioral health staffing.</li> </ul>	
<p><b>AFN8 - Provide supplemental medical staff,</b></p>	<ul style="list-style-type: none"> <li>• In many areas, the Medical Reserve Corps (MRC) is active and can provide licensed health professionals to support shelter operations. Staff is vetted for proper licensure</li> </ul>	<ul style="list-style-type: none"> <li>• If the disaster has received a Major Disaster Declaration, FEMA can provide the immediate program for</li> </ul>	



Need	Pennsylvania's Process	Steps for Federal Support	Resources
<p><b>personal assistance services and substance use disorder treatment at shelters or other mass care delivery sites</b></p>	<p>before deployment to assist in shelters. MRCs utilize the online database SERVPA to roster and notify their cadres of health service volunteers.</p> <ul style="list-style-type: none"> <li>○ The SERVPA website receives applications from medical professionals who offer to volunteer during emergencies. Once they apply, SERVPA staff verify licenses and credentials and add the individual to the standing list for a variety of medical qualifications.</li> <li>○ When an incident occurs, a proactive notification is sent via SERVPA, requesting response from those with specific qualifications who are willing to provide the identified need and are available to deploy.</li> </ul> <ul style="list-style-type: none"> <li>● It is advisable to contact the Managed Care Organization Provider Service Coordinator to request Personal Assistance Services (PAS) in a disaster shelter to support the management of shift staffing and services for existing members with disabilities receiving in-home PAS pre-disaster.</li> <li>● Public Health Management Corporation (PHMC) coordinates Health Care Coalitions in counties. The County EM can contact their Health Care Coalition directly or contact can be made from PADHS to the Coalition via PHMC.</li> <li>● PA VOAD member organizations will be contacted to mobilize their emotional and spiritual care teams.</li> <li>● PA Department of Drug and Alcohol Programs (DDAP) will provide connection to the Single County Authority (SCA) and technical assistance related to substance use disorder treatment, the provision of Medically Assisted Treatment (MAT) and for the provision of preventative drug counter measures.</li> </ul>	<p>Crisis Counseling and determine the use of the CCP.</p>	

# Household Pets and Service Animals

The Pennsylvania Animal Response Team (PART) is one of the strongest State Animal Response Teams in the United States, comprised of 50 County Animal Response Teams (CARTs) and approximately 500 volunteers across the Commonwealth. The full list of volunteers is maintained on SERVPA, which allows for notification to all volunteers during large-scale responses.

One such large response was during the 2014 West Chester ice storms, which hindered volunteers from the five (5) county teams around Philadelphia from being able to respond. Therefore, responders from central Pennsylvania in Lancaster, Dauphin and York Counties were requested and able to assist. Maintaining the list of volunteers in SERVPA also allows for tracking of volunteer hours, which can offset Pennsylvania's cost share in a federally declared disaster.

PART has an MOU with the Red Cross to provide pet sheltering and a Letter of Understanding with the PA Department of Agriculture to provide assistance during disasters for animal sheltering, evacuation and limited transportation, rescue, record keeping, reunification, and coordination of initial veterinary care as well as food and supplies. PART serves other animal populations, however for the purposes of mass care services we are concerned with household pets, service animals, and assistance animals. The Red Cross defines *household pets* as animals typically housed inside homes such as cats, dogs, small mammals such as hamsters and guinea pigs, caged birds, fish, and small amphibians and reptiles. Per FEMA Public Assistance Program and Policy Guide:

*Household pets* are domesticated animals that:

- Are traditionally kept in the home for pleasure rather than for commercial purposes
- Can travel in commercial carriers
- Can be housed in temporary facilities
- Examples are dogs, cats, birds, rabbits, rodents, and turtles.
- [For the purposes of Public Assistance reimbursement,] household pets do not include reptiles (except turtles), amphibians, fish, insects, arachnids, farm animals (including horses), or animals kept for racing purposes.

*Service animals* are dogs that are individually trained to do work or perform tasks for people with disabilities or access and functional needs.

*Assistance animals* are animals that work, provide assistance, or perform tasks for the benefit of a person with a disability, or provide emotional support that alleviates identified symptoms or effects of a person's disability. Although dogs are the most common type of assistance animal, other animals can also be assistance animals.

There are 50 pet supply trailers pre-staged throughout Pennsylvania. These are maintained by local CARTs and while they vary somewhat in quantities, the PART provides recommendations on items to include, ranging from supplies for large animals and livestock to various sizes of cages, leashes, collars, food bowls and first aid kits. PART has a real-time equipment locator on their website (<https://paanimalresponse.org/equipment-locator/>). On this map locations of the trailers are maintained, so PART can forecast the path of a coming storm and decide which trailer(s) to move for assistance. Since the PART and CARTs are volunteer driven, the trailers must be able to be towed by their personal vehicles and therefore contain no more than 50 crates plus leashes and other supplies. Food and water are not stored, but instead procured at the time of response since tracking a variety of food brands becomes a logistical nightmare. Owners are

encouraged through public messaging to bring their animals' food with them, which will limit the risk of intestinal distress from changing diets (and staff time to clean crates).

Through the planning process, in partnership with local Emergency Management, many CARTs have identified facilities where shelters are likely to be opened. When possible, the CART will store larger quantities of crates and other supplies at these locations so they are immediately available. This is the ideal situation for pet sheltering - owners arrive with their pets at a pet shelter co-located with the people shelter, then are provided a crate and asked to situate their animal in an area of the shelter. This engages them from the beginning in caring for their pet, including feeding and walking the animal regularly.

Pet shelters always have separate areas for dogs and cats, as well as for both owned animals and un-owned stray animals. All strays are vaccinated by the veterinarian on-site and owners need to provide proof of vaccination or the name of the regular vet for follow-up by the pet shelter staff. When circumstances have not allowed for pet shelters to be co-located with the people shelter, PART has worked with its partners to provide shuttle service from the people shelter to allow pet owners to care for their animals.

At times, the PART is called to respond to non-disaster emergencies, which provides further experience for the volunteers. One example was when a State trooper responded to a barking dog complaint and found 198 chihuahuas requiring care. Because the Farm Show Building in Harrisburg was in the vicinity and already was stocked with hundreds of pet crates, the PART opened as a mass pet shelter until other homes could be found for the dogs. In another situation, a tractor trailer overturned on the highway, and members of the PART put their large-animal training to work by corralling the pigs that escaped.

The Red Cross is working on new doctrine related to pet sheltering. They have identified Regional Pet Champions to serve as local points of contact.

## Household Pet and Service Animal Plays

Need	Pennsylvania's Process	Steps for Federal Support	Resources
<p><b>P1 – Open pet shelters</b></p>	<ul style="list-style-type: none"> <li>• The CART will handle opening local pet shelters, ideally co-located with general population shelters, and the PART will open pet shelters with Commonwealth managed shelters. Ideally, the pet shelter will be co-located in close walking proximity to the general population shelter. This allows residents of the people shelter to care for their animals in the pet shelter. Pet owners are encouraged via public messaging to bring their pet's food so their diets aren't affected.</li> <li>• At times, the pet shelter must be in a location that is not close walking distance of the people shelter. One example was during the eastern 2014 PA ice storms. The people shelter was at the West Chester University gymnasium, and the pet shelter was located at a distance, so PART provided shuttle service between the pet shelter and the people shelter.</li> <li>• Dogs and cats each have their own crate areas, and often a quarantine area is needed to keep the unowned/stray animals separate from the owned animals.</li> <li>• PART is planning to improve its pre-incident surveying of facilities to know how they will be set up for pet sheltering and to anticipate contingencies should there be disruptions to water or power at the facilities.</li> <li>• The PART has identified large concentrations of animals through the PA Game Commission and private companies. They develop plans on how to assist should the populations need to be evacuated.</li> </ul>	<ul style="list-style-type: none"> <li>• Federal partners have developed guidance based on best practices of pet sheltering during catastrophic incidents. (See link at right from the National Mass Care Strategy)</li> </ul>	<p><a href="#">PART's website</a></p> <p><b><u>National Mass Care Strategy - Household Pets, Service Animals, and Assistance Animals</u></b></p>
<p><b>P2 – Obtain additional pet supplies – food, crates, etc.</b></p>	<ul style="list-style-type: none"> <li>• There are 50 pre-staged trailers with supplies to open a pet shelter. PART has a real-time equipment locator on their website. On this map locations of the trailers are maintained, so PART can forecast the path of a coming storm and decide which trailer(s) to move for assistance. (See link at right)</li> <li>• For pets staying in the shelter who don't have their regular food, the PART staff will feed all animals a single brand of easily digested food for the duration of the shelter. This simplifies the approach</li> </ul>		<p><b><u>PART Equipment Locator</u></b></p> <p><a href="#">PetSmart Charities</a></p>

Need	Pennsylvania's Process	Steps for Federal Support	Resources
	<p>for staff and hopefully reduces the amount of stress due to significant changes in diet.</p> <ul style="list-style-type: none"> <li>In high-profile events, the public will often donate pet food. Since food keeps for a while, the shelter staff will hold the food and provide bags to the owners if they would like when they leave with their pets.</li> <li>PetSmart Charities can provide support to non-profit organizations such as PART or the ARC. PetSmart Charities has a threshold requiring at least 50 pets in need, but if that level is met, they can provide significant quantities of food, crates, leashes, etc. Supplies can be returned to PetSmart; however, PART may give items to the pet owners if they when they leave the shelter. (See link at right)</li> </ul>		
<p><b>P3 - Obtain additional staff and veterinarian support</b></p>	<ul style="list-style-type: none"> <li>All pets in the pet shelter are required to have the necessary vaccinations. If the owners do not have proof of vaccinations or the animal's regular veterinarian cannot verify by phone, the animals will be vaccinated, which is no harm to the pet.</li> <li>The Veterinary Medical Association is on the board of the PART so they have a good connection to requesting veterinarians within the Commonwealth. Through the PA Department of Agriculture, they can obtain avian vets or small and large animal vets who can assist the PART.</li> </ul>	<ul style="list-style-type: none"> <li>When federal support is required, FEMA receives the RRF from PEMA. FEMA requests veterinarians to deploy through the HHS National Veterinary Response Team (through the HHS National Disaster Medical System). Team provides surveillance to sheltered animals and can set up field veterinary hospitals. (Must have a Stafford Act declaration.)</li> </ul>	
<p><b>P4 – Maintain readiness through training and year-round</b></p>	<ul style="list-style-type: none"> <li>The PART staff may be requested through EMAC when other states are impacted by disasters.</li> <li>PART also responds year-round to incidents that are not disasters.</li> <li>They support law enforcement by caring for animals and adopting them out when people are being incarcerated and can no longer keep the pet.</li> <li>PART offers training on small-animal response, large-animal response and emergency animal sheltering. Virtual training is also available. More information may be found on their website.</li> </ul>		