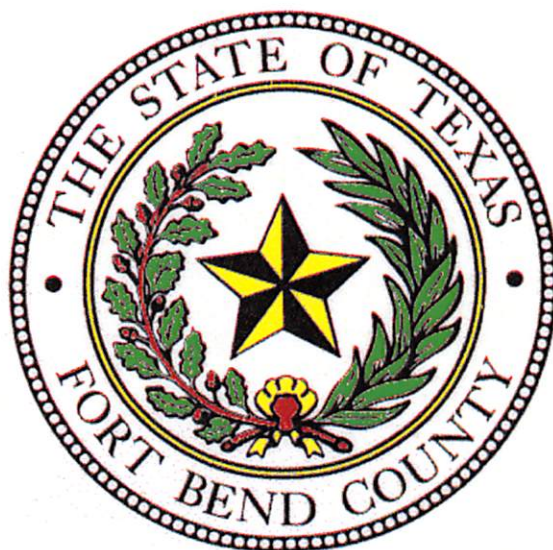


ANNEX O



HUMAN SERVICES

Fort Bend County

RECORD OF CHANGES

Annex O

Human Services

Change #	Change	Entered By	Date Entered
1		Jill Boehm	6/2006
2	Rewrite of Annex O	David Olinger	3/10
3		Alan Spears	8/9/10
4		David Olinger	3/24/11
5		David Olinger	3/1/12
6	Update of service providers	David Olinger	5/7/12
7	Update of Annex	Alan Spears	07/26/12
8	Update of Annex	David Olinger	08/21/12
9	Update of Annex	Alan Spears	5/26/17
10	Added Long Term Recovery language, Definition of Fort Bend Recovers, Task Assignments, Contact Information	Alan Spears/Caroline Egan/David Olinger	8/15/17

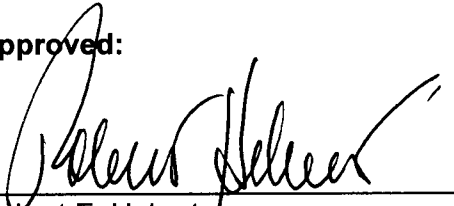
APPROVAL & IMPLEMENTATION

Annex O

Human Services

This annex is hereby accepted for implementation and supersedes all previous editions.

Approved:



Robert E. Hebert
County Judge
Fort Bend County

10-3-2017

Date

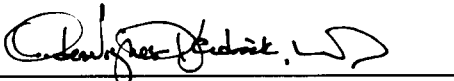
Reviewed by:



Anna Gonzales, MSW
Director, Social Services
Fort Bend County

8-17-17

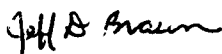
Date



M. desVignes-Kendrick, MD, MPH
Director, Health and Human Services
Fort Bend County

08/17-2017

Date



Jeff D. Braun
Emergency Management Coordinator
Fort Bend County

9-18-17

Date

ANNEX O

HUMAN SERVICES

I. AUTHORITY

See Basic Plan, Section I

II. PURPOSE

The purpose of this annex is to make provisions for providing human services support to people who require food, clothing, mental health services, and victim's compensation in the immediate aftermath of an emergency. The services described in this annex may be needed in the aftermath of incidents of limited scale as well as major emergencies and disasters. Long-term recovery is not addressed in this plan.

III. EXPLANATION OF TERMS

A. Acronyms

AFN	Access and Functional Needs
ARC	American Red Cross
CAN	Coordinated Assistance Network
CERT	Community Emergency Response Team
CISM	Critical Incident Stress Management
DADS	Department of Aging and Disability Services
DARS	Department of Assistive and Rehabilitative Services
DCM	Disaster Case Management
DDC	Disaster District Committee
DMHS	Disaster Mental Health Services
DRC	Disaster Recovery Center
DSHS	Department of State Health Services
EMS	Emergency Medical Service
EOC	Emergency Operations Center
FAC	Family Assistance Center
FEMA	Federal Emergency Management Agency
HHS	Health & Human Services
HHSC	Health and Human Services Commission
HSO	Human Services Officer
MARC	Multi-Agency Resource Center
MHAFFB	Mental Health America of Fort Bend
MRC	Medical Reserve Corps
MRE	Meals Ready to Eat
PFA	Psychological First Aid
POD	Point of Distribution (Commodity)
SCC	State Crisis Consortium
SOG	Standard Operating Guidelines

TEXANA	Texana
TEXAS CISM	Texas Critical Incident Stress Management
TDEM	Texas Division of Emergency Management
TSA	The Salvation Army
TGCR VOAD	Texas Gulf Coast Regional VOAD
VOAD	Volunteer Organizations Active in Disasters

B. Definitions

1. Access and Functional Needs (AFN): Persons who may have additional needs before, during and after an incident in functional areas, including but not limited to: maintaining independence, communication, transportation, supervision, and medical care. Individuals in need of additional response assistance may include those who have disabilities, live in institutionalized settings, are elderly, are children, are from diverse cultures, have limited English proficiency, or are non-English speaking, or are transportation disadvantaged. An individual with a disability is defined by the ADA as a person who had a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record of such an impairment, or a person who is perceived by others as having such an impairment. The ADA does not specifically name all of the impairments that are covered.
2. American Red Cross (ARC): a non-profit organization that prevents and alleviates human suffering in the face of emergencies by mobilizing the power of volunteers and the generosity of donors.
3. Crisis Counseling: A short-term therapeutic intervention process that utilizes established mental health techniques to lessen adverse emotional conditions that can be caused by sudden and/or prolonged stress. Crisis Counseling is designed for “normal individuals who have experienced an abnormal event.” Crisis counseling is not traditional therapy and is often delivered within the victim’s home environment. Crisis counseling is normally set up for victims and secondary responders who have been involved in an emergency situation, while CISM is designed for first responders.
4. Crisis Counseling Program: The programs utilize traditional and non-traditional mental health practices with the disaster-impacted area. Department of Aging and Disabilities Services (DADS) coordinate these programs through the local mental health authority. DADS facilitates intellectual disability services and state school programs, community care, nursing facilities, and long-term care regulatory services, and aging services and programs. For more information, please visit the DADS website: www.dads.state.tx.us.
5. Critical Incident Stress Management (CISM): CISM is a comprehensive, integrated, and multi-component crisis intervention system for the reduction and control of the harmful effects of stress. This process is primarily intended and usually designed for first responders such as law enforcement, fire, and EMS personnel. CISM is normally conducted by peers with guidance and oversight by mental health professionals. TDH is responsible for coordination of the Texas CISM Network.
6. Crime Victim’s Compensation (CVC): A state program that provides monetary assistance victims of crime. Assistance may include paying for hospital care, traditional counseling, burial, and/or other appropriate expenses that are incurred as a result of a crime. The

Crime Victim's Compensation Division of the Texas Office of the Attorney General coordinates this program.

7. Department of Aging and Disability Services (DADS): A state agency that administers long-term services and supports for people who are aging and who have cognitive and physical disabilities.
8. Department of Assistive and Rehabilitative Services (DARS): A state agency that works with Texans with disabilities and families with children who have developmental delays to improve the quality of their lives and to enable their full participation in society.
9. Disaster Case Management (DCM): A method used to assess the status of individuals and families affected by a disaster and to assist them in the development of recovery plans that return them to sense of normalcy. Disaster case management involves social service triage to meet basic needs and with some needs being met through Mass Care (see Annex C: Shelter and Mass Care) plans. In the long term, case managers assist clients with the development and implementation of their recovery plans.
10. Disaster District Committee (DDC): Disaster District Committee's consist of State Agencies and departments that have an emergency service functions.
11. Department of State Health Services (DSHS): DSHS mission is to improve health and well-being in Texas Their goals are: to prevent and prepare for health threats, build capacity for improving community health, promote recovery for persons with infectious disease and mental illness, protect consumers, develop and expand integrated services, streamline administrative systems, maintain and enhance DSHS assets, nurture a unified workplace culture, expand the effective use of health information and build and sustain effective partnerships.
12. Disaster Recovery Center (DRC): A readily accessible facility or mobile office where disaster survivors may go for information about FEMA programs or other disaster assistance programs, and to ask questions related to their FEMA case. Representatives from the FEMA, U.S. Small Business Administration (SBA), volunteer groups and other agencies are at the centers to answer questions about disaster assistance and low-interest disaster loans for homeowners, renters and businesses. Disaster survivors can also apply for federal disaster assistance at a DRC.
13. Disaster Mental Health Services (DMHS): Disaster mental health services include crisis counseling, CISM, and victim's services. This includes assessing short and long-term mental health needs, assessing the need for additional mental health services, tracking on-going support needs, providing disaster mental health training programs, and identifying disaster worker stress issues and needs. It is the responsibility of DSHS to coordinate this assessment for state and/or federal emergencies.
14. Family Assistance Center (FAC): The Family Assistance Center (FAC) is primarily used during mass casualty and/or fatality incidents to provide support to family members who are awaiting information about loved ones that are victims of the incident. However, a FAC may need to be established for other types of emergencies not yet identified.

15. Fort Bend Recovers: A collaborative network of non-profit, faith-based, and governmental organizations and business partners that serves as Fort Bend County's long-term recovery group and addresses the long-term needs of Fort Bend County following a disaster.
16. Multi-Agency Resource Center (MARC): A single, "one stop shop" location where public and private organizations come together to provide assistance to those affected by disaster.
17. Mental Health America of Fort Bend County (MHAFB): The Mental Health America of Fort Bend County (MHAFB) is a non-profit, 501(c)3 organization whose goal since 1989 has been to bring together mental health consumers, their families, advocates, service providers and members of the Fort Bend County Community to promote mental and emotional wellness, educate to eliminate the stigma surrounding mental illness, link individuals seeking mental health treatment with area providers and advocate for improved care and accessibility for mental health services.
18. Meal Ready-to-Eat (MRE): Meal, Ready-to-Eat (MRE) is a self-contained meal in lightweight packaging produced by the United States for its soldiers in the battlefield where organized food facilities are not available.
19. Psychological First Aid (PFA): A short-term therapeutic intervention process that utilizes established mental health techniques to lessen adverse emotional conditions that can be caused by sudden and/or prolonged stress. PFA is designed for "normal individuals who have experienced an abnormal event." PFA is not traditional therapy and is often delivered within the victim's home environment. PFA is normally set up for survivors and secondary responders who have been involved in an emergency situation, while Critical Incident Stress Management (CISM) is designed for first responders. PFA may be provided by volunteers who are trained in crisis response but who may not have formal training and education in counseling or psychology.
20. Points of Distribution (POD): Commodity PODs are continuous drive-through sites, where volunteers load life sustaining emergency relief supplies into the trunks of cars, and survivors of the disaster receive information on other services available to them. These may also be referred to as Commodity PODs.
21. Recovery: One of the four phases of emergency management. Recovery includes the actions taken to return affected individuals and communities to a normal or safer situation following a disaster. Recovery is broken out into three phases: short-term, intermediate, and long-term. Short-term recovery lasts hours to days following an incident and may occur concurrently with response operations. Intermediate recovery may begin within days of an incident and may last weeks or months afterward. Long-term recovery activities may begin almost immediately after a disaster and may last for multiple years.
22. State Crisis Consortium (SCC): The State Crisis Consortium is a multi-agency state organization that is designed to ensure that all mental health resources are coordinated in an appropriate manner. For more information on SCC's relationship with the human services function, see paragraph V.B.1.c in this annex.
23. Standard Operating Guidelines (SOG): Established guidelines to be followed in carrying out a given operation or in a given situation.

24. Texana Center (Texana): Texana Center is a 501(c) 3 public, not for profit, organization that provides behavioral healthcare and developmental disabilities services to residents of a six-county area that includes Austin, Colorado, Fort Bend, Matagorda, Waller and Wharton Counties.
25. Texas CISM Network: The Texas CISM Network was established to assist emergency service personnel who have experienced a critical incident. These teams are composed of peers, clergy, and mental health professionals, all of whom are volunteers. Teams are available on a 24-hour basis and individual teams respond on the basis of availability. Texas Department of State Health Services, through the Network, provides a clearinghouse for information. Through its statewide hotline telephone number (1-800-452-6086), TDH receives and screens requests for debriefings. CISM Teams may also be contacted directly. More information on the Texas CISM Network and a list of the CISM Teams is available at: <https://www.dshs.texas.gov/mhsa-disaster/cism/>
26. Texas Division of Emergency Management (TDEM): The Texas Division of Emergency Management (TDEM) coordinates the state emergency management program, which is intended to ensure the state and its local governments respond to and recover from emergencies and disasters, and implement plans and programs to help prevent or lessen the impact of emergencies and disasters. TDEM implements programs to increase public awareness about threats and hazards, coordinates emergency planning, provides an extensive array of specialized training for emergency responders and local officials, and administers disaster recovery and hazard mitigation programs in the State of Texas.
27. Texas Gulf Coast Regional Voluntary Organizations Active in Disaster (TGCRVOAD): is a consortium of recognized voluntary organizations active in disaster relief. Its mission is to foster more effective service to people affected by disasters. VOADs support and facilitate the delivery of disaster services by their members. The VOAD itself does not deliver response and recovery services. Member organizations support the efforts of federal, state, and local agencies and governments.
28. Volunteer Organizations Active in Disasters (VOAD): A unified organization that fosters, facilitates, and maximizes the ability of its members to serve the communities and the people of the State of Texas through cooperation, communication, coordination and collaboration.

IV. SITUATION & ASSUMPTIONS

A. Situation

1. As outlined in section IV.A and Figure 1 in the Basic Plan, Fort Bend County and its Joint Resolution Jurisdictions are vulnerable to a number of hazards. These hazards could result in the evacuation, destruction of or damage to homes and businesses, loss of personal property, disruption of food distribution and utility services, and other situations that adversely affect the daily life of our citizens.
2. In the aftermath of emergency situations, disaster survivors may need assistance in obtaining food, clothing, mental health services, and other essential life support needs as well as cleaning up and making temporary repairs to their homes.

3. Emergency responders, disaster survivors, and others who were affected by the emergency may experience stress, anxiety, and other physical and psychological effects that adversely impinge on their daily lives.

B. Assumptions

1. Disaster survivors evacuated from their homes and housed in temporary shelters, those that remain in their homes under adverse conditions, and emergency responders may need human services support in the aftermath of a disaster.
2. In the aftermath of an emergency situation, disaster survivors and emergency responders who would not normally be clients of local and state human service agencies may require some form of human services assistance, including food, clothing, and disaster mental health services. Hence, abnormal demands may be placed upon the delivery of human services, including disaster mental health services, emergency assistance, and the care of functional and medical needs groups. As a consequence, the clientele of both local and state human service organizations may increase.
3. Points of Distribution (PODs) and Multi-Agency Resource Centers (MARC)s will likely be needed to meet immediate needs of residents after a major disaster.
4. Disaster case management (DCM) may be needed for many individuals and families. DCM may be short or long term depending on the individual's or family's situation. Case management services should begin as soon as possible to expedite individual and community recovery.
5. In some cases, disaster mental health services may be needed during response and recovery operations.
6. The American Red Cross (ARC), The Salvation Army (TSA), and nationally organized volunteer groups active in disaster (VOADs), and community based organizations, will provide assistance to disaster survivors.
7. Local professional and volunteer organizations and charitable groups, including religious groups, which normally respond to emergency situations, will do so if requested.
8. State assistance will be available to supplement local human services resources if and when requested.
9. Depending on the severity and scope of the incident, the County Judge or Mayor or City Manager of a Joint Resolution Jurisdiction or his/her designee may assign a local recovery coordinator to coordinate recovery operations. The county's long-term recovery committee, Fort Bend Recovers, may be activated at this time to coordinate providing services and assistance to disaster survivors.

V. CONCEPT OF OPERATIONS

A. General

1. Fort Bend County has the general responsibility for ensuring the welfare of its citizens and will develop a capability to provide appropriate human service assistance during and immediately following emergency situations.
2. The TGCR VOAD will coordinate with the County Emergency Operations Center (EOC) who will coordinate with local human services organizations and organized volunteer disaster assistance organizations to ensure basic human services are provided in the aftermath of an emergency. The VOAD will share collected information and data with the Human Services Officer (HSO) and the Health & Human Services (HHS) EOC console representative.
3. Working from established relationships, ARC, TSA, other VOADs, local community based organizations, and faith based and civic groups will be called upon to provide support for disaster survivors.
4. Some emergency situations will not require implementation of large-scale mass care operations, but instead generate a need for a limited amount of emergency food and clothing. For these situations, the HSO will coordinate with other County departments, Joint Resolution Jurisdiction staff, volunteer organizations, and faith based organizations to identify sources for this assistance.
5. Like other disaster victims, functional and medical needs groups may require assistance to meet their needs for food, clothing, housing, and medical care. Local human services organizations are expected to identify any functional and medical needs groups that need assistance in the aftermath of an emergency.
6. Fort Bend County will request state human services support if local resources prove inadequate.
7. For recovery activities and needs that extend beyond immediate disaster assistance and short-term recovery as addressed in this annex, the Fort Bend County Judge or Joint Resolution Jurisdiction Mayor or City Manager, or his/her designee, should consider activating the Fort Bend County Recovery Plan.

B. Non-profit Organizational Assistance

1. Volunteer organizations active in disaster and local community based organizations may be able to assist in meeting a number of the needs of disaster survivors, including:
 - a. Basic clothing
 - i. Basic furnishings and household goods
 - b. Job-related tools
 - c. Transportation

- d. Home clean up and debris removal
 - e. Home repairs
2. See Appendix 1 to this Annex for a list of volunteer organizations active in disasters that operate in many areas of the state and the services they may be able to provide during an emergency.

C. Assistance Centers

- 1. Multi-Agency Resource Center (MARC)
 - a. Based on the scope and the extent of damage, the County Judge and/or the Mayors or City Managers of the Joint Resolution Jurisdictions or his/her designee may request that a MARC be established to assist disaster survivors with recovery needs.
 - b. At the time of the decision to open a MARC, the local recovery coordinator will appoint a lead agency to coordinate the overall planning and operations of the MARC.
 - c. Reference the American Red Cross *Multi-Agency Resource Center Planning Resource* (June 2015) for how to establish and operate a MARC.
- 2. FEMA Disaster Recovery Center (DRC)
 - a. Where emergencies result in federal emergency or major disaster declarations by the President, disaster survivors may be eligible for specific human services programs as part of the recovery process. See Annex J (Recovery) for further information.
 - b. If FEMA Individual Assistance is made available to disaster survivors following a major disaster declaration for the county by the President, the FEMA, in conjunction with the County, may establish a Disaster Recovery Center (DRC) to assist disaster survivors with applying for FEMA assistance. See Appendix 4 for facility requirements to establish a DRC.
- 3. Family Assistance Center (FAC)
 - a. Based on the scope and size of the event, and estimated times of recovery from county Search & Rescue teams, the County Judge and/or the Mayors or City Managers of the Joint Resolution Jurisdictions or his/her designee, may determine the need to establish a Family Assistance Center.
 - b. The American Red Cross will serve as the lead agency in setting up and coordinating services at a Family Assistance Center.
 - c. See Appendix 10 for more information about Family Assistance Centers.

D. Disaster Case Management

1. Case management services should be implemented after a disaster in an effort to assist individuals with the most acute needs. Case managers dedicated to assisting disaster survivors with unmet needs should be assigned as soon as possible.
2. County departments, VOADs, and other local non-profit organizations working together form a network of case managers and services which can assist disaster survivors with unmet needs, thus minimizing recovery time.
3. County departments, VOADs, and other local non-profit organizations should coordinate with one another to ensure the needs for disaster survivors are met. For incidents in which the county's Recovery Plan and long-term recovery group, Fort Bend Recovers, have been activated, Fort Bend Recovers will be the entity assuming the responsibility of coordinating disaster case management (see Fort Bend County Recovery Plan).
4. Reasonable efforts should be made to enter and keep up to date case management information in the Coordinated Assistance Network (CAN). If case management information cannot be entered into CAN, case management assessment and referral will be accomplished by coordinating via phone and using the Emergency Case Management Assessment and Referral Form (Template) in Appendix 5.
5. Reasonable efforts should be made to coordinate local case management disaster response with other governmental entities, such as the Texas Department of Aging and Disability Services (DADS).
6. Access to Case Management Services:
 - a. After the initial occurrence of a disaster, and if possible within the first 24 hours, the HSO will meet/communicate with local area agencies to proceed with case management services in the affected disaster areas with a goal of implementing an incident area case management response within 72 hours after the event.
 - b. Case Management Services may be accessed through each respective agency directly or as a referral from a non-case management providing agency.
 - i. The HSO will contact each VOAD and social services agency to determine if and what services will be offered.
 - ii. Agencies will be requested to update the services and resources they can offer following an emergency with 211, the United Way Helpline.
 - iii. Disaster survivors may contact the Fort Bend County phone bank 48 hours after the initial occurrence of a disaster to locate agencies providing additional resources.
 - iv. A flyer will be made available at all operating PODs and MARCs within the county to inform residents of the phone bank number and 211 to identify additional resources.

- c. During the initial disaster case management intake and assessment, the case management agency will determine if the client requires short term or long term assistance.
 - d. Most short term assistance, such as food and water, may be met through mass care operations and/or the POD network (see Annex C: Shelter and Mass Care).
 - e. Those individuals and families requiring long term assistance, such as financial assistance, housing, or long term medical needs, should have their case referred to the Case Management Work Group of Fort Bend Recovers, or in the event Fort Bend Recovers is not activated, a case management file opened and a recovery plan developed.
7. **Case Referrals:** No agency can meet all the needs for everyone. In order to meet disaster survivor needs, disaster survivors will need to be referred to various community resources for assistance. Case Managers should follow up with the disaster survivor and/or referral agency to ensure services were received.
 8. **Case Transfers:** At any time during the course of case management it is determined that the needs of a disaster survivor exceed the abilities of the providing agency, the agency will arrange to transfer the disaster survivor's case to another more appropriate agency. The need for mental health services or lack of agency funding may be examples of a need to transfer a disaster survivor. The case with the first agency will not be closed until the transfer to the next agency is complete.
 9. **Case Closures:** Cases are closed when unmet needs are met or short-term recovery plans are completed. Long-term case closure is accomplished when disaster survivors have permanent housing, stable income, and established links to community services (see Fort Bend County Recovery Plan). Cases may also be closed if a disaster survivor voluntarily withdraws from the program.

C. Behavioral and Mental Health Services

1. **Psychological First Aid for Disaster Survivors and Emergency Responders**
 - a. Some disaster survivors and emergency responders may need mental health services in the aftermath of a disaster. Many seeking such help can obtain aid from existing local mental health programs and religious groups. As the demand for such services may increase significantly after a disaster and some local providers may become disaster survivors themselves, there may be a need for additional mental health resources. For a list of additional local behavioral health service providers see Appendix 2.
 - b. Mental Health America of Fort Bend County (MHAFB) serves as the coordinating agent to provide psychological first aid in Fort Bend County during a disaster. MHAFBC will identify and use volunteers, both licensed and unlicensed, members of local organizations and support groups, and other resources as available to respond to a local emergency. All mental health volunteers should be trained in Psychological First Aid.

- i. Behavioral Health Services which go beyond Psychological First Aid may be referred to existing community resources for longer term care and/or may be served in mental health programs established by Texas Department of State Health Services (DSHS) and/or FEMA in response to the disaster.
- ii. Psychiatric care in response to a disaster may be provided through existing community resources or as otherwise coordinated through Annex H: Health & Medical.
- c. If existing local resources are inadequate to meet the need for disaster mental health services, DSHS, through the appropriate Mental Health Authority (Texana), can provide disaster survivors emergency counseling services. Local mental health professionals and members of the local ministerial association, and other local support groups may augment these services.
- d. The American Red Cross will provide and be responsible for Disaster Mental Health support to Red Cross staff and disaster survivors located at Red Cross shelters and other Red Cross service delivery sites.

2. Mental Health Services

a. State Crisis Consortium (SCC)

- i. The State Crisis Consortium is a multi-agency state organization that is comprised of the Texas Department of Public Safety Victim Services, the Office of the Attorney General's Crime Victims' Compensation Division, the Texas Department of Health CISM Network, and the TXMHMR Disaster Assistance Program. The TXMHMR Disaster Assistance Program coordinates the SCC during state or federally declared disasters when multiple state agencies may be required to respond to a single disaster.
- ii. The SCC is designed to ensure that all mental health resources are coordinated in an appropriate manner. The purpose of the team is to support local government through:
 - 1. Assessing both short and long-term support needs of responders and disaster survivors.
 - 2. Assessing unmet needs and the need for outside additional support.
 - 3. Working with local entities including government, local service providers, and local/regional agency offices to assure a coordinated response.
- iii. When the incident results in a federal disaster declaration, the SCC will work with local government and support agencies to:
 - 1. Track costs and resources allocated to relief efforts.
 - 2. Track the need for referrals and ongoing support needs.
 - 3. Coordinate private, federal, and voluntary resources.
- b. In addition to local and state mental health providers, some volunteer organizations active in disasters can provide crisis counseling to disaster victims. For a description of the services that can be provided by various organizations, see Appendix 2.

c. **Mental Health Support for Emergency Responders**

The Texas CISM Network was established to assist emergency service personnel who have experienced critical incidents such as line of duty deaths, mass casualties, multiple fatalities, and local disasters. CISM teams are available upon request on a 24-hour basis regardless of whether a state or federal disaster has been declared. For more information on the Texas CISM Network, see Section XI of this annex.

d. **Requesting State Disaster Mental Health Services**

Local government requests for state crisis counseling, CISM, and victim's services assistance should be made by the Fort Bend County Judge and/or the Mayors or City Managers of the Joint Resolution Jurisdiction Cities to the DDC Chairperson in Pierce, Texas.

D. Emergency Water Supplies

If water supply systems are disrupted in an emergency, timely provision must be made to provide water to local residents whose normal supply has been disrupted. Appendix 3 to this annex outlines a number of options for providing emergency water supplies.

E. Emergency Food

In the aftermath of an emergency, local residents may be unable to obtain food from normal sources, preserve perishable food, or prepare meals due to damage to their homes and food stores or the loss of electrical or gas services. Food may be provided to disaster survivors in a variety of ways, depending on the situation in the local area in the aftermath of a disaster. Among the options are:

1. Distribution of Meals Ready to Eat (MREs) through PODs. See Annex C (Shelter and Mass Care) for a list of pre-planned POD locations.
2. Mass feeding at fixed sites, using operable kitchen facilities at schools, community centers, churches, and other community facilities.
3. Mass feeding at fixed sites using transportable kitchens operated by volunteer groups.
4. Distribution of prepared food using mobile canteens operated by volunteer groups.
5. Distribution of foodstuffs obtained from food banks that can be used by disaster survivors to prepare meals.
6. Distribution of restaurant or grocery store vouchers.

The ARC, TSA, and other volunteer organizations listed in Appendix 1 can provide many of these services.

F. Phases of Emergency Management

1. Prevention

Identify individuals who may require additional assistance during an emergency (e.g. senior citizens, citizens with functional and medical needs, etc.).

2. Preparedness

- a. Identify VOADs, nonprofit organizations, and local community based organizations that can provide emergency food and clothing in the aftermath of emergency situations and other sources of emergency food and clothing.
- b. Identify agencies or groups that can provide disaster mental health services and victims services during and in the aftermath of emergency situations.
- c. Identify and train human services representatives who will staff the EOC.
- d. Conduct emergency planning with human services agencies, VOADs, nonprofit organizations, and local community based organizations, and develop appropriate standard operating guidelines (SOGs) and execute agreements where appropriate.
- e. Determine tentative emergency assignments for available personnel and volunteers.
- f. Encourage volunteer groups active in disasters to participate in emergency exercises.
- g. Review and update this annex and related SOGs.

3. Response

- a. Provide food and clothing to disaster survivors as needed.
- b. Register evacuees or disaster survivors or assist volunteer groups in performing this task.
- c. Provide resource information to disaster survivors who need human services assistance.
- d. Provide human services staff support for the EOC.

4. Recovery

- a. Assess needs of disaster survivors and provide assistance, including, but not limited to, temporary housing, food, clothing, clean-up services, minor home repairs, and other support.
- b. Coordinate with the Public Information Officer to inform the public of the availability of human services programs.
- c. Assess the need for disaster mental health services for emergency responders and disaster survivors. Coordinate and arrange for such support if required.
- d. Provide human services personnel to staff the MARC if one is activated.

- e. For recovery activities and needs that extend beyond immediate disaster assistance and short-term recovery, refer to the Fort Bend County Recovery Plan.

VI. ORGANIZATION & ASSIGNMENT OF RESPONSIBILITIES
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A. Organization

1. The emergency organization as described in Section VI.A of the Basic Plan shall carry out the function of providing human services in emergency situations.
2. The Fort Bend County Judge and/or the Mayors or City Managers of the Joint Resolution Jurisdiction cities shall provide policy guidance with respect to emergency human services operations. The Human Services Officer, in conjunction with the Recovery Coordinator (if appointed), will manage the human services function during emergency operations.
3. Human services will be provided through the coordinated efforts of local human services professionals, human services agencies, local volunteer groups, ARC, TSA, and other volunteer and community based organizations.
4. State and federal agencies may be requested to assist in human services activities conducted in the aftermath of a major emergency or disaster.

B. Task Assignments

1. The Fort Bend County Judge and/or the Mayors or City Managers of the Joint Resolution Jurisdiction cities will:
 - a. Ensure that a human services program for emergency situations is developed.
 - b. Provide general guidance and direction for human services operations during emergencies.
2. The Director of Social Services will serve as the Human Services Officer and will:
 - a. Identify volunteer groups and agencies that can provide goods and services to satisfy human services needs and develop agreements with them.
 - b. In the aftermath of emergencies, solicit and coordinate distribution of clothing, food, and services by various agencies and organizations. (See Appendix 2 to Annex M (Resource Management) for a list of food, clothing, and water resources, to be developed.)
 - c. Coordinate with the Shelter & Mass Care Officer to provide for human services needs of disaster survivors in shelters.
 - d. Coordinate human services support for functional and medical needs groups.

- e. Coordinate with the Mental Health Authority for the provision of disaster mental health services for disaster survivors, emergency workers, and others suffering trauma due to the emergency situation.
 - f. Coordinate local staffing at Multi-Agency Recourse Centers and Disaster Recovery Centers, if needed.
 - g. Work with the Transportation Officer to coordinate transportation assistance for those who need it.
3. The Disaster Recovery Manager will serve as the Recovery Coordinator and will:
- a. Assist the Human Services Officer to identify and coordinate organizations providing human services in the immediate aftermath of a disaster.
 - b. Assist with the transfer of short-term recovery activities to intermediate and long-term recovery under Fort Bend Recovers, if activated.
4. The Mental Health Authority will:
- Coordinate the provision of and provide disaster mental health services to disaster survivors, emergency workers, and others suffering trauma due to an emergency situation.
5. The Transportation Officer will:
- a. Coordinate transportation support for human services operations.
 - b. Coordinate transportation for food, clothing, drinking water, and other supplies, if the agency providing these materials is unable to do so.
 - c. When requested by the HSO, coordinate transportation for those who need transportation assistance such as those without vehicles, functional and medical needs, etc.
6. The Shelter & Mass Care Officer will:
- Identify and communicate human services needs of those housed in shelters to the Human Services Officer.
7. The Public Information Officer will:
- Coordinate the release of information to the media and public about assistance programs available for disaster survivors.
8. Volunteer Groups, Charitable Organizations, Local Community Based Organizations will:

Provide human services assistance identified by the Human Services Officer upon request. See Appendix 1 to this annex for a list of groups and organizations that may be able to assist and the types of services they provide.

VII. DIRECTION AND CONTROL

A. General

1. The Fort Bend County Judge and/or Mayors or City Managers of Joint Resolution Jurisdiction cities shall establish priorities for and provide policy guidance for human services programs conducted after a disaster.
2. The City Manager and/or Executive Assistant to the County Judge will provide direction to the Human Services Officer regarding human services operations in the aftermath of an emergency.
3. The Human Services Officer and staff will plan, coordinate, and carry out human services program activities.
4. All human services activities will be coordinated through the Human Services Officer in the EOC.

B. Line of Succession

The line of succession for the Human Services Officer is:

1. Social Services Coordinator
2. Director of Social Services
3. Deputy Director of HHS or Designee

VIII. READINESS LEVELS

A. Level IV: Normal Conditions

See the mitigation and preparedness activities in section V.F.1 and V.F.2.

B. Level III: Increased Readiness

1. Review plans and procedures and update them if needed.
2. Meet with local human services agencies to determine possible human services requirements based on the threat and assess resources on hand.
3. Determine the availability of human services personnel and equipment for emergency duty.

C. Level II: High Readiness

1. Alert and brief human services personnel for possible emergency operations.
2. Identify personnel that will staff the EOC.
3. Identify and alert external resource sources.

D. Level I: Maximum Readiness

1. Put human services staff on call.
2. Consider precautionary staging of personnel, equipment, and supplies.
3. Deploy trained staff to the EOC if it is activated.

IX. ADMINISTRATION AND SUPPORT

A. Records Maintenance

All records generated during an emergency will be collected and filed in an orderly manner so a record of events is preserved for use in determining response costs, settling claims, and updating emergency plans and procedures.

B. Preservation of Records

Vital human services records should be protected from the effects of a disaster to the maximum extent possible. Should records be damaged during an emergency situation, professional assistance preserving and restoring those records should be obtained as soon as possible.

C. Training & Exercises

1. Human services personnel who will participate in EOC operations will receive training on FBC EOC operations. The Human Services Officer is responsible for arranging that training.
2. Volunteer organizations and groups that may provide human services support during emergency situations shall be invited and encouraged to participate in emergency drills and exercises where appropriate.

D. State and Federal Assistance

If state or federal assistance is required, the Human Services Officer will brief the County Judge/Mayor on the assistance required. The County Judge/Mayor or his/her designee will make the request for assistance to the Disaster District Committee Chairperson in Pierce, Texas. For more details on requesting assistance, see section V.E.4.a.2 of the Basic Plan.

X. ANNEX DEVELOPMENT & MAINTENANCE

A. Development

The Human Services Officer is responsible for developing and maintaining this annex.

B. Maintenance

This annex will be reviewed annually and updated in accordance with the schedule outlined in Section X of the Basic Plan.

XI. REFERENCES

- A. ARC, *Multi-Agency Resource Center Planning Resource* (June 2015)
- B. ARC/FEMA brochure: *Food & Water in an Emergency*, ARC-5055 & FEMA L-210.
- C. ARC Fact Sheet: *Water Storage Before Disaster Strikes*.
- D. ARC Fact Sheet: *Water Treatment After Disaster Strikes*.
- E. FEMA brochure, *Emergency Food & Water Supplies*, FEMA-215.
- F. DSHS, "Disaster Mental Health Services" at the Community Preparedness website: <http://www.dshs.state.tx.us/compred/dmh/default.shtm>
- G. American Red Cross website: www.redcross.org. This site provides information on the service areas for the ARC chapters and addresses and phone numbers for those chapters.
- H. Annex C (Shelter & Mass Care) to the *State of Texas Emergency Management Plan*
- I. Annex V (Food & Water) to the *State of Texas Emergency Management Plan*

APPENDICES

Appendix 1..... Volunteer Groups
Appendix 2..... Local Behavioral Health Services
Appendix 3..... Emergency Water Supplies
Appendix 4..... Disaster Recovery Center Requirements Checklist
Appendix 5..... Emergency Case Management Assessment and Referral Form (Template)
Appendix 6..... Access, Functional, and Medical Needs
Appendix 7..... Senior Housing Communities
Appendix 8..... Family Assistance Center

Appendix 1 VOLUNTEER GROUPS
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1. Local Organizations and Groups

The following is a list of local groups and organizations that have indicated that may be able to provide human services support during emergency situations.

GROUP/ORGANIZATION	LEVEL OF ASSISTANCE
BEHAVIORAL HEALTH	
Refer to Appendix 2	
CASE MANAGEMENT	
American Red Cross 1-866-526-8300	Disaster Case Management
Catholic Charities 1-866-649-5862 Mamie George Community Center 281-202-6200	Disaster Case Management (long-term)
East Fort Bend Human Needs Ministry 281-261-1006	
Fort Bend County Social Services 281-342-7300	Disaster Case Management (long-term)
Helping Hands 281-232-4904	
Katy Christian Ministry 281-391-9623	Disaster Case Management (long-term)
Project Lift 832-962-7648	
Salvation Army 281-207-2500	Disaster Case Management
Second Mile Mission 281-261-9199	
CLOTHING/FOOD/FINANCIAL ASSISTANCE	
Bethel Ministry 3015 Fifth St. Stafford, TX 77477 281-261-5688	<u>Level of Assistance:</u> Food distribution every Thur. 5:00 pm - 7:00 pm
East Fort Bend Human Needs Ministry 435 Stafford Run Stafford, TX 77477 281-261-1006 <u>Hours of Operation:</u> Tues, Thurs, Fri 10:00 am-1:30 pm; Wed 6-8 pm	<u>Level of Assistance:</u> Food/clothing; financial assistance is provided on Wed. 6-8 pm <i>by appointment only</i> and you will need to call on Tues at 10:00 am to schedule your appointment at 281-261-5470. <u>Prerequisites:</u> Must live east of Hwy 99 (Grand Parkway) and within FBC
Fort Bend County Social Services 4520 Reading Rd. Ste. A. Rosenberg, TX 77471 281-342-7300 (Richmond, Rosenberg, East Bernard, Kendleton, Orchard, Pleak, Sugar Land) <u>Hours of Operation:</u>	<u>Level of Assistance:</u> Need to call for appointment; electricity/rental/mortgage/medication/food if they qualify and the program is available for the type of assistance needed – different programs are available (upon qualifying) at different times of the year

<p>Mon-Fri. 8:00am - 12:00pm & 1:00pm - 5:00pm</p>	
<p>Fort Bend County Social Services, East End Annex 307 Texas Parkway, Suite 235, Missouri City, TX 77459 281-403-8050 (Stafford, Missouri City, Fresno, Arcola) <u>Hours of Operation:</u> Mon - Fri. 8:00am - 12:00pm & 1:00pm - 5:00pm</p>	<p><u>Level of Assistance:</u> Need to call for appointment; electricity/rental/mortgage/medication/food if they qualify and the program is available for the type of assistance needed – different programs are available (upon qualifying) at different times of the year</p>
<p>Galveston County Community Action Fort Bend 1106 C Morton Richmond, TX 77469 281-342-3012 <u>Hours of Operation:</u> Mon. -Fri. 8:30am to 5:00pm</p>	<p><u>Level of Assistance:</u> Co-payment utility plan. Provide relief low-income households. Provide assistance in energy related crisis.</p>
<p>Helping Hands 902 Collins Road, Richmond, TX 77469 281-232-4904 <u>Hours of Operation:</u> Mon-Thurs 10:00 am-2:30 pm; closed every Fri.; 4th Sat of the month, Jan-Oct 10am-1pm</p>	<p><u>Level of Assistance:</u> Food/clothing/financial assistance for West Ft. Bend County residents only; financial assistance includes electricity, water and some prescriptions, however no pain medication prescriptions. No appointments necessary – all walk-in basis</p>
<p>Houston Food Bank 535 Portwall Street Houston, TX 77029 713-223-3700 <u>Hours of Operation:</u> Mon. and Wed. 7:00am - 5:30 pm.; Tues., Thur., & Fri. 7:00am - 9:00pm; Sat. 7:00am - 4:00pm</p>	<p><u>Level of Assistance:</u> Seeks food donations, distributes to local charitable programs. Free home repair materials (anything but lumber and paint) provided by Home Depot for 14/lbs. for shipping and handling.</p> <p><u>Emergency Food Pantry Hours</u> Mon. – Fri. 3:00pm - 8:00pm Sat. 9:00am - 4:00pm</p>
<p>Katy Christian Ministries 5504 1st Street Katy, TX 77493 281-391-9623 <u>Hours of Operation:</u> Mon. - Thur. 9:00am - 5:00pm (closed 12:00pm - 1:00pm daily)</p>	<p><u>Level of Assistance:</u> Limited financial assistance (rent/mortgage, utilities, medical, gas), food pantry, food pantry referrals, counseling referrals, medical equipment loan service</p>
<p>Mamie George Community Center (Catholic Charities) 1111 Collins Rd. Richmond, TX 77469 281-202-6200 <u>Hours of Operation:</u> Mon. - Fri. 9:00am – 5:00pm</p>	<p><u>Level of Assistance:</u> Trini's Corner Market – offers an innovative, self-select food pantry for low-income families. Patty's Café – offers healthy meals to low-income seniors at no cost and an indoor/outdoor dining for the entire community.</p>
<p>Project Lift 832-962-7648</p>	<p><u>Level of Assistance:</u> Houston Food Bank Disaster Site, Clothing, Transportation, Furniture, Housing, Crisis Chaplains, Case Management, FEMA HELP</p>

<p>Salvation Army 12300 Parc Crest Dr. Stafford, Texas 77477 281-207-2500 <u>Hours of Operation:</u> Mon-Fri 9:00 am-5:30 pm by appointment only</p>	<p><u>Level of Assistance:</u> Rental/mortgage with maximum of \$200 with eviction notice on rental or past due notice on mortgage; \$100 max on electricity and \$50 max on water & gas, however utility bills need to be disconnect notices</p>
<p>Second Mile Mission 1135 Highway 90A Missouri City, TX 77489 281-261-9199 <u>Hours of Operation:</u> Mon., Wed., Fri. 9:30am - 4:30pm; Tues., Thur. 9:30am - 7:30pm; Sat. 10am - 3pm</p>	<p><u>Level of Assistance:</u> Food/clothing and some household items; some financial assistance; walk-in basis</p>
<p>St. Vincent De Paul has the following locations in the Fort Bend area:</p>	<p>All locations are run by volunteers. They do not have specific hours of operation. Families in need can call the parish closest to them, leave their name and phone number and a volunteer will call them back to schedule a home visit, or a time for the client to go to the Pantry/office.</p>
<p>Holy Family Catholic Church (Missouri City) - 281-499-6246</p>	
<p>St. Mark the Evangelist (Houston, Fort Bend County) – 281-835-6285</p>	
<p>St. Theresa (Sugar Land) – 281-242-9149</p>	
<p>St. Thomas Aquinas (Sugar Land) – 281-240-6721</p>	
<p>Epiphany of the Lord (Katy, borders Fort Bend) – 281-578-3845</p>	
<p>St. Bartholomew (Katy) – 281-391-1540</p>	
<p>Holy Rosary (Rosenberg) – 281-342-3009</p>	
<p>St. John Fisher (Richmond) – 281-238-0991 x115</p>	
<p>Texas Health and Human Services Commission 117 Lane Dr., Ste 50, Rosenberg, TX, 77471 (281) 342-8651 or 2-1-1</p>	<p><u>Level of Assistance:</u> HHSCC will assist families with the following needs: Temporary Assistance for Needy Families (TANF); Food Stamps (SNAP Food Benefits) <i>Must meet State eligibility requirements.</i></p>
HEALTH & MEDICAL	
<p>CHIP – Children’s Health Insurance Program 1-877-543-7669 / 2-1-1</p>	<p><u>Level of Assistance:</u> Health, Dental, and prenatal services for children who do not qualify for Medicaid and have no other type of insurance coverage. <i>Must meet State eligibility requirements.</i></p>
<p>Access Health – Richmond 400 Austin Street Richmond, TX 77469 281-342-5176 <u>Hours of Operation:</u> Hours and Days vary by service Mon. – Fri. 7:00am – 5:00pm; Sat. 8am – 12:00pm</p>	<p><u>Level of Assistance:</u> Medical/pharmacy; pre-screen for household income – sliding scale for payment WIC (for pregnant mothers & infants up to 5 yrs); Mon. 8-5, Tues. 8-7, Wed. 8-5, Thurs. 8-6, Fri. 8-1; open 3rd Sat. of the month from 8-1; also pre-screen for total household income; mothers with Medicaid, TANIF, food stamps automatically qualify for WIC assistance</p>
<p>Access Health – Stafford 10435 Greenbough Dr., Suite 300, Stafford, TX 77477</p>	<p><u>Level of Assistance:</u> Provides comprehensive primary health care for individuals of all ages, including pregnant women. Services include clinical care, on-</p>

<p>281-261-0182 <u>Hours of Operation:</u> Mon., Tues., Thur. 8:00am - 5:00pm; Wed. 9:00am - 6:00pm; Fri. 7:00am - 4:00pm; Pediatric Clinic: Sat. 8:00am -12:00pm, Dental Clinic: 3rd Sat., 8:00am - 12:00pm</p>	<p>site lab and pharmacy, medical case management, WIC nutritional program, and dental care. Same as above.</p>
<p>Access Health – Missouri City 307 Texas Parkway, Suite 100, Missouri City, TX 77489 281-969-1800 <u>Hours of Operation:</u> Mon., Tues. & Thur.: 8:00 am - 5:00pm; Wed.: 9:00am - 6:00pm; Fri.: 7:00am - 4:00pm</p>	<p><u>Level of Assistance:</u> Family Medicine; Pediatric Medicine; Women's Services; Immunizations; Lab Services; Behavioral Health & Case Management; Select Pharmacy</p>
<p>Fort Bend Indigent Health Care 4520 Reading Rd., Ste. A, Rosenberg, TX 77471 281-341-6642 <u>Hours of Operation:</u> Mon-Fri. 8:00am – 12:00pm & 1:00pm - 5:00pm</p>	<p><u>Level of Assistance:</u> Covers medically necessary services for county residents not covered by insurance and meet income and resource eligibility requirements.</p>
<p>Mamie George Community Center (Catholic Charities) 1111 Collins Rd. Richmond, TX 77469 281-202-6200 <u>Hours of Operation:</u> Mon.-Fri. 9:00am – 5:00pm</p>	<p><u>Level of Assistance:</u> Senior Wellness Center – promotes health and well-being through a fitness area, exercise classes and health checks. Other activities include therapeutic art classes and recreation.</p>
<p>Second Mile Mission 1135 Highway 90A Missouri City, TX 77489 281-261-9199 <u>Hours of Operation:</u> Mon., Wed., Fri. 9:30am - 4:30pm; Tues., Thur. 9:30am - 7:30pm; Sat. 10am - 3pm</p>	<p><u>Level of Assistance:</u> Second Mile partners with local medical professionals to provide quality medical and dental care free of charge. The clinic is by appointment only and serves uninsured adults residing in Fort Bend County.</p> <ul style="list-style-type: none"> - Medical clinic: Wed., 1 to 3:30 pm - Dental clinic: Every other Tues., 8:30 to 11 am <p><u>Application Process</u></p> <ol style="list-style-type: none"> 1) Individuals may walk in and request a clinic application from a counselor. 2) Once the application is complete, the applicant must call Second Mile to schedule an eligibility interview. Applications cannot be dropped off and will be reviewed only during the eligibility interview. Completed applications include most recent month's proof of income for everyone in the household, identification for everyone in the household and a utility bill showing Fort Bend County residency. 3) Eligibility interviews take place Mon. mornings by appointment only. Those who qualify will be scheduled for the next available clinic appointment.
<p>TX Health and Human Services Commission 117 Lane Dr, Ste 50,</p>	<p><u>Level of Assistance:</u> HHSCC will assist families with the following needs:</p>

Rosenberg, TX, 77471 (281) 342-8651 or 2-1-1	Medicaid – A family with a parent or relative caring for a child under age 19, pregnant women, and elderly or disabled may receive health care coverage through Medicaid if certain income and resource requirements are met. Must meet State eligibility requirements.
MEDICAL EQUIPMENT	
ABC Medical Equipment 4100 Avenue I Rosenberg, TX 77471 281-341-6307 Hours of Operation: Mon.-Fri. 9:00am-5:00pm	<u>Level of Assistance:</u> Sells new and used medical equipment; accepts medical equipment donations (must be in good condition)
Praxair Distribution, Inc. 3920 Ave H Rosenberg, TX 77471 281-342-5438 Hours of Operation: Mon.-Fri. 8:00am-5:00pm	<u>Level of Assistance:</u> Provides medical grade oxygen for functional and medical needs individuals on oxygen; Individuals must bring in their personal oxygen tank for refill.
HOME REPAIR	
Fort Bend CORPS 1004 Blume Road Rosenberg, TX 77471 281-617-7416 Hours of Operation: Mon.-Fri. 8:00am-5:00pm	<u>Level of Assistance:</u> Provides home repair assistance to restore safe and decent housing for low-income, elderly, and disabled homeowners who are physically and financially unable to make needed repairs to their homes. <i>All clients must own their own home and live on a low, fixed income.</i>
Project Lift 832-962-7648	<u>Level of Assistance:</u> Home repair.
Second Mile Mission 1135 Highway 90A Missouri City, TX 77489 281-261-9199 Hours of Operation: Mon., Wed., Fri. 9:30am - 4:30pm; Tues., Thur. 9:30am - 7:30pm; Sat. 10:00am – 3:00pm	<u>Level of Assistance:</u> Second Mile offers emergency home repair services to clients on a limited basis. Past projects have included handicap accessibility remodeling for a double-amputee, sheetrock repair for an elderly couple and various other projects.
HOUSING	
Fort Bend Center for Independent Living 12946 Dairy Ashford Road, Suite 110 Sugar Land, TX 77478 281.980.2219 Voice/TTY Hours of Operation: Mon.-Fri. 8:00am-5:00pm	<u>Level of Assistance:</u> Information and referrals for housing; Independent living skills training; Coordination of service needs; Advocacy; and Peer support.
Project Lift 832-962-7648	<u>Level of Assistance:</u> Veteran's Housing program.
Rosenberg Housing Authority 117 Lane Dr. Ste. 18 Rosenberg, TX 77471 281-342-1456 Hours of Operation: Mon.-Thur. 9:00am-4:00pm	<u>Level of Assistance:</u> Housing assistance, usually 6 months to 2 years waiting list; no emergency situations
SENIOR PROGRAMS	
Fort Bend Center for Independent Living 12946 Dairy Ashford Road, Suite 110 Sugar Land, TX 77478 281.980.2219 Voice/TTY Hours of Operation: Mon.-Fri. 8:00am-5:00pm	<u>Level of Assistance:</u> Information and referrals for housing; Independent living skills training; Coordination of service needs; Advocacy; and Peer support.
Fort Bend County Seniors Meals on Wheels	<u>Level of Assistance:</u> Provides Meals on Wheels, congregate meals, emergency self-stable meals,

1330 Band Road Rosenberg, TX 77471 281-633-7049 or 1-800-643-9654 <u>Hours of Operation:</u> Mon.-Fri. 9:00am-1:30pm	recreation, health screenings, case management, some financial support, and recreation
Mamie George Community Center (Catholic Charities) 1111 Collins Rd. Richmond, TX 77469 281-202-6200 <u>Hours of Operation:</u> Mon.-Fri. 9:00am-5:00pm	<u>Level of Assistance:</u> Senior Wellness Center – promotes health and well-being through a fitness area, exercise classes and health checks. Other activities include therapeutic art classes and recreation.
SHELTER	
American Red Cross 1-866-526-8300 <u>Hours of Operation:</u> Mon-Fri. 8:00am-5:00pm	<u>Level of Assistance:</u> Provides emergency sheltering needs during declared emergencies or other catastrophic loss for general population and individuals with functional needs.
Fort Bend Family Promise 4645 Cartwright Road Missouri City, TX 77459 281- 403-3923	<u>Level of Assistance:</u> Provides shelter, meals, and comprehensive support to <i>homeless families</i>
Fort Bend County Enable Fort Bend Registry 4520 Reading Rd, Ste A Rosenberg, TX 77471 281-238-3514 or 2-1-1 <u>Hours of Operation:</u> Mon.-Fri. 8:00am-5:00pm	<u>Level of Assistance:</u> FBCHHS will coordinate short term shelter care for individuals with medical needs in a life-threatening situation during declared emergencies or other disaster events.
Fort Bend County Women's Center Crisis Hotline 281-342-4357	<u>Level of Assistance:</u> Shelter provides a 24-hour Crisis Hotline and emergency shelter for women and children who are victims of family violence and sexual assault. The basic services include shelter, food, clothing, emergency and basic medical care in the on-site clinic or by referral.
TRANSPORTATION	
Ft. Bend County Public Transportation 1-866-751-8747; 281-633-7433 <u>Hours of Operation:</u> Call Mon-Fri 8:00am – 4:30pm	<u>Level of Assistance:</u> General transportation services within Fort Bend County; Non-emergency medical transportation within FBC and Harris County; need to call at least 1 day in advance (give as much notice as possible); there is a \$1.00 fee each way. Fee may be waived during an emergency declaration.
American Red Cross 1-866-526-8300 <u>Hours of Operation:</u> Mon-Fri. 8:00am – 5:00pm	<u>Level of Assistance:</u> Provided for community service (free service with doctor's referral), clients with vouchers, and clients on self-pay program. Non-emergency medical appointments only; transport within Ft. Bend County and Harris County; need doctor's name & fax # so Red Cross can fax over transportation referral for Doctor's signature.
OTHER AVAILABLE RESOURCES	
Blood Centers	
Gulf Coast Regional Blood Center – 4949 Sweetwater Boulevard, Sugar Land, TX 77479 281-313-3122 <u>Hours of Operation:</u> Sun. 8am-4pm; Mon.-Thur. 10am-6pm; Fri. 8am-4pm	
Children Services	

<p>Bethel Ministry 3015 Fifth St. Stafford, TX. 77477 281-261-5688</p>	<p><u>Level of Assistance:</u> Project Amor is an after-school program for low income families that provides activities, snacks, tutoring and help with homework for elementary school children.</p>
<p>Common Threads (LCISD families only) Jane Long Elementary - 710 Houston St, Richmond, TX 77469 832-223-0342 <u>Hours of Operation:</u> Tues. 10:30am- 4:30pm Wed. 10:30am- 4:30pm Thurs. 10:30am- 4:30pm</p>	<p><u>Level of Assistance:</u> LCISD families that find themselves in difficult situations may be eligible for assistance from Common Threads. Inquiries about participation in the program should be directed to the school nurse. Community members may also provide information about families needing assistance by contacting the student's school nurse. All referrals are confidential. Accepts and distributes donations for children's school uniforms.</p>
<p>Shared Dreams (FBISD families only) FBISD Education Complex 1555 Independence Blvd Missouri City, TX 77489 281-634-2916 <u>Hours of Operation:</u> Tues. Wed. Fri. 10:00am- 2:00pm</p>	<p><u>Level of Assistance:</u> Provides adequate clothing and toiletries for registered Fort Bend ISD students whose need has been determined by school nurses. The school nurse provides a form that the parent or guardian must bring to the facility in order to select clothing. The Shared Dreams phone number is 281-634-2916.</p>
<p>Employment/Financial Services</p>	
<p>Social Security Administration 1070 Stancliff Rd. Houston, TX 77099 (Corner of Wilcrest and Stancliff) 1-800-772-1213 <u>Hours of Operation:</u> Mon., Tues., Thur., Fri. 9:00am – 4:00pm; Wed. 9:00am-12:00pm</p>	
<p>Workforce Solutions 28000 SW Freeway, Suite D Rosenberg, TX 77471 281-344-0279 <u>Hours of Operation:</u> Mon.-Fri. 1:00pm-5:00pm</p>	<p><u>Level of Assistance:</u> Assists individuals with finding jobs, keeping jobs, or getting better jobs. Offers job search and job matching assistance, career counseling, and financial aid for education/training or work support.</p>
<p>Unemployment Benefits (Texas Workforce Commission): 1-800-939-6631</p>	
<p>FUNERAL SERVICES</p>	
<p>3 "A" Bereavement Foundation 5330 Griggs Rd, Suite A108 Houston, TX 77021 713-649-3232</p>	<p><u>Level of Assistance:</u> Provides bereavement (counseling and some funeral expenses) to indigent and low-income families. Clients must have document to verify that income is near or below poverty level and the deceased must not have sufficient life or burial insurance to cover funeral or interment expenses.</p>
<p>LEGAL SERVICES</p>	
<p>Fort Bend Lawyers Care 281-239-0015</p>	<p><u>Level of Assistance:</u> Family Law Workshops are held on second Wed. of every month from 6:30pm – 8:00pm. Volunteer attorneys will answer Family Law legal questions for the low-income citizens of Fort Bend County at the Family Law Workshop. Please call 281-239-0015 to pre-qualify.</p>
<p>Lone Star Legal Aid - Houston 1415 Fannin Street</p>	<p><u>Level of Assistance:</u> Provides free civil legal advice and representation in non-criminal cases to eligible</p>

<p>Houston, Texas 77002 713-652-0077 1-800-733-8394 <u>Hours of Operation:</u> Family (non-emergency) - Mon. 8:30am - 11:30am; Family law emergencies - Mon. - Fri. 8:30am - 11:30am; All Other Civil Matters - Mon. - Fri. 8:30am - 2:30pm</p>	<p>clients of low-income individuals and families who have immediate needs but cannot afford an attorney. If a client needs legal help in a non-criminal legal matter—or even if a client just has a question or wants general legal information—the client will have to apply for assistance.</p>
<p>PROTECTIVE SERVICES</p>	
<p>Child Advocates of Fort Bend / CASA 5403 Avenue N Rosenberg, TX 77471 281-344-5100</p>	<p><u>Level of Assistance:</u> Use specially trained volunteers and staff to advocate on behalf of abused and neglected children through CASA program (Court Appointed Special Advocates - volunteers advocate in court for children's emotional, physical and educational needs while they are in the care of the child welfare system) and Child's Advocacy Center (a safe place where abused children can disclose abuse without fear, coordinate the assessment, investigation, prosecution and treatment of sexual and serious physical abuse)</p>
<p>Crisis Intervention of Houston Hotline: 832-416-1177 Spanish Hotline: 713-74-AYUDA (29832) Teen Talk Line: 832-416-1199 Teen Text: 281-201-4430 Disaster Distress Helpline: 1-800-985-5990 Text "TalkWithUs" to 66746</p>	<p><u>Level of Assistance:</u> Mission: to help people in crisis. Operates free, confidential, anonymous hotlines. Help people who don't know where to go for help overcome barriers such as fear, isolation, abuse, physical disability, health, language, age, income, location, problem type or timing of the crisis.</p>
<p>Texas Department of Family and Protective Services 1110 Avenue G, Rosenberg, TX 77471 832-595-3000</p>	<p><u>Level of Assistance:</u> Provides services in Adult Protective Services, Child Care Licensing, Child Protective Services, and Management Services</p>
<p>National Domestic Violence Hotline 1-800-799-7233</p>	
<p>Rape, Abuse & Incest National Network (National Sexual Assault Hotline) 1-800-656-4673</p>	
<p>Report abuse to child, adults, or the elderly (Texas Department of Family and Protective Services) 1-800-252-5400</p>	
<p>SOCIAL SERVICES</p>	
<p>United Way 2-1-1 or 713-957-4357</p>	

2. State & National Organizations and Groups

The following state and national organizations and groups may be able to provide human services support during emergency situations.

GROUP/ORGANIZATION	SERVICES PROVIDED
Adventist Community Services Linda Walker Phone: 713-654-8945	<ul style="list-style-type: none"> • Operation of mass care facilities • Mobile kitchens • Mobile distribution units for clothing and bedding • Emergency food • Counseling
American Red Cross Fort Bend County Office Texas Gulf Coast Region Phone: 1-866-526-8300	<ul style="list-style-type: none"> • Shelter & mass feeding operations • Provision of first aid in shelters • Damage assessment • Cleaning supplies, comfort kits, food, & clothing • Funds for emergency transportation, rent, temporary home repairs, & replacement of job-related tools. • Operates disaster welfare inquiry system
Texas Baptist Men Monty Vincent – Disaster Response Coordinator Phone: 832-799-2517	<ul style="list-style-type: none"> • Fixed site and mobile feeding, • Damage assessment • Child care & medical assistance • Home clean up and rebuilding assistance
Catholic Charities 1111 Collins Rd. Richmond, TX 77469 Phone: 281-202-6200	<ul style="list-style-type: none"> • Family Counseling, • Bilingual programs designed to help single adults, individuals, couples, children and families cope with the stress and difficulties of living in today's world.
The Salvation Army Phone: 281-207-2500	<ul style="list-style-type: none"> • Fixed & mobile feeding • Temporary shelter • Counseling and morale building services • Medical assistance • Temporary home repairs • Warehousing and distribution of donated goods including food, clothing, and household items
United Methodist Committee on Relief (UMCOR) Rev. Scott Moore (936-788-6650) Phone: 713-521-9383	<ul style="list-style-type: none"> • Assistance in paying disaster-related transportation, rent, utilities, and other needs • Material resources, such as food, water, blankets, building supplies, and tools.
St. Vincent De Paul Society Phone: 713-741-8234	<ul style="list-style-type: none"> • Provides assistance in paying for utilities, rent, disaster-related travel as well as clothing and blankets. • Provides social services to individuals and families • Collects and distributes donated goods. Operates retail stores; merchandise from those stores can be made available to disaster victims

Appendix 2

LOCAL BEHAVIORAL HEALTH SERVICES

GROUP/ORGANIZATION	LEVEL OF ASSISTANCE
<p>American Red Cross 1-866-526-8300 Hours of Operation: Mon-Fri. 8:00am – 5:00pm</p>	<p><u>Level of Assistance:</u> Disaster Mental Health Services in shelters and in the field after a disaster.</p>
<p>Catholic Charities 1111 Collins Rd. Richmond, TX 77469 Phone: 281-202-6200</p>	<p><u>Level of Assistance:</u> Family Counseling, bilingual programs designed to help single adults, individuals, couples, children and families cope with the stress and difficulties of living in today's world.</p>
<p>DePelchin Children's Center 12300 Parc Crest Drive, Suite 120 Stafford, Texas 77477 Phone: 281-207-2361</p>	<p><u>Level of Assistance:</u> Office and home-based counseling to children 0 to 17 and their families.</p>
<p>Mental Health America of Fort Bend County 4655 Techniplex Dr., Suite 400 Stafford, TX 77477 281-207-2480</p>	<p><u>Level of Assistance:</u> Link to area behavioral health providers and social services.</p>
<p>Texana Center 4910 Airport Ave. Rosenberg, TX 77471 281-239-1300 or 1-866-483-9262 Crisis Hotline: 1-800-633-5686</p>	<p><u>Level of Assistance:</u> Focuses on helping people with behavioral healthcare issues or developmental disabilities challenges make a positive difference in their lives. Rosenberg – 281-342-6384 Sugar Land – 281-276-4400</p>

Appendix 3

EMERGENCY WATER SUPPLIES

1. In general, emergency water supplies cannot replace normal water distribution systems. In an emergency situation, people must be provided sufficient potable water for drinking and personal hygiene.
 - a. The typical planning factor for emergency water supplies of potable water is 1 gallon per person per day for 3 days. If it is extremely hot, that planning factor should be increased.
 - b. Tankers carrying water intended for human consumption must be carefully inspected and sanitized. There may be a health risk in using tankers that do not normally transport potable water. When in doubt, seek advice from a public health professional.
 - c. Water is quite heavy and it is difficult for many people to carry more than 2 gallons of bottled water per trip.
2. If water supply outages are localized, the following options may be suitable:
 - a. Establish water supply points in outage areas where those who need water can fill their own containers.
 - 1) This normally requires one or more tankers and a temporary storage tank, pump, and some sort of distribution equipment – typically plastic pipe and spigots – at each site. As potable water tankers are generally in short supply, you cannot usually afford to tie up a tanker as a stationary water source; hence, the need for a storage tank and pump at each site.
 - 2) You may need to provide containers for those who do not have them.
 - 3) If electrical power is out, you may need generators to power pumps.
 - b. Establish water supply points in outage areas for distribution of bottled water. Emergency supplies of bottled water may be:
 - 1) Purchased from retailers, distributors, or commercial vendors.
 - 2) Donated by corporations, such as grocery chains.
 - 3) Obtained from stocks held by volunteer groups active in disasters.
 - 4) Requested from the State through the local Disaster District.

Bottled water is normally distributed in one-gallon plastic jugs.
 - c. Distribute bottled water from trucks in affected areas on an established route/ schedule.
 - d. Identify water supply points in unaffected areas and have those without water go to these points to fill their containers.
 - 1) If significant numbers of people do not have transportation to get them to the water supply points outside their neighborhood, this option is unworkable.
 - 2) You may need to provide containers for those who do not have them.

3. If the water supply outage affects the entire community, options a, b, and c above remain viable, but option d may be unworkable if there are no nearby water sources that are operable.
4. It is generally necessary to provide attendants at temporary water distribution sites to keep operations running smoothly.
5. For slow-developing emergency situations, emergency public information announcements advising citizens to fill and store water containers in advance of the arrival of hazardous conditions may reduce later requirements for emergency water distribution.

Appendix 4

DISASTER RECOVERY CENTER REQUIREMENTS CHECKLIST

GENERAL INFORMATION

Disaster Recovery Centers (DRCs) are activated shortly after the President has issued a declaration. A DRC is a readily accessible facility or mobile office where applicants may go for information about FEMA or other disaster assistance programs, or for questions related to your case following a disaster declaration.

The DRCs provide the survivors a place to come to request clarification of services following registering with FEMA. The DRC may contain resources such as State Individual Assistance, FEMA Individual Assistance, Small Business Administration (SBA) loans, State Agencies, Local Agencies and VOAD's. (Approximately 12 – 15 people)

Survivors enter a DRC and first meet with FEMA representatives regarding housing assistance, they are then referred to SBA to discuss loan options, and from that point they are referred to Other Needs Assistance (ONA) through State, Local and VOAD agencies. The survivors do not have to go through any service option if they do not wish to do so, however, in order to proceed from one service to the next they must follow the process in order.

Some of the services may include:

- Guidance regarding disaster recovery
- Clarification of any written correspondence received
- Housing Assistance and Rental Resource information
- Answers to questions, resolution to problems and referrals to agencies that may provide further assistance
- Status of applications being processed by FEMA
- SBA program information if there is a SBA Representative at the Disaster Recovery Center site

DRCs are established only in counties that have been granted FEMA Individual Assistance. There is no state or federal reimbursement for costs associated with use of the building selected (e.g. rent and utility costs). Local officials may be asked to provide security at the facility during daily operations. DRCs may be open for as short as a few days, and as long as a several weeks. Site selection for DRCs is a joint local, state, and federal responsibility. This process is facilitated when local officials have prepared ahead of time and identified building space(s) that can serve as a DRC.

REQUIRED

The following should be considered in identifying possible facilities to serve as DRCs:

- The building must be large enough for the needs of the situation (number of agencies and clients anticipated in the DRC). This may vary from as few as 1200 sq. ft. to more than 4500 sq. ft. Consequently, it is good to identify a variety of buildings of different sizes in different locations within your jurisdiction.

- Sufficient tables and chairs for the needs of the situation should be readily available. Each agency working at the facility will need at least one table and 2 or 3 chairs.
- The building must have heat, electricity, good lighting, potable water, rest rooms, and adequate parking.
- Appropriate emergency medical support should be quickly available to the building.
- Appropriate fire suppression equipment should be readily available.
- The building owner must be willing to allow FEMA and the SBA to install telephone lines and data lines if necessary.

PREFERRED

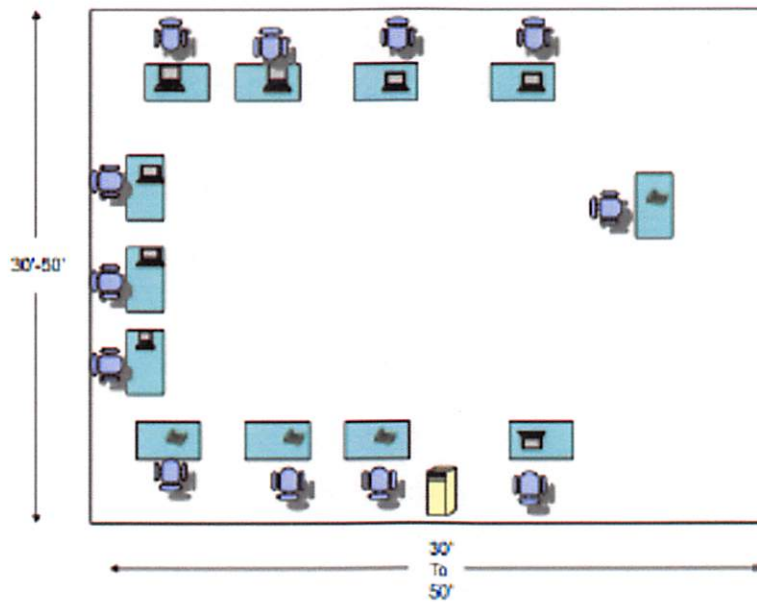
- The public should generally be familiar with the selected location
- The building should be proximate to most of the affected population and accessible to modes of public transportation.
- Custodial support should be available at the facility.
- An indoor waiting area near the entrance to the building is helpful.
- Bilingual support should be available, if appropriate.
- Child care may be a useful addition if it can be accommodated at the facility.
- Local officials should be prepared to help provide supplies such as trash cans, offices supplies, maps, phone directories, etc.

OTHER FIXED SITE REQUIREMENTS/CONSIDERATIONS

- Proximity to affected area
- Available date and End date
- Parking Adequate?
- Elect, Water, Lighting Adequate?
- Secure Facility?
- No Charge to FEMA
- Handicap Access?
- Bathrooms – handicap access?
- Space required adequate?
- Publishable address
- Existing Phones available
- Existing internet access available
- Existing Telecom Accessibility
- Tables and Chairs available
- FAX available to FEMA
- Accessible Hours-Days
- After hours Contact person

- Keys available to FEMA
- Is it okay to have an armed security guard?
- Ensure it is not cohabitating with another group or program
- Approx 2,000 sqft minimum is preferred

Fixed DRC Configuration



FEMA DRC SITE REQUIREMENT WORKSHEET

The following is a worksheet that FEMA uses to evaluate potential DRC facilities:

Date site evaluated:	Primary or secondary site (circle one)	
Site Address:	County Name: Fort Bend County	
Site contact/telephone number:	City Name:	
After hours contact/telephone:	County EM Coordinator & phone:	
Site accessible hrs: Days:	Site keys location & contact person:	
DRC SITE REQUIREMENTS	YES/NO	COMMENTS
Proximate to affected area(s)		
Parking adequate? (preferably 40 spaces or more, but no fewer than 20 spaces)		
Electricity, water, lighting, adequate? <ul style="list-style-type: none"> • Adequate power available for fax machines and computers? • Water system functioning? • Emergency lighting system available? • Exterior lighting available? 		
Secure, safe, and sanitary facility? <ul style="list-style-type: none"> • Building sound, of good construction, and non-leaking condition? • Electric wiring in sound condition or sealed off from contact with staff and clients? (no exposed wiring-no missing receptacle cover plates or damaged receptacles) • Sprinkler system operating or fire extinguishers available? • Dry floors with no holes or other obstructions? • Heating and or cooling system(s) verified as inspected and functioning properly? • Restrooms functional or portable units available? • Adequate ventilation of working area? • Can doors be locked? • Are windows secured? • Parking lot lighted/safe for staff and clients to walk to their cars? 		
Lease or use agreement in place?		
Agreement between county/city officials?		
Building is handicap accessible? Adequate handicap parking? Ramp for wheelchair access (if necessary)? Doorways wide enough to accommodate wheelchairs? Restrooms handicapped accessible, including wheelchairs?		
Space required: 1200 sq. ft. minimum		
Existing telephones available to FEMA? Number?		
Incoming telephone cable capacity?		

<ul style="list-style-type: none"> • Number of pairs feeding the facility and cable type? • Pre-existing service and telephone or circuit numbers? • Contact local telephone company to verify availability of circuits to support minimum of 16 phone lines • Verify that inside wiring can be easily accomplished. Existing cabling may not be reliable. Insure that access to areas including ceiling, telephone rooms, and crawl spaces is available 		
<p>Tables and chairs available to FEMA? Number? (minimum 15 tables, 60-75 chairs)</p>		
<p>Fax available to FEMA?</p> <ul style="list-style-type: none"> • Number of faxes: _____ • Make/model #: _____ • (identify for each in comments) 		
<p>Janitorial and trash pickup services? Frequency?</p>		
<p>Crowd control devices such as ropes, cones, etc.?</p>		

Appendix 5
EMERGENCY CASE MANAGEMENT ASSESSMENT AND REFERRAL FORM
(TEMPLATE)

Head of Household Information

Last Name, First Name, Middle Initial:	M/F:	Date of Birth:	Last 4 Digits of SSN:
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Permanent Residency Information (Pre-Disaster Address)

Address:		Apartment #:	
City:	State: TX	Zip Code:	
1 st Contact #: Home/Cell:		2 nd Contact#: Home/Cell:	
Alternative Contact Relative/Friend Name: Phone #:		# in Household _____ (Adults) _____	
Email Address:			

If you have been displaced due to the disaster, what is the address where you are staying? (Post Disaster Address)

Address:		Apartment #:	
City:	State: TX	Zip Code:	

A. Family Members living in the Household

Last Name	First Name, Middle Initial	DOB	Gender	Working before disaster?	Any job Interruptions?

(TO BE COMPLETED BY REFERRING CASEWORKER/COUNSELOR)

Date Initiated: _____

Caseworker/Counselor Name	Phone #:
Agency Name and Address	

Agency Referral Info:

1. What is the reason for the referral?

2. Do you feel the family is safe and free from harm? Yes No
3. If no, what, if any, emergency needs are facing them today?

4. Has their home received Damage? Yes No If yes, describe the damage:

5. Does the client have access to telephone/internet to contact FEMA? Yes No
6. Is there someone in the home who is: a senior disabled any small children any other functional and medical needs persons
7. Are there concerns about any family member's intake of drugs or alcohol since the disaster? Yes No
8. Was anyone in the household seriously injured, separated from the family, or missing? Yes No
9. Does anyone in the household need medical treatment? Yes No
10. Does anyone in the household need psychiatric or behavioral health treatment? Yes No

Client's Available Resources

11. Is the client receiving assistance from any of the following? Please check:

Source	Monthly Amount	Source	Monthly Amount	Source	Monthly Amount
<input type="checkbox"/> Employment		<input type="checkbox"/> Social Security		<input type="checkbox"/> WIC	
<input type="checkbox"/> SSI		<input type="checkbox"/> TANF		<input type="checkbox"/> Section 8	
<input type="checkbox"/> Food Stamps		<input type="checkbox"/> Child Support		<input type="checkbox"/> Other	
<input type="checkbox"/> CHIP	<input type="checkbox"/> CCMS (Child Care)	<input type="checkbox"/> DARS (Rehab)	<input type="checkbox"/> Medicaid	<input type="checkbox"/> Medicare	
<input type="checkbox"/> Other (name):			<input type="checkbox"/> Other (name):		

Client's Emergency Needs

Food	<input type="checkbox"/> Yes <input type="checkbox"/> No	Baby diapers	<input type="checkbox"/> Yes <input type="checkbox"/> No
Water/Ice	<input type="checkbox"/> Yes <input type="checkbox"/> No	Baby Formula	<input type="checkbox"/> Yes <input type="checkbox"/> No
Shelter/Housing	<input type="checkbox"/> Yes <input type="checkbox"/> No	Transportation	<input type="checkbox"/> Yes <input type="checkbox"/> No
Clothing	<input type="checkbox"/> Yes <input type="checkbox"/> No	Medication(s):	<input type="checkbox"/> Yes <input type="checkbox"/> No
Other:		Other:	

12. If not employed, is client registered with the Work in Texas (Texas Work Force), etc?
 Yes No

13. If applicable, how many months has client been unable to pay rental fees?

14. If the client is being evicted, what has the client done to address the eviction outside of applying for social services?

Action Plan:

Follow up results: Date: _____

Has the client complied with the current program requirements of your agency? Yes No

DISCLOSURE STATEMENT

As a participant in [Agency] disaster assistance program, I hereby authorize the [Agency] to disclose the information obtained today about me in order to obtain and or coordinate services.

The information to be released includes the data obtained on this intake form in order to be used for compiling statistical data related to the disaster event, coordinate services for the recovery phase of the disaster, and for possible referrals to other community assistant programs. I have had explained to me what information is to be released, to whom, and for what purpose. I understand and agree to the release of this information. This signed release will last twelve (12) months, unless I notify the [Agency] sooner that I no longer want information released. I confirm that this data is true and accurate.

Client Signature: _____

Date: _____

Agency Representative Signature: _____

Date: _____

*PROVISION OF SERVICES STATEMENT:
FORT BEND COUNTY DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL
ORIGIN, SEX, RELIGION, AGE OR DISABILITY IN EMPLOYMENT OR THE PROVISION OF
SERVICES.*

Appendix 6

ACCESS, FUNCTIONAL, AND MEDICAL NEEDS

Special consideration must be given to the unique needs of individuals with access and functional needs and medical needs populations when planning for an effective disaster response. Health concerns must be addressed, immediate needs must be met, and linkages to the formal disaster response case management system for those with on-going recovery needs must be accommodated. Any disaster response involving access, functional, and medical needs populations is further complicated if these individuals have been evacuated from their residence and need assistance with returning to day-to-day life post-disaster. Using and coordinating with organizations routinely serving this population is recommended.

Access to case management and additional services will be the same as outlined in this annex with special attention given to health issues and physical limitations of individuals. The priorities for Access, Functional, and Medical Needs Population are:

- Ensure that organizations serving access, functional, and medical needs populations are working in concert with and have a direct link to the formal disaster response network
- Mobilize organizations in the aging network to assume defined responsibilities in disaster response
- Work with the formal disaster response effort to ensure that all access, functional, and medical needs individuals are checked on post-disaster and their immediate needs addressed
- Work with management staff and/or owners of senior housing communities to establish and implement a plan for disaster response for their residents
- Give special attention to checking on older adults with no existing ties to the formal aging network, i.e., not clients of an existing agency

Appendix 7
SENIOR HOUSING COMMUNITIES

Senior Housing Communities	Address	City	Zip	Telephone
Brighton Gardens of Bellaire	4620 Bellaire Blvd	Bellaire	77401	713 665-3888
The Oaks at Brookshire	710 Hwy 359 South	Brookshire	77423	281 375-5272
Columbus Nursing & Rehab	103 Sweetbriar Lane	Columbus	78934	979 732-5716
River Oaks Healthcare	300 North St	Columbus	78934	979 732-2347
Grace Care Center	23553 W Frenhurst Drive	Katy	77494	281 394-1300
Katyville Healthcare	5129 E 5th Street	Katy	77493	281 391-7087
Oakmont Nursing & Rehab	1525 Tull Drive	Katy	77449	281 578-1600
Spanish Meadows	1480 Katy Flewellen Road	Katy	77494	281 394-0088
1st Colony Health & Rehab	4710 Lexington Blvd	Missouri City	77459	281 499-4710
Park Manor at Quail Valley	2350 FM 1092	Missouri City	77459	281 499-9333
SPJST Rest Home #2	8611 Main Street	Needville	77481	979 793-4256
Brazosview Health Care Center	2127 Preston	Richmond	77469	281 342-2801
Cambridge Square Geriatric Center	1106 Golfview	Richmond	77469	281 344-9191
Richmond Health Care	705 Jackson Street	Richmond	77469	281 238-8006
Rosenberg Health & Rehab	1419 Mahlman Street	Rosenberg	77471	281 342-0033
Sugar Land Healthcare Center	333 matlage Way	Sugar Land	77656	281 491-2226
Avalon Place	1405 Valhaila Drive	Wharton	77488	979 532-1244
The Oaks Assisted Living	203 Charter Street	Columbus	78934	979 732-9590
Shady Oaks Apartments	506 Ellen Powell Drive	Hempstead	77445	936 857-5511
Autumn Grove Cottage	21803 Oak Park Trails Drive	Katy	77450	713 870-1393
Carriage Inn Retirement Community	1400 Katy Flewellen Road	Katy	77494	281 392-2800
Cinco Ranch Alzheimer Care Center	3206 South Fry Blvd	Katy	77450	281 599-3334
Colonial Oaks of Katy	21601 Provincial Blvd	Katy	77450	281 578-2222
Comfy Home	21819 Hollow Field Lane	Katy	77450	281 277-2847
Elder Care of America	2910 Commercial Center Blvd	Katy	77494	281 796-9898
Senior Housing Communities	Address	City	Zip	Phone #
Heritage Grand at Cinco Ranch	5027 S Bend Park Ct	Katy	77494	281 395-0444
Sunrise Assisted Living of Cinco Ranch	21939 Cinco Ranch Blvd	Katy	77450	281 394-0088
The Solana @ Cinco Ranch	24001 Cinco Village Center Blvd	Katy	77494	281 644-0003
The Villa	26110 Willow Colony Lane	Katy	77494	281 395-0139
The Villas at Park Grove	600 Park Grove	Katy	77450	281 398-1411
Meadows Place Senior Village	12221 South Kirkwood	Meadows Place	77477	281 240-1932
Burnett's Home	15718 Noblebriar Ct	Missouri City	77489	281 416-9588
Optimum Personal Care	2021 FM 1092	Missouri City	77459	281 565-4144
Plantation at Quail Valley	2815 Cypress Point	Missouri City	77459	281 208-4470
Quality Living at Murphey Road	2029 Murphey Road	Missouri City	77459	281 499-7050

Annex O – Human Services
Appendix 7

Quality Personal Care Home	543 Dalewood Drie	Missouri City	77489	281 438-9231
Reliable Oaks	11750 Padon Road	Needville	77461	832 282-7363
A Nurse's Place	5918 Grande Gables Drive	Richmond	77469	281 232-9407
Brazos Bend Villa	2020 Rocky Falls Road	Richmond	77469	281 342-5252
Faith Personal Care Home	3718 Lake Edinburg Lane	Richmond	77469	281 762-3381
Cambridge Square Retirement Center	2700 Avenue N	Rosenberg	77471	281 344-8444
Kings Arms Apartment	1317 Mahlmann Street	Rosenberg	77471	281 342-7112
Jordan House Personal Care	12014 Southmeadow Drive	Stafford	77477	281 240-4332
Oasis Lifestyles	11919 W Airport Blvd	Stafford	77477	281 240-1707
A Country Place Residential Care Home	13909 Skyview Drive	Sugar Land	77478	281 787-6791
Atria Sugar Land	1401 Soldiers Field Drive	Sugar Land	77479	281 494-4200
Barton House at Sugar Land	3060 Edgewater Drive	Sugar Land	77478	281 313-2500
Colonial Oaks at 1st Colony	13825 Lexington Blvd	Sugar Land	77478	281 277-0900
Greatwood Retirement & Assisted Living	7001 Riverbrook	Sugar Land	77479	281 343-8400
Home Sweet Home Residential Care	13218 Nantucket Drive	Sugar Land	77478	281 704-1164
Silverado Senior Living	221 Seventh Street	Sugar Land	77478	281 277-1221
Sugar Land Oaks	151 Commerce Green Blvd	Sugar Land	77478	281 491-6257
The Terrace at 1st Colony	16900 Lesxington Blvd	Sugar Land	77479	281 903-2000
Hearthstone at Briar Lane	1930 Briar Lane	Wharton	77488	979 532-5800

Appendix 8

FAMILY ASSISTANCE CENTER

A. Overview

The Family Assistance Center (FAC) serves as a safe haven for victims' families during stressful and difficult times. Established primarily during mass fatality events, the FAC has several purposes:

1. Provide family members with information about the disaster as well as what to expect in the future.
2. Provide family members access to services to support them during and after the event.
3. Provide a controlled facility where family members can receive and provide information while their privacy is protected.
4. Allow investigators and the Medical Examiner/Justice of the Peace (JP) access to families so that information can more easily be exchanged.

Services provided at the FAC include basic physical needs, such as food, shelter, transportation, and communications, such as telephones and internet, as well as emergency services. Additional services such as counseling and day care may also be appropriate for the situation. The FAC provides the family with accurate information in an appropriate manner and setting. A variety of families are served; some may be displaced as a result of a disaster, while others may travel to the disaster site and be away from home for a lengthy period. Families will also vary in culture and have different belief systems, which may influence the method they are engaged by staff.

The FAC should be opened and established as soon as possible after an incident. The amount of time the center remains in operation will depend on the situation and the amount of time necessary to complete recovery operations.

B. Site Selection

During site selection for the FAC, the considerations are twofold: 1) proximity to the incident; and 2) the functional space within the facility.

1. Proximity – The FAC should be close enough to the site of the incident to allow the Medical Examiner and/or JP and others to travel easily among the incident site, the morgue, and the FAC. However, the FAC should be far enough from the other facilities that family and friends are not continually exposed to the scene. See Attachment 1 for a site selection checklist.
2. Functional Space – The FAC must meet the needs of the incident. If families are coming from out of town, the FAC site may need to be a hotel or motel. If it is a local incident and the families live within driving distance, then housing is not necessarily a consideration and churches, office buildings, or community centers may be considered. Parking and security should also be considered depending on the number of families impacted. The FAC site should also be able to accommodate the following functional areas:
 - a. Operations area for staff

- b. Family briefing area
- c. Communications area (phones, internet access, etc. for family use)
- d. Interview rooms
- e. Grief counseling rooms
- f. Handicapped accessible if necessary
- g. Medical area
- h. Transportation area
- i. Food service area
- j. Child care

C. Operations

The FAC is a complex facility carrying out many functions in support of victims' families:

1. Management - The FAC will be managed using an incident command system compliant structure (see Attachment 2).
2. Documentation and Notification – The process of obtaining information from families relevant to the body identification process, creating ante-mortem records, imparting family information, and conducting death notification.
3. Family care and support – Provides comfort and basic needs to families during and after the event. Family care and support provides the following:
 - a. Food, water, and shelter, if needed
 - b. Behavioral Health needs, i.e. grief counseling
 - c. Religious/Spiritual support and guidance
 - d. Child care for younger children while parents attend to the incident, if necessary
 - e. Transportation, if needed
4. Communications - Private area with telephones, email, and internet access so that families can contact friends and family
5. Security – Maintains a safe and secure facility with controlled access points so that families and friends of the victims have privacy and are not overwhelmed by the public and media. Considerations:
 - a. Checkpoints at facility entrances and parking lots
 - b. Designate specific secured entrances for families and staff
 - c. Establish check-in and checkout procedures
 - d. Assign each family a personal representative or contact person
 - e. Ensure that families are badged in an unobtrusive way so that they do not stand out
 - f. Require identification during check-in
 - g. Verify credentials of staff and volunteers
6. Medical – Family members and friends of the victims may require medical assistance. Emergency medical services should be on standby at all times to transport patients to area hospitals if necessary.
7. Site Support – Custodial, waste management, site maintenance, etc.

D. Responsibilities

1. Site Selection – Site selection will be made by officials of the impacted jurisdiction(s) based on the criteria above and in conjunction with the managing agency.
2. Management – The American Red Cross (ARC) will be responsible for opening and managing the FAC including the coordination of needed services within the facility. In a local incident, the local jurisdiction will open the FAC and the ARC will manage it on behalf of the local government. In an incident involving national transportation assets, the National Transportation Safety Board, in coordination with the responsible party, will establish the FAC.
3. Documentation and Notification – The medical examiner/JPs/Death Investigators are responsible for initiating records and conducting family interviews and death notifications. Additional administrative support regarding record keeping may involve the Fort Bend County Clerk's Office.
4. Family Care and Support - Will require the assistance of many agencies:
 - a. Food, water, and shelter – Coordination among the ARC, City/County Logistics, and volunteer agencies
 - b. Behavioral health needs – Assistance may come from a number of agencies and volunteers such as, ARC, The Salvation Army, Texana, and Mental Health America Fort Bend County.
 - c. Religious/Spiritual support and guidance – VOAD and other volunteer faith based organizations will support this need
 - d. Child care – Community Emergency Response Team (CERT) and Medical Reserve Corps (MRC) volunteers
 - e. Transportation – Fort Bend County Public Transportation
5. Communications – Will be established by the local jurisdiction's information technology (IT) staff with support from outside agencies if requested. IT staff will evaluate the FAC facility to determine needs and set up appropriate communication infrastructure for families.
6. Security – Is a law enforcement function and will be the responsibility of the local jurisdiction with support from outside agencies if requested.
7. Medical – Fort Bend County EMS (Emergency Medical Service) will provide at least one unit to remain on standby to transport staff or victims' family members to area hospitals, if possible. This provision is subject to the ongoing daily demand for EMS services.
8. Site Support – Will be the responsibility of the hosting jurisdiction or facility if a private facility, such as a hotel, is used.

E. FAC Equipment Needs

1. Photocopy and fax machines
2. Computers to track family member data and provide internet/email access for families
3. Phone conference bridge capabilities

F. FAC Staffing Needs

1. The following personnel **will** be needed at a FAC:
 - An FAC Manger
 - Shift Supervisor for the number of determined shifts
 - Custodial/waste management personnel
 - Security personnel
 - Registration personnel
 - Recordkeeping personnel
 - Health & Medical personnel (on-call ambulance)
 - Grief counseling personnel
 - Personal representatives for family members

2. The following personnel may be needed, depending on the type of incident, family demographics or other assistance requirements:
 - Food service personnel
 - Logistics personnel
 - Translators
 - Transportation personnel
 - Donations Manager
 - Public Information Officer
 - Communications/IT personnel

3. Additional personnel may be needed based on:
 - Special dietary requirements (Nutritionist)
 - Strict requirements for religious observances
 - Strict rules about male/female relationships and privacy

G. Attachments

- Attachment 1.....FAC Site Selection Checklist
Attachment 2.....FAC ICS Structure

Attachment 1 to Appendix 8

FAC SITE SELECTION CHECKLIST

Site Selection Considerations:

1. Factors

- Type of disaster event and number of expected families
- Location in relation to the disaster site and the morgue
- Availability of a neutral, non-religious site (e.g. school, hotel)
- Needs of the many participating agencies
- Availability of the facility – Immediate and Long-Term

2. Infrastructure

- Electrical power
- Telephone service
- Number of restroom facilities
- Environmental concerns
 - Heat/Air conditioning
 - Water and sewage
- Adequate Parking
- Disability accommodations

3. Space and Floor Plan – To accommodate the performance of many functions and delivery of services.

- Operations area for staff and administrative functions
- Reception area
- Family briefing area
- Communications area (phones, internet access, etc. for family use)
- Interview rooms
- Grief counseling rooms
- Handicapped accessible if necessary
- Transportation area
- Food service area
- Child care

Attachment 2 to Appendix 8
FAC ICS STRUCTURE

Example of Field Organization for Mass Fatality Joint Family Assistance Center (FAC)

