
SURVIVOR SERVICES

EMERGENCY SUPPORT FUNCTION 22 (ESF 22)

PRIMARY AGENCY: Lake County Community Services Department

SUPPORT AGENCIES: Lake And Sumter Emergency Recovery (LASER)
LifeStream Behavioral Center
United Way of Lake and Sumter Counties
The American Red Cross
The Salvation Army

I. INTRODUCTION

A. Purpose

The purpose of ESF 22 is to coordinate activities involved with providing services to disaster survivors through established organization in Lake County and the region.

B. Scope

ESF 22 has a broad scope of critical responsibilities that encompasses matching survivors unmet needs with organizations which may provide assistance.

II. POLICIES

A. Priorities

The operations of ESF 22 will be directed toward matching available community resources to help rapidly resolve survivor's issues and unmet needs. The primary focus of this effort will be survivor issues such as temporary housing, the need for services from local organizations, food stamps, unemployment benefits and various other unmet needs from a disaster or large-scale emergency.

B. Assignment of Responsibilities

1. Lead Agency

The Community Services department is designated as the Lead Agency for this Emergency Support Function and will coordinate all

activities of ESF 22. As the Lead Agency they are responsible for the following:

- a) Notification, activation, and mobilization of all agencies assigned to the ESF.
- b) Coordination of all support agency actions in performance of missions assigned to this ESF.
- c) Coordinating requests for assistance and additional resources in performance of the missions of this ESF from all assigned agencies and forwarding them to the appropriate ESF or agency.
- d) ESF 22 activities will be coordinated through the county EOC. The primary agency and support agencies as required will provide staff at the EOC on a 24-hour basis, for the duration of ESF 6 activation.

2. Support Agencies

All support agencies of this Emergency Support Function are responsible for the following:

- a) Notifying, activating, and mobilizing all personnel and equipment to perform or support assigned functions as designated within the Basic Plan of this document or the response actions of this annex.
- b) The designation and assignment of personnel for staffing of all facilities at which this ESF is required. The primary agency shall be responsible for making the determination that such representation is necessary.
- c) Coordination of all actions of the support agency with the primary agency in performing assigned missions of the ESF.
- d) Identifying all personnel and resource requirements to perform assigned missions, which are in excess of the support agencies capabilities.
- e) Authorities and responsibilities will remain within each support agency for their own direction and control under the mission or tasks assigned by the lead agency.

C. Response Requirements

Federal and State assistance to this Emergency Support Function will be provided under Public Law 93-288, Florida State Statute Chapter 252, and the Florida Comprehensive Emergency Management Plan. However, during the emergency response and for the first hours after the occurrence of a catastrophic emergency there may be little, if any, assistance available. The primary and support agencies of this Emergency Support Function must plan to be as self-sufficient as feasibly possible during this period.

D. Resource Coordination

This ESF will provide resources using its Primary and Support agency authorities and capabilities, in coordination with other ESFs to support its missions. This ESF will allocate available resources based upon priorities identified by the EOC.

All Municipalities and all other ESFs will coordinate with this ESF's representative at the EOC when requesting emergency support or disaster relief from this ESF. In the case of conflict of priorities develops, this ESF will work directly with the EOC management team to resolve the situation.

E. Response and Recovery Coordination

Although this annex addresses response and recovery activities of the agencies associated with this ESF, the EOC is responsible for coordinating all emergency activities. Therefore, emergency operations of this ESF will be initiated commensurate with needs and emergency priorities as determined by the Lake County Comprehensive Emergency Management Plan.

F. Coordination of Actions

All agencies assigned with this ESF shall coordinate all actions in performance of emergency response and assistance missions with the Lead Agency for this ESF in the EOC.

III. SITUATION**A. Disaster Conditions****1. Sudden Catastrophes**

Transportation accidents, airplane crashes, flash floods, tornadoes, fires, or technological events may necessitate immediate

identifiable mass care to evacuees, survivors and emergency workers involved in the disaster and its aftermath.

2. Slowly Developing Disasters

Catastrophic disasters such as hurricanes and slowly rising floods provide warning and evacuation time, but may cause extended displacement and damage to the infrastructure. Shelters may be needed statewide to accommodate evacuees, and in some cases may be set up in neighboring states. Damage from catastrophic disasters may cause extended displacement, the needs of which may extend into the recovery phase.

In the wake of the disaster, many of the local resources will be unavailable due to the damage or inaccessibility, or the local resources will not be sufficient to handle the demand for assistance. This may require that significant amounts of resources will have to be transported into the area.

B. Planning Assumptions

1. The most destructive natural hazard to which Florida is vulnerable is a hurricane. Consequently, advance warning is likely, with an opportunity to order evacuation in vulnerable areas.
2. Hurricane evacuations studies predict that people outside the surge-prone areas will self-evacuate.
3. In a catastrophic disaster, it is likely that long-term mass care will be required until rental assistance and temporary housing resources become available.
4. Smooth transitions from ESF 22 response to Individual Assistance Recovery Operations will help ensure survivor's needs are met.
5. All available local resources may be committed and additional help may be needed from the state, federal government, or mutual aid agreements.
6. Coordination with municipalities, critical facilities, and other ESF's efforts, and other government agencies will be required.
7. Damaged areas will be restricted and not readily accessible, except in some cases by air or water.

IV. CONCEPT OF OPERATIONS

A. General

1. At EOC Activation, Level II, the Lead Agency of this ESF is responsible for implementing its functions. A representative of the Lead Agency will be available in the EOC activation to respond to requests for support submitted to this ESF.
2. ESF 22 will coordinate, monitor and assess the priority of resources conducted by this ESF to assist in the relief operations and provide aid to those in need.
3. ESF 22 will focus primarily to resolve short term unmet needs of survivors. Support agencies will provide support services in times of disaster through a coordinated ESF response.

B. Emergency Support Function Organization

1. ESF 22 will establish liaison with other appropriate ESFs and maintain open communications with these ESFs in both the planning and operational phases.
2. Support agencies will be coordinated by the Primary Agency. However, each agency represented will be expected to maintain its operational capability and direct its response resources in accordance with its agency's operating procedures.
3. The designated team leader for this ESF at the EOC is responsible for all activity of the ESF subject only to the guidance and direction of the EOC Management team and the policies of this plan.

C. Notification

1. Initial

Initial notification will be sent by Emergency Management to the Lead Agency of this ESF advising that a threat situation or an emergency has occurred which warrants, or may warrant, the implementation of this plan.

2. Lead Agency

The Lead Agency will notify all support agencies to begin mobilization of resources and personnel and prepare to commence operations assigned to this ESF.

3. Support Agencies

The notification process will be completed by the support agencies according to their Emergency Operating Guide (EOG) or disaster plan.

D. Mobilization**1. Lead Agency**

Immediately following notification to activate this ESF, the Lead Agency will complete the following:

- a) Establish communications with the EOC and obtain status reports.
- b) Provide appropriate representation to the EOC.

2. Support Agencies

Immediately following notification by the Lead Agency to commence response actions of the ESF, each support agency will complete the following:

Initiate operations in accordance with established SOPs and responsibilities as outlined in their plan.

E. Response Actions

Monitor the disaster situation to anticipate potential survivor needs and contact local relief agencies to review available assistance.

1. Continuing Actions

- a) Lead and support agencies will have and maintain appropriate listings of agency staff to call for performing response activities.

- b) Lead and support agencies will have and maintain listings of all resource providers used by the agency in emergency situations.
- c) All agencies will ensure that all actions taken are recorded and communicated to the ESF representatives in the EOC.
- d) At all times, support agencies should be able to make brief and accurate status reports in the EOC.
- e) Priorities will continually be reassessed to address the most critical needs and develop strategies.
- f) Resources, which are committed to specific missions, will be tracked for redeployment if necessary. Updated information will be provided to the EOC.
- g) Resources will be re-staged as appropriate.

V. Recovery Actions

A. Initial Actions

1. ESF 22 will assess and determine extend of survivor needs.
2. ESF 22 will work with both ESF 6 and other appropriate agencies at the State and Federal level for the long-term placement of disaster survivors who cannot move back to their normal living arrangements due to the disaster.

B. Individual Assistance

ESF 22 will assist with providing survivor unmet needs assistance by coordinating staffing of Disaster Recovery Centers by local agencies.

C. Ongoing Actions

1. Upon request, ESF 22 resources will be provided to assist recovery activities.
2. ESF 22 will provide support agencies and ESF 5 with regular updates on assistance availability.
3. ESF 22 will coordinate with ESF 14 to provide information to county residents about how to access disaster assistance program information.

VI. RESPONSIBILITIES

A. Lead Agency

1. In addition to those activities previously stated ESF 22 will coordinate with ESF 15 regarding the activities of volunteers actively engaged in providing survivor assistance.
2. Develop and maintain a roster of personnel that staff the ESF. Sufficient staffing will be available for 24 hours per day.
3. Ensure the presence of resource materials in sufficient numbers in the ESF location. These materials would include the Lead and Support Agencies Disaster Plan. Plan to include a listing of telephone numbers for support agencies and service providers.
4. Recording of incoming requests for assistance, who is assigned to respond and the action taken.
5. Establishing a protocol for prioritizing response activities.
6. Coordination of activities with other ESFs.
7. Providing assistance to other ESFs and support agencies for the long-term placement of disaster survivors who are unable to return to their normal living arrangements as a result of disaster damage.