

# ANNEX M

## Emergency Welfare Services

### I. PURPOSE

This annex provides guidelines and procedures to maintain assistance and services to victims of a disaster, either natural or man-made.

### II. SITUATION AND ASSUMPTIONS

#### A. Situation

1. Reference Paragraph II. A., Basic Plan.
2. East Baton Rouge Parish is continually exposed to potential disasters that are capable of destroying the property of individuals, their means of making a living and the physical environment which makes modern society workable. Emergency welfare services are critical to relieving suffering and making the basic necessities of life available to persons affected by such disasters. To ensure that these services can be made available quickly and effectively, plans must be made and an organization maintained which can respond to these disasters.

#### B. Assumptions

1. Reference Paragraph II. B., Basic Plan.
2. The Parish will continue to be exposed to potential disasters.
3. The coordination of emergency welfare services will be required to respond to these disasters.

The most effective and adequate response is through planning efforts.

Emergency welfare services can be of significant assistance to the people of East Baton Rouge Parish in preventing or reducing disaster related losses.

### III. CONCEPT OF OPERATIONS

A. Reference Paragraph III., Basic Plan.

B. General

The Office of Family Support, as the welfare arm of the government, will assume its responsibilities in coordination with other emergency-oriented activities. The State Department of Social Services provides overall direction, planning and policy guidance. The Office of Family Support is responsible for developing the specific requirements and details for East Baton Rouge Parish. Major functions included are emergency registration, coordination of feeding, clothing and lodging, and social services.

C. Phases of Emergency Management

1. Prevention

- a. Develop method of registering evacuees in shelters.
- b. Establish a warehouse facility to house food, donated clothing and personal hygiene products that will be needed by evacuees.

2. Mitigation

- a. Plan shelter services to be provided in an emergency situation.
- b. Coordinate activities with the Director of East Baton Rouge Parish **Mayors'** Office of Homeland Security & Emergency Preparedness (**MOHSEP**).
- c. Train personnel in emergency procedures.
- d. Plan coordination with other services.
- e. Review and update emergency Public Welfare Service Plan.

3. Preparedness

Upon receipt of information of any pending disaster or emergency threatening the lives of the people, the Director and Staff of Family Support will review existing contingency plans for emergency welfare services, anticipate probable extent of human needs, notify officials of related public and private welfare agencies, and be prepared to implement the Emergency Welfare Plan.

4. Response

Upon notification that an emergency or disaster has occurred, the Director of the Office of Family Support will activate the emergency plan to include:

- a. Situation analysis.
- b. Mobilization of resources.
- c. Coordination of all welfare services provided by public and private welfare or welfare-related agencies, civic and church groups.
- d. Carry out these responsibilities in close coordination with total governmental operations.

**5. Recovery**

- a. Continue welfare assistance to the needy as circumstances dictate on an emergency basis.
- b. Establish on-site centers for granting relief to victims of emergency situations.

**D. Execution**

The method and scope of response will depend on the extent of human needs created by the disaster as well as the condition under which services can be delivered. The Director of the Office of Family Support will respond immediately to meet needs caused by a natural or man-made disaster.

**IV. ORGANIZATION AND RESPONSIBILITIES**

**A. Reference Paragraph IV, Basic Plan.**

**B. Organization**

- 1. The State Department of Social Services establishes policies, procedures, and provides guidance to the East Baton Rouge Parish Office of Family Support in order to develop and maintain statewide capability of service delivery to meet human needs caused by a disaster. The Office of Family Support is organized with an inherent response oriented capability as the welfare arm of local government.
- 2. The organization structure of Emergency Welfare Services of East Baton Rouge Parish is found in Appendix 1.

**C. Task Assignment/Responsibilities**

- \_\_\_\_\_1. Key positions for emergency operations in East Baton Rouge Parish have been established to assure the administration of emergency welfare services and for the efficient use of staff during a disaster. The key positions are the

Director and his or her alternates who may administer emergency welfare services from an On-Site Center or the Office of Family Support.

- \_\_\_\_\_2. In any disaster or emergency, it is the responsibility of the **MOHSEP** ~~East Baton Rouge Parish Office of Homeland Security & Emergency Preparedness~~ and the Office of Family Support to coordinate all welfare assistance and services to individuals and families administered by public and private welfare or welfare-related agencies, civic and church groups to fully use all public and private welfare resources within East Baton Rouge Parish; and to assure the availability of welfare assistance and services to victims of any disaster or emergency.

## **V. DIRECTION AND CONTROL**

- A. The Director of the Office of Family Support will exercise direction and control over emergency operations in an emergency from the Office of Family Support, the Emergency Operations Center (EOC), or from a Command Post location.
- B. During times of emergency, the Director of the Office of Family Support may:
1. Designate other staff to represent the Office of Family Support at the EOC.
  2. Assign staff to the disaster staff in order to provide emergency welfare resources that are available to victims.
  3. Continue to operate from the Office of Family Support.

## **VI. CONTINUITY OF GOVERNMENT**

The chain of command for Emergency Welfare Service activities in the Office of Family Support is established by departmental policy. The Office of Family Support oversees the channels of operating procedures.

## **VII. ADMINISTRATION AND LOGISTICS**

- A. Reference Paragraph VII, Basic Plan.
- B. Administration
1. All emergency plans will be reviewed and updated for implementation.
  2. The Department's alerting procedures should be kept current.

3. A current list of available shelters, which may be required in an emergency and/or disaster, is maintained.

C. Logistics

Delivery of assistance and services will be made through the Office of Family Support in conformity with established policies and procedures of the Emergency Welfare Services Program. The Department of Social Services will provide technical assistance, manpower, supplies and office space to support East Baton Rouge Parish operations as appropriate. Support agencies will provide essential logistics to assure their designated emergency functions.

## **VIII. PLAN DEVELOPMENT AND MAINTENANCE**

A. Reference Paragraph VIII. Basic Plan

- B. The Director of **MOHSEP**, ~~East Baton Rouge Parish Office of Homeland Security & Emergency Preparedness~~, along with the Director of East Baton Rouge Parish Office of Family Support, will be responsible for the development and updating of this plan.

## **IX. AUTHORITIES AND REFERENCES**

See Basic Plan.

## **X. GLOSSARY/DEFINITION OF TERMS**

- A. Reference Paragraph X., Basic Plan.

## **APPENDICES TO ANNEX M**

- 1) Organizational Chart