



# Determining Mass Care Needs

## 2024 National Hurricane Conference

Mass Care and Emergency Assistance Resources | March 2024



# FEMA



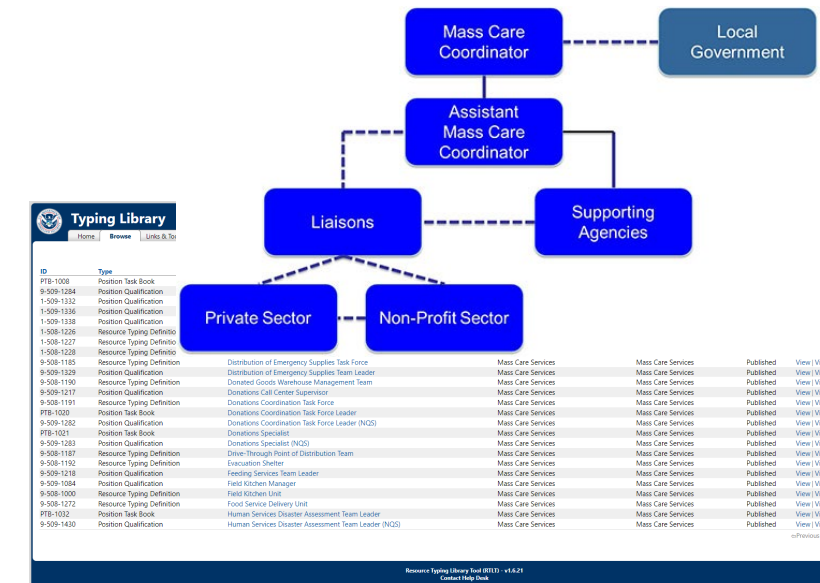
## Decision-making steps to Operational Support

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- Review Information
- Coordinate conference calls
- Determine the scale of the disaster
- Determine requirements for resources
- Determine available resources
- Identify resource shortfalls
- **Fulfill resource shortfalls**
- **Identify courses of action**

# Determine Available Resources for Mass Care and Emergency Assistance

- Resources that MC/EA stakeholders can commit to support the response
  - Material
  - Human
- Availability of resources is time and incident specific for each MC/EA stakeholder
  - Geography/Topography
  - Time
  - Disaster Conditions
  - Availability of Specific Resources



ID	Type						
FTB-1008	Position Task Book						
9-509-1284	Position Qualification						
1-509-1332	Position Qualification						
1-509-1336	Position Qualification						
1-509-1338	Position Qualification						
1-508-1226	Resource Typing Definition						
1-508-1227	Resource Typing Definition						
9-508-1228	Resource Typing Definition						
9-508-1185	Resource Typing Definition	Distribution of Emergency Supplies Task Force	Mass Care Services	Mass Care Services	Published	View	View PDF
9-509-1929	Position Qualification	Distribution of Emergency Supplies Team Leader	Mass Care Services	Mass Care Services	Published	View	View PDF
9-508-1190	Resource Typing Definition	Donated Goods Warehouse Management Team	Mass Care Services	Mass Care Services	Published	View	View PDF
9-509-1217	Position Qualification	Donations Call Center Supervisor	Mass Care Services	Mass Care Services	Published	View	View PDF
9-508-1191	Resource Typing Definition	Donations Coordination Task Force	Mass Care Services	Mass Care Services	Published	View	View PDF
FTB-1002	Position Task Book	Donations Coordination Task Force Leader	Mass Care Services	Mass Care Services	Published	View	View PDF
9-509-1282	Position Qualification	Donations Coordination Task Force Leader (NGS)	Mass Care Services	Mass Care Services	Published	View	View PDF
FTB-1021	Position Task Book	Donations Specialist	Mass Care Services	Mass Care Services	Published	View	View PDF
9-509-1283	Position Qualification	Donations Specialist (NGS)	Mass Care Services	Mass Care Services	Published	View	View PDF
9-508-1187	Resource Typing Definition	Drive-Through Point of Distribution Team	Mass Care Services	Mass Care Services	Published	View	View PDF
9-508-1192	Resource Typing Definition	Evacuation Shelter	Mass Care Services	Mass Care Services	Published	View	View PDF
9-509-1218	Position Qualification	Feeding Services Team Leader	Mass Care Services	Mass Care Services	Published	View	View PDF
9-509-1084	Position Qualification	Field Kitchen Manager	Mass Care Services	Mass Care Services	Published	View	View PDF
9-508-1000	Resource Typing Definition	Field Kitchen Unit	Mass Care Services	Mass Care Services	Published	View	View PDF
9-508-1272	Resource Typing Definition	Food Service Delivery Unit	Mass Care Services	Mass Care Services	Published	View	View PDF
FTB-1002	Position Task Book	Human Services Disaster Assessment Team Leader	Mass Care Services	Mass Care Services	Published	View	View PDF
9-509-1430	Position Qualification	Human Services Disaster Assessment Team Leader (NGS)	Mass Care Services	Mass Care Services	Published	View	View PDF



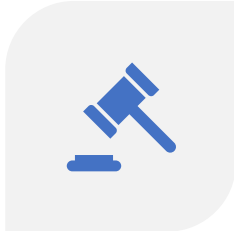
# Fulfill Mass Care and Emergency Assistance Resource Shortfalls

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- There are multiple options for a jurisdiction to address and fulfill shortfalls.



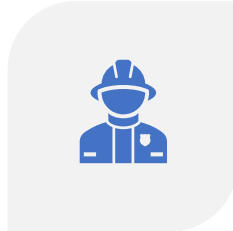
MEMORANDUMS OF UNDERSTANDING, AGREEMENTS



STATE RESOURCES AND/OR CONTRACTS



MUTUAL AID

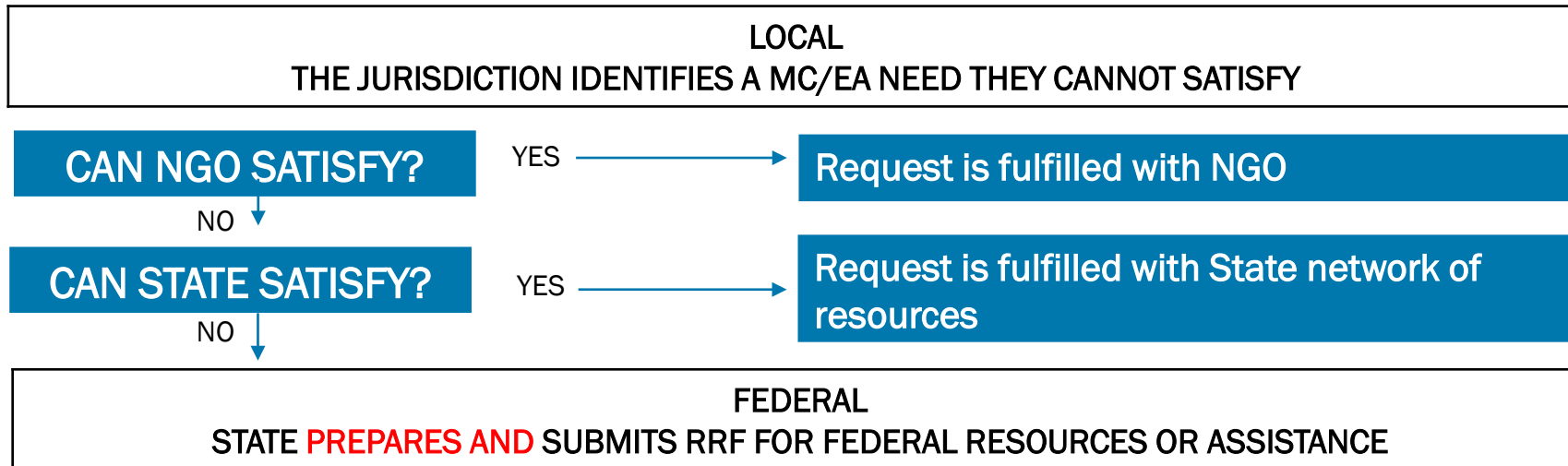


EMERGENCY MANAGEMENT ASSISTANCE COMPACT (EMAC)



FEDERAL SUPPORT – RESOURCE REQUEST FORM (RRF)

# MASS CARE/EA RESOURCE REQUEST PROCESS





# Identify a Need

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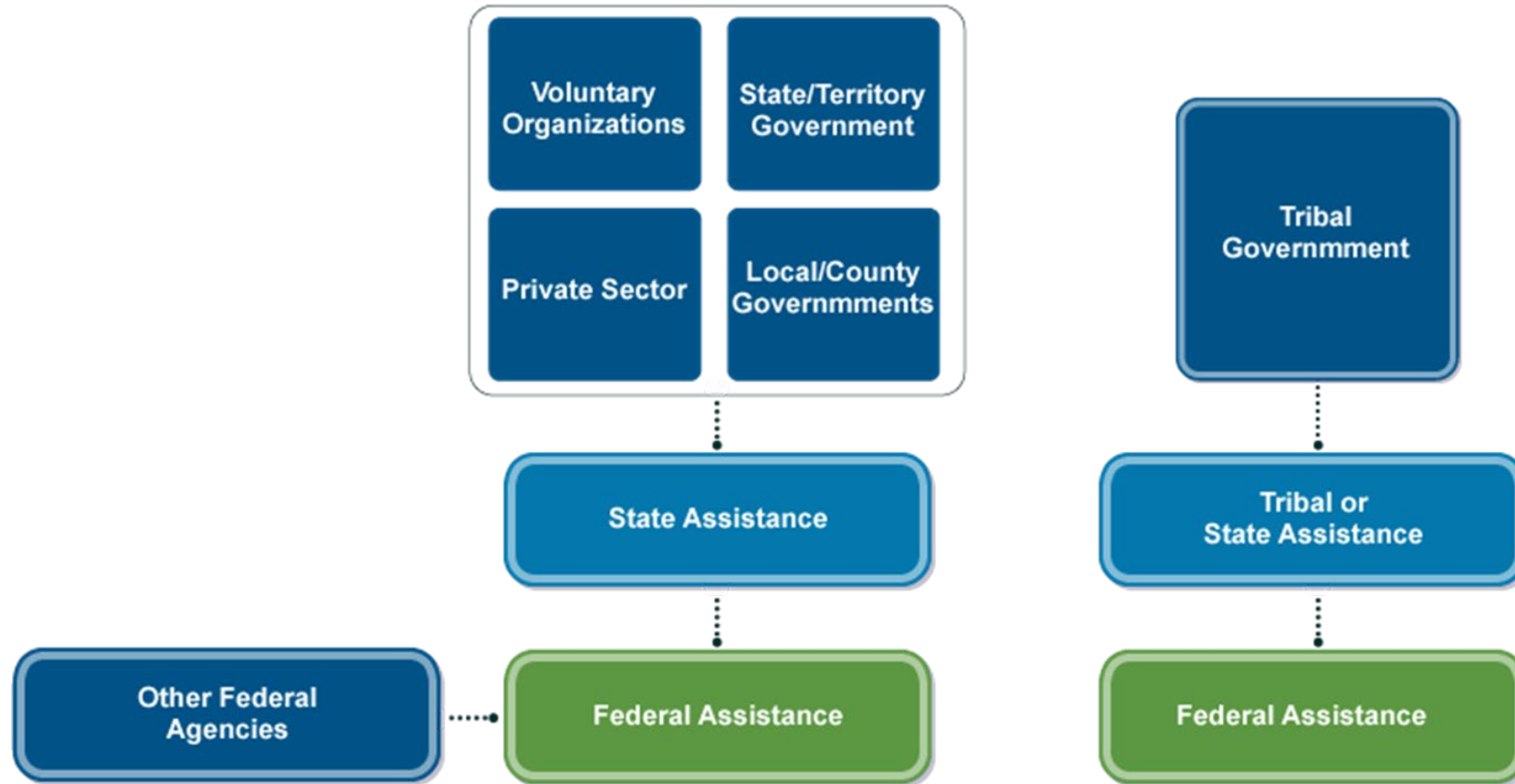
States, Territories, or Tribes may seek Federal assistance:

- After a Presidential Emergency or Major Disaster Declaration
- When they cannot meet the needs

Needs are also identified through deliberate planning

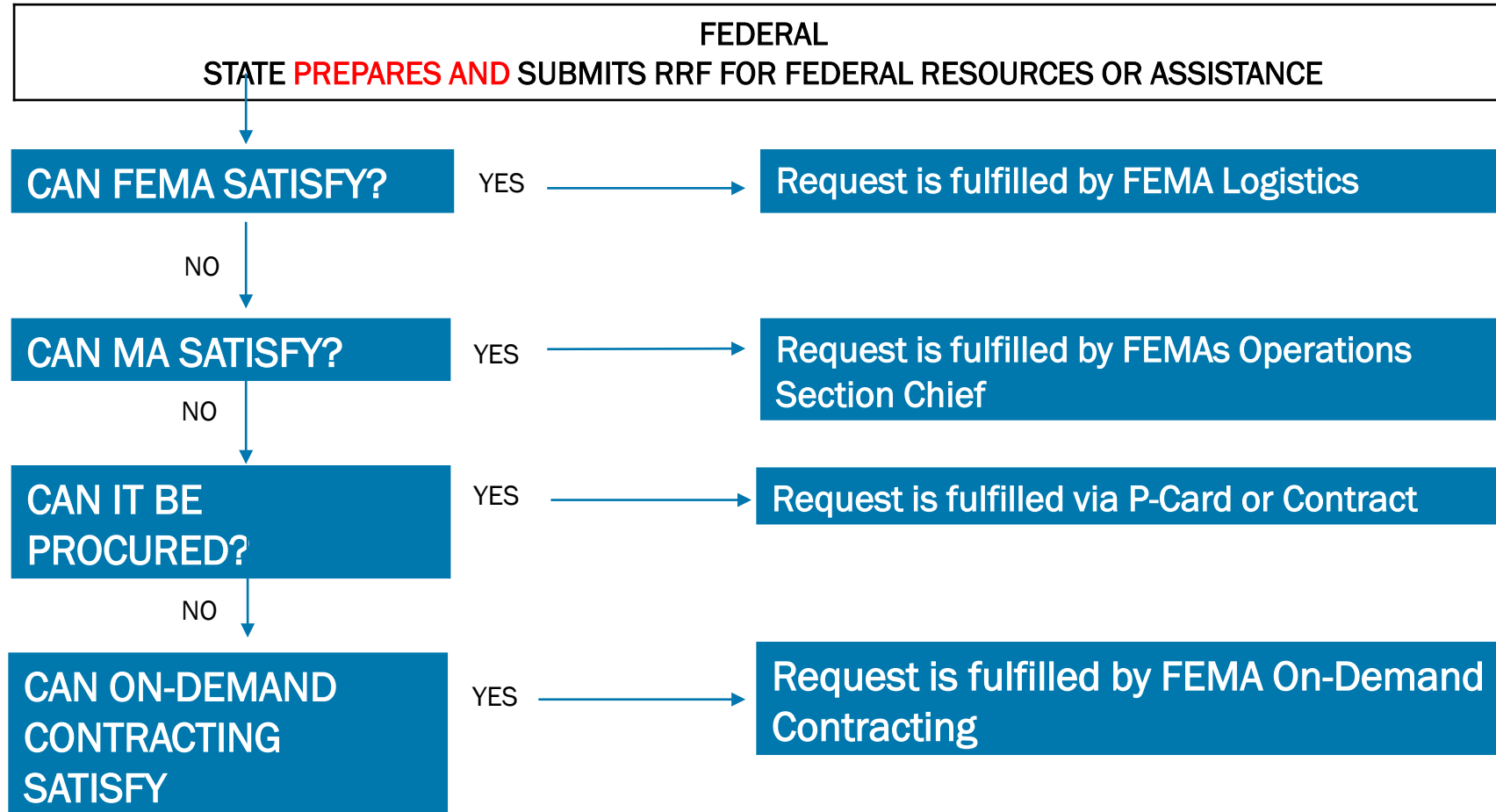


# Who Can Request Federal Assistance?



FEMA

# MASS CARE/EA RESOURCE REQUEST PROCESS







# Resource Request Form (RRF)

DEPARTMENT OF HOMELAND SECURITY Federal Emergency Management Agency <b>RESOURCE REQUEST FORM (RRF)</b>		O.M.B. No. 1660-0002 Expires May 31, 2017
<p align="center"><b>PAPERWORK BURDEN DISCLOSURE NOTICE</b></p> <p>Public reporting burden for this form is estimated to average 30 minutes per response. The burden estimate includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the needed data, and completing and reviewing this form. This collection of information is required to obtain or retain benefits. You are not required to respond to this collection of information unless it displays a valid OMB control number. Send comments regarding the accuracy of the burden estimate and any suggestions for reducing this burden to: Information Collections Management, Department of Homeland Security, Federal Emergency Management Agency, 500 C Street SW, Washington, DC 20472-2100. Paperwork Reduction Project (1660-0002). <b>NOTE:</b> Do not send your completed form to this address.</p>		
<b>I. REQUESTING ASSISTANCE (To be completed by Requestor)</b>		
1. Requestor's Name (Please print) Last, First, Middle	2. Title	3. Phone No. 410.679.4050
4. Requestor's Organization FEMA	5. Fax No.	6. E-Mail Address robert.williams@fema.gov
<b>II. REQUESTING ASSISTANCE (To be completed by Requestor)</b>		
1. Description of Requested Assistance Advise the U.S. Army Corps of Engineers (USACE) to the FEMA Region III Regional Response Coordination Center (R3C) (RRCC, 100 7th St) or other location as assigned to perform duties of Emergency Support Function (ESF) #7 in support of First District Disaster Relief Operations as requested in the attached OIA, W-1.		
2. Quantity	3. Priority <input type="checkbox"/> Low <input checked="" type="checkbox"/> High	4. Date and Time Needed 01/23/2014
5. Delivery Site Location Region III RRCC 100 7th St Bethesda, MD 20814	6. Site Point of Contact (POC) Last, First, Middle	7. 24 Hour Phone No. 410-911-6612
9. State Approving Official Signature		10. Date and Time
<b>III. SOURCING THE REQUEST - REVIEW/COORDINATION (Operations Section Only)</b>		
1. <input checked="" type="checkbox"/> CPE Review by Scott Skelton <input type="checkbox"/> LOG Review by: <input type="checkbox"/> Other Coordination: <input type="checkbox"/> Other Coordination: <input type="checkbox"/> Other Coordination:	2. Source <input type="checkbox"/> Donations <input type="checkbox"/> Other (Explain) <input type="checkbox"/> Reservations <input type="checkbox"/> Procurement <input type="checkbox"/> Interagency Agreement <input checked="" type="checkbox"/> Mission Assignment	3. Assigned to: ESF/CFDA - xxx RSF/CFDA Other Date/Time
4. Immediate Action Required <input type="checkbox"/> Yes <input type="checkbox"/> No		
<b>IV. STATEMENT OF WORK (Operations Section Only)</b>		
1. CFA Action Officer Last, First, Middle	2. 24 Hour Phone # 703.696.3962	3. Fax #
4. FEMA Project Manager Last, First, Middle	5. 24 Hour Phone # 410-911-6612	6. Fax #
7. Statement of Work Advise the USACE to perform functions of Emergency Support Function (ESF) #7 at the location and coordinates of FEMA. This activation may include support to RRCCs, Region III RRCC, RRCCs, RRCCs, RRCCs and other events or locations. This activation may include support to various states involved under USACE RRCC mission of Mutual Aid and Regulatory requirements, at the direction and coordination of FEMA, ESF #7 Team Leader, and site-specific support will be provided through those Federal and state management and support and/or other sources without master support (MS). User of this form may be operating at the Recovery Staff Office (RSO) if operational. ESF #7 Support Agency responsibilities may be activated by users as follows in the ESF #7 Management Team for public workbooks and contracts.		
8. Estimated Completion Date: 04/11/2014		9. Estimated Cost: \$000000
<b>V. ACTION TAKEN (Operations Section Only)</b>		
<input type="checkbox"/> Accepted <input type="checkbox"/> Rejected <input type="checkbox"/> Requestor Notified		
Reason / Disposition		
FEMA FORM 0100-7	PREVIOUSLY FF 90-136	Page 1 of 2

- FF 010-0-7 RRF is used to request Federal assistance
- All official requests should be made to FEMA via the RRF

If for Direct Federal Assistance (DFA), State Approving Official: Signature certifies that:

- (1) State and local governments cannot perform, nor contract for the performance of the requested work;
- (2) Work is required as a result of the event, not a pre-existing condition; and
- (3) The State is providing the required assurances found in 44 CFR, Section 206.208.



## FEMA



# A Good Request Should Include

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- **Who**
  - Who is requesting?
- **What**
  - What is being requested?
- **How much**
  - How much is being requested?
- **When**
  - When does the request need to be filled?
- **How Long**
  - How long will the assistance be needed?
- **Where**
  - Where is the request for essential assistance going?

# RRF Sections I & II

<b>I. REQUESTING ASSISTANCE (To be completed by Requestor)</b>			
1. Requestor's Name (Please print) Laurie Miller	2. Title INGS	3. Phone No. 425-931-6616	
4. Requestor's Organization FEMA	5. Fax No.	6. E-Mail Address laurie.miller@fema.dhs.gov	
<b>II. REQUESTING ASSISTANCE (To be completed by Requestor)</b>			
1. Description of Requested Assistance: Activate the U.S. Army Corps of Engineers (USACE) to the FEMA Region 10 Regional Response Coordination Center (RRCC) IMATs, IOF, JFO or other locations as assigned to perform duties of Emergency Support Function (ESF) #3 in support of Post-Declaration disaster operations in response to the landslide in Oso, WA.			
2. Quantity 1	3. Priority <input type="checkbox"/> Lifesaving <input type="checkbox"/> Life Sustaining <input type="checkbox"/> Normal <input checked="" type="checkbox"/> High		4. Date and Time Needed 03/25/2014
5. Delivery Site Location Region X RRCC 130 228TH ST SW Bothell, WA 98021		6. Site Point of Contact (POC) Laurie Miller	
		7. 24 Hour Phone No. 425-931-6616	8. Fax No.
9. State Approving Official Signature			10. Date and Time





# RRF Sections I & II Continued

<b>I. REQUESTING ASSISTANCE (To be completed by Requestor)</b>			
1. Requestor's Name (Please print) Bill Bryson	2. Title State Approving Official	3. Phone No. 555-555-5555	
4. Requestor's Organization State	5. Fax No.	6. E-Mail Address Bill.Bryson@state.us	
<b>II. REQUESTING ASSISTANCE (To be completed by Requestor)</b>			
1. Description of Requested Assistance:  Helicopters			
2. Quantity 30	3. Priority <input checked="" type="checkbox"/> Lifesaving <input type="checkbox"/> Life Sustaining <input type="checkbox"/> Normal <input type="checkbox"/> High	4. Date and Time Needed ASAP	
5. Delivery Site Location  TBD		6. Site Point of Contact (POC) Jon Shapiro	
		7. 24 Hour Phone No. 555-555-5555	8. Fax No.
9. State Approving Official Signature			10. Date and Time





# RRF Eligibility Review

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- Request eligible under Stafford Act?
- Beyond State and Local/Tribal capabilities?
- Not for permanent restorative work?
  - PA Categories:
    - **Emergency Work** (Eligible for Mission Assignments)
      - A. Debris Removal (i.e., road clearance)
      - B. Emergency Protective Measures
    - **Permanent Work** (Done by the State and is not eligible for Mission Assignments)
      - C. Road Systems and Bridges
      - D. Water Control Facilities
      - E. Buildings, Contents, and Equipment
      - F. Utilities
      - G. Parks, Recreational, and Other
- Not under an existing OFA authority?
- Is the requestor appropriate?
- Requirement clearly described?
  - What exactly is needed?
  - When does it need to be there?
  - Where is the resource needed?
  - How long?



# Fact Sheet: Evaluating Requests

Criteria	Explanations
Eligible under Stafford Act	44 CFR 206.225: Purpose of emergency protective measures: <ul style="list-style-type: none"><li>• Saving lives</li><li>• Protecting improved property</li><li>• Protecting public health and safety</li></ul>
Beyond State and Local capabilities	Perhaps the State and Local areas need help in finding a vendor, rather than having the Federal Government providing a resource directly. Sometimes this can be done through the General Service Administration’s (GSA’s) list of vendors, etc. It’s often less expensive if the State works to secure a resource.
Not for permanent restorative work	MAs are issued only for emergency work, not permanent restorative work or long-term studies. The Public Assistance program pays for permanent restorative work.



# Sourcing the Request

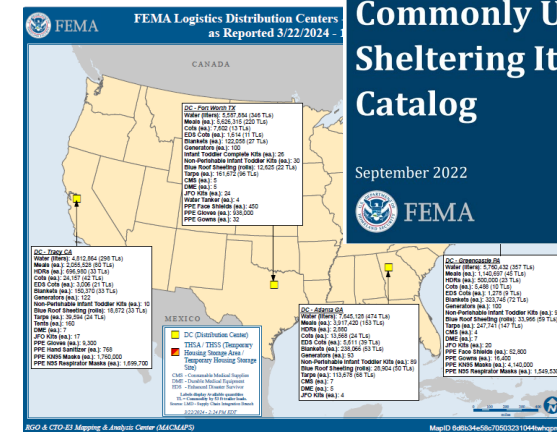
May result in fulfillment by multiple sources:

- Internal
  - FEMA Logistics
  - Other FEMA programs
- External
  - Mission Assignments
  - OFA Authority
  - Donations/VOLAG
  - MOU/MOA/IAA



## Commonly Used Sheltering Items Catalog

September 2022



## SOW Criteria

- Who will perform work?
- What type of work is to be done?
- Where is work performed?
- How will work be done?



US&R Massachusetts Task Force 1 searches homes in Marion County Oregon in response for the wildfires.





# Broad or Specific SOW?

- Broad SOW
  - If work is likely to be requested more than once
- Specific SOW
  - If work is likely a one-time undertaking

Try to limit the use of locations/dates/quantities in SOWs. These details should be in the assistance-requested section.



# National Mass Care Strategy



## Mission and Purpose

[Home](#) | [About Us](#) | [Resource Center](#) | [Training](#) | [Communication](#)

## MISSION

The National Mass Care Strategy provides a unified approach to the delivery of mass care services by establishing common goals, fostering inclusive collaborative planning and identifying resource needs to build the national mass care capacity engaging the whole community including under-served and vulnerable populations. The National Mass Care Strategy focuses on:

- Sheltering
- Feeding
- Distribution of Emergency Supplies
- Reunification Services
- Mass Evacuee Support
- Household Pets, Service Animals, and Assistance Animals
- Accessibility and Inclusive Resources
- COVID-19 Resources
- National Mass Care Exercise



FEMA

# Determining Mass Care Needs 2024 National Hurricane Conference

Ronan Dalcross

Mass Care and Emergency Assistance Section Chief

[Ronan.Dalcross@fema.dhs.gov](mailto:Ronan.Dalcross@fema.dhs.gov)

[fema.-hq-mass-care@fema.dhs.gov](mailto:fema.-hq-mass-care@fema.dhs.gov)



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