



***Mass Care, Emergency Assistance,
Housing and Human Services
ESF 6***



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Table 1-1: Coordinating and Support Agencies

Lead Coordinating Agencies	Department of Health Services (WI DHS) American Red Cross
Wisconsin Governmental Support Agencies	Department of Administration (DOA) Department of Agriculture, Trade and Consumer Protection (DATCP) Department of Public Instruction (DPI) Department of Children and Families (DCF) Department of Safety & Professional Services (DSPA) Department of Workforce Development (DWD) Department of Military Affairs/Wisconsin Emergency Management (DMA/WEM) Wisconsin Housing and Economic Development Authority (WHEDA) Department of Military Affairs/Wisconsin National Guard (DMA/WING)
Non-Governmental Support Organizations	Adventist Community Services The Salvation Army (SA) Wisconsin Voluntary Organizations Active in Disaster (WIVOAD)
Federal ESF Coordinating Agencies	Federal Emergency Management Agency (FEMA)

1. Introduction

1.1. Purpose

To coordinate state and federal activities in support of state, county, tribal, and voluntary organization efforts to address the non-medical mass care, emergency assistance, housing, and human services needs of those impacted by a disaster. When medical needs arise, Emergency Support Function (ESF) 6 coordinates with ESF 8: Health and Medical Services.

ESF 6 is linked closely to Recovery Support Functions (RSFs) defined in the Wisconsin Recovery Plan, such as the Housing RSF and Health and Social Services RSF. These RSFs may be activated concurrently with ESF 6, where the ESF and RSFs collaborate and share information while focusing on their respective functions.

1.2. Scope

1.2.1. Support may vary depending on:

1.2.1.1 The magnitude and type of disaster

1.2.1.2 When a Presidential Declaration of a Major Disaster has been issued, individual assistance, public assistance, or dedicated disaster assistance may be available.

1.2.1.3 Whether the disaster has occurred within or outside of Wisconsin.

1.2.2. ESF 6 is divided into four primary functions.

1.2.2.1 Mass care



- (1) Sheltering
 - (A) Temporary congregate care of displaced residents in shelter sites.
 - (B) Assessment of overall capacity and capability of shelters to ensure sufficient resources to support both the general population and evacuees with access and functional needs or unique circumstances.
- (2) Feeding
 - (A) Fixed feeding sites, including shelter sites
 - (B) Mobile feeding units
 - (C) Bulk distribution sites
- (3) Distribution of emergency supplies
- (4) Distribution of emergency relief items through fixed sites, mobile units, and bulk distribution sites established within the affected area.

1.2.2.2 Emergency assistance

- (1) Provision of access and functional needs support services in mass care operations, including support in the areas of:
 - (A) Communication

Individuals who have limitations that interfere with the receipt of and response to information.
 - (B) Maintaining health

Individuals who are not self-sufficient or require medical assistance or treatment, special diets, durable medical supplies and equipment, or medication.
 - (C) Independence

Individuals who, in order to be independent in daily activities, need support.
 - (D) Safety, self-determination, and supervision

Individuals who require caregivers in order to adequately cope with unusual situations and are unable to identify themselves or lack the cognitive ability to assess a situation and react appropriately.
 - (E) Transportation

Individuals who cannot drive or who do not have a vehicle and individuals who are not ambulatory.



- (2) Coordination of voluntary organizations and unsolicited donations and management of unaffiliated volunteers
- (3) Note: For additional information on management of unsolicited donations and unaffiliated volunteers, see ESF 7 Resource Support, Attachment 1: Donations Management, and Attachment 2: Volunteer Management Plan.
- (4) Support to children and families impacted in disasters
- (5) Provision of animal care/handling services for evacuated household pets and service animals
- (6) Note: See ESF-11, Attachment 1, Animal Disaster Response Plan
- (7) Support may include rescue, transportation, care, shelter, and essential needs.
- (8) Support for service delivery sites including Multi-Agency Resource Centers (MARC), Reception Centers, and Family Assistance Centers (FAC).
- (9) Support for nonconventional shelters
 - (A) Hotels, motels, trains, ships, camps, and other single-room facilities.
 - (B) Specialized medical support shelters (under the direction of ESF 8).
 - (C) Other specialized congregate care areas that may include respite centers, rescue areas, and decontamination processing centers.
 - (D) Warming/cooling centers
- (10) Support to evacuations including registration and tracking of evacuees.
 - (A) Planning Assumption: The majority of an affected population will self-evacuate using personal transportation.
 - (B) Registration and tracking of evacuees, pets, and personal property will occur during government-assisted evacuations, such as evacuees with critical transportation needs (CTN).
 - (C) Note: See Wisconsin Emergency Response Plan (WERP) Mass Evacuation Annex for more information.
- (11) Coordination of reunification

Inquiries regarding individuals residing within the affected area.
- (12) Reunification of separated family members using the American Red Cross Safe and Well website, National Emergency Family Registry and Locator System (NEFRLS), the National Emergency Child Locator Center (NECLC), Unidentified Victim Identification System (UVIS) or the National Center for Missing and Exploited Children (NCMEC).



1.2.2.3 Temporary housing

- (1) ESF 6 may include housing assistance such as:
- (2) Temporary roof repair: Quick repairs to damaged roofs on private homes, allowing residents to return to and remain in their own homes while performing permanent repairs.
- (3) Rental assistance: Financial assistance provided to displaced individuals and families to rent temporary accommodations.
- (4) Direct financial housing: Payments made directly to landlords on behalf of survivors.
- (5) Temporary accommodations in hotels/motels for individuals and families in transition from congregate shelters or other temporary situations, but unable to return to their pre-disaster dwelling.

1.2.2.4 Human services

- (1) Identification and support of people with access and functional needs (see glossary for definition) within the affected area.
- (2) Support of people to acquire government benefits where individual circumstances or program eligibility requirements may have changed due to a disaster, including but not limited to:
 - (A) Disaster Supplemental Nutrition Assistance Program (DSNAP)
 - (B) Replacement of FoodShare Wisconsin benefits
 - (C) National School Lunch Program (NSLP)
 - (D) School Breakfast Program (SBP)
 - (E) Disaster unemployment assistance (DUA)
 - (F) State and federal disaster assistance programs
- (3) Support acquiring non-governmental assistance (both directly with voluntary organizations and in coordination with the volunteer and donations management functions in ESF 7) including, but not limited to:
 - (A) Disaster case management
 - (B) Individual financial assistance
 - (C) Clean up, home repair, and initial rebuilding
 - (D) Temporary housing assistance
 - (E) Emergency medications and medical equipment
 - (F) Counseling and spiritual care



- (G) Child care
- (H) In-kind donations of disaster recovery supplies
- (I) Disaster legal services

1.3. Policies

- 1.3.1. WI DHS has the authority to plan for and respond to health disasters under:
 - 1.3.1.1 Emergency Management, Chapter 323 of the Wisconsin Statutes
 - 1.3.1.2 Emergency Volunteer Health Care Practitioners, Chapter 257 of the Wisconsin Statutes
 - 1.3.1.3 Robert T. Stafford Disaster Relief and Emergency Assistance Act (Stafford Act) (42 U.S.C. §§ 5121 et seq.
- 1.3.2. All supporting state agencies named in this ESF have the responsibility and authority to plan for and respond to disasters under Chapter 323 of the Wisconsin Statutes.
- 1.3.3. The American Red Cross is a co-lead for the mass care component of ESF 6 of the National Response Framework (NRF). In this role, the American Red Cross engages in a variety of activities to support states in their planning, coordinating, and executing of mass care programs and strategies.
 - 1.3.3.1 The American Red Cross provides disaster cycle services pursuant to its Bylaws and other internal policies and procedures as well as its Congressional Charter (USC 36 §300101-300111). In the Charter, Congress authorized the American Red Cross "to carry out a system of national and international relief in time of peace, and apply that system in mitigating the suffering caused by pestilence, famine, fire, floods, and other great national calamities, and to devise and carry out measures for preventing those calamities."
- 1.3.4. DWD responsibilities and programs for survivors of disasters are governed by:
 - 1.3.4.1 The Disaster Unemployment Assistance (DUA) program is established by 42 U.S.C. § 5177.
 - 1.3.4.2 The U.S. Department of Labor regulations implementing the requirements of the Stafford Act are published in 20 CFR §§ 625.1 – 625.30.

2. Concept of Operations

2.1. General

- 2.1.1. As lead coordinating agencies, WI DHS or the American Red Cross staff ESF 6 during an elevation of the state emergency operations center (SEOC) to Level 4 or higher to:
 - 2.1.1.1 Maintain and share situational awareness of ongoing ESF 6 operations.



- 2.1.1.2 Provide technical support.
 - 2.1.1.3 Resolve service issues identified by local, county, or tribal responders by bringing in ESF 6 partner agencies that are equipped to provide support.
 - 2.1.1.4 Coordinate with ESF 8 and appropriate non-governmental organizations in addressing the access and functional needs of individuals, children, and their families during a disaster.
 - 2.1.1.5 Coordinate with ESF 7 to provide situational awareness of the need for and status of volunteer and donations management operations.
 - 2.1.1.6 Coordinate with ESF 11 for the provision of care and shelter for pets/displaced animals.
- 2.1.2. In the rare event that Wisconsin hosts evacuees from another state, this ESF provides for full leadership of mass care, emergency assistance, housing, and human services operations. These roles and responsibilities are clarified in the Wisconsin Mass Care and Recovery Plan for State-to-State Evacuations, an annex to the WERP.

2.2. Mobilization Triggers

- 2.2.1. Initial awareness of an emergency incident generally originates from one of two sources at the local level:
- 2.2.1.1 Members of the public may directly seek support through the WEM Duty Officer (DO) system or the WI DHS Phone Answering Service. In those circumstances, the caller's information and concerns are referred directly to the appropriate local official (e.g., county emergency management director, local public health agency, or tribal health center).
 - 2.2.1.2 Local responders determine if there is a need for ESF 6 support. In these circumstances, they notify the local emergency management director who shall notify the following entities, as appropriate:
 - (1) WEM Duty Officer
 - (2) County-level human service authority
 - (3) Local public health agency
 - (4) Tribal health department
 - (5) American Red Cross
 - (6) The Salvation Army

2.3. Organization

When mobilized, ESF 6 serves in the human services branch of the operations section of the SEOC organization. However, ESF 6 staff can expect to be called upon to provide support in the planning,



logistics, finance, and administration sections as well. Responsibilities for these sections are outlined in ESF 5.

2.3.1. County human services authorities:

2.3.1.1 In coordination with the county emergency management plan and the EOC/incident command system (ICS), retain operational authority of ESF 6-related response.

2.3.1.2 Lead the shelter operations activities of local and private sector, non-profit, public service, and volunteer organizations in cooperation with the American Red Cross.

2.3.2. State organization

2.3.2.1 The WI DHS 24/7 human services on-call team:

- (1) Provides support, technical assistance, and coordination assistance to the local, tribal, and regional emergency human services response.
- (2) Serves as advisor and consultant to the incident commander, the local/county/tribal EOC, public health, tribal health, and hospitals on matters related to the psychosocial needs and reactions of emergency response teams, survivors, family members, other people with access or functional needs, and the community.
- (3) Alerts supporting state agencies, as needed.
- (4) Alerts WI VOAD when SEOC elevation to Level 4 or higher has occurred; WI VOAD, in consultation with ESF 6 lead agency response personnel, notifies additional WI VOAD member organizations, as needed.
- (5) Initiates the formation of a needs assessment team in the early stages of the response to:
 - (A) Anticipate, project, categorize, and quantify response and recovery needs of survivors.
 - (B) Coordinate with ESF 7 in developing and maintaining situational awareness of the need for, and status of, volunteer and donations management operations.
 - (C) Coordinate with ESF 14 to identify and address unmet needs.

2.3.2.2 Department of Children and Families (DCF) directs state human services efforts in support of local, county, and tribal government in meeting the needs of children and families during and after a disaster and support post-disaster administration of DCF programs.

2.3.2.3 WI DHS and DCF assist county, local, and tribal staff in the coordination of emergency human services to obtain available emergency state and federal aid.



2.3.3. Federal support organization

2.3.3.1 When an emergency has warranted a presidential declaration of a major disaster or emergency, federal assets and programs become available. These are described in the National Response Framework ESF 6.

2.3.3.2 The state designates an official(s) to coordinate with federal mass care, emergency assistance, housing, and human services assistance.

- (1) This official(s) serves as the principal point(s) of contact with the Regional Response Coordination Center ESF 6 branch.
- (2) This official(s) is responsible for keeping WEM fully apprised of federal ESF 6 activities.

2.3.4. Nongovernmental Organizations

2.3.4.1 American Red Cross

The American Red Cross state disaster officer or disaster relief operation director assigns a liaison to the SEOC to coordinate ESF 6-related activities within the state, to include:

- (1) Establishing and operating American Red Cross mass care sites and feeding (mobile and fixed) for disaster survivors.
- (2) Use of the National Shelter System for providing information about shelters open, on stand-by, and closed, with detail on population and capacity.
- (3) Coordinating the recruitment and assignment of American Red Cross personnel for mass care operations.
- (4) Coordinate American Red Cross mass care services with government, non-profit, and community partners.

2.3.4.2 The Salvation Army

The Salvation Army Disaster Services Director for Wisconsin will assign a liaison to the SEOC to coordinate the organization's activities within the state to include:

- (1) Coordinating the Salvation Army mass care services with the other agencies including feeding (mobile and fixed), as well as emotional and spiritual care for disaster survivors, emergency workers, and volunteers.
- (2) Provide support services to Adventist Community Services in the event that a donations warehouse is established.

2.3.4.3 Adventist Community Services (ACS)

The Adventist Community Services Director for Wisconsin will upon request from the SEOC:



- (1) Per the MOU between the Wisconsin DMA/WEM and the ACS:
 - (A) Establish and operate a warehouse for receiving in-kind donations.
 - (B) Coordinate a process for the distribution of the in-kind donations.

2.3.4.4 Wisconsin Voluntary Organizations Active in Disaster (WIVOAD)

The Chairperson of the Wisconsin Voluntary Organizations Active in Disaster will assign a liaison to the SEOC to:

- (1) Coordinate the activities of the WIVOAD member organizations during the initial response.
- (2) Provide support and guidance for the long term recovery process.

2.4. Levels of Mass Care Support

The state's role in ESF 6 varies depending on the magnitude of the impact and the origin of the affected individuals.

2.4.1. Wisconsin as an impacted state

2.4.1.1 Single-county response

- (1) County shelter plans provide for meeting the functional needs of residents in general populations shelters.
- (2) County plans quantify the number of evacuees the jurisdiction can reasonably shelter using their own resources for the first 72 hours of an evacuation.

2.4.1.2 Multi-county response

County mutual aid agreements with neighboring counties may provide for sheltering their evacuees in the event that:

- (1) The number of the impacted county's evacuees exceeds the county's shelter capacity.
- (2) The county's infrastructure is damaged to the extent that its shelters are not useable.
- (3) The county's pre-identified shelters are too vulnerable to a hazardous situation to be activated.

2.4.1.3 Regional support

ESF 6 activates support systems at the regional level and in the SEOC to provide:

- (1) Incident management teams (IMTs)
- (2) Logistics support



- (3) Voluntary organization support
- (4) Public information support

2.4.2. Wisconsin as a host state

In the event a disaster outside of Wisconsin prompts a direct request for Wisconsin to host evacuees from another state, the following standards apply:

2.4.2.1 The request must be made to WEM by FEMA in the context of a presidential declaration or by the impacted state through the Emergency Management Assistance Compact (EMAC).

2.4.2.2 The governor must issue an executive order directing the State of Wisconsin to operate state-managed mass care.

2.4.2.3 State costs must be reimbursable by FEMA.

2.4.2.4 WI DHS and the American Red Cross take the lead on all aspects of the operation.

- (1) Operations are conducted in accordance with the Wisconsin Mass Care and Recovery Plan for State-to-State Evacuations, which is an Annex of this document.
- (2) WI DHS, the American Red Cross, and WEM will identify those counties that are willing to partner to accept evacuees from another state, identifying the number of evacuees each county would have the capacity to house.
- (3) WI DHS and WEM will develop MOUs with willing host county agencies that delineate county agencies' and voluntary organizations' roles in mass care operations.
- (4) Counties that do not host out-of-state evacuees should be prepared, on a regional basis, to support host counties.

2.4.3. Mega-shelters in Wisconsin

2.4.3.1 Mega-shelters are defined as those equipped to house 2,000 or more evacuees.

2.4.3.2 The use of mega-shelters in Wisconsin is a strategy of last resort.

2.4.3.3 The Wisconsin Mass Care and Recovery Plan for State-to-State Evacuations provides a system by which unusually large numbers of evacuees can be more responsibly and humanely served in a number of smaller shelters distributed among counties and organizations that have volunteered to care for them.



3. Agency Responsibilities

3.1. Lead Coordinating Agencies – Department of Health Services/American Red Cross

Table 3-1: Lead Coordinating Agencies Functions

Agency	Functions
Joint Responsibilities: Wisconsin Department of Health Services American Red Cross	<p>Agencies as a whole</p> <p>General</p> <ul style="list-style-type: none"> • Provide overall leadership, coordination, assessment, and technical assistance in response to disasters relative to all ESF 6 functions. • Coordinate with local, county, tribal, and state government and with ESF 6 support agencies to identify and address the public’s unmet needs during and immediately following a disaster. • Coordinate the acquisition of alternative shelter or family assistance grants for survivors who cannot be housed in conventional mass care facilities. <p>Mass Care</p> <ul style="list-style-type: none"> • Coordinate with ESF 8 to support local, county, and tribal human services in meeting the medical needs of affected populations. • Coordinate bulk distribution of emergency relief items. • In coordination with supporting agencies, assess the necessity of initiating emergency feeding or food distribution programs, such as mobile and/or fixed feeding services, the release of USDA commodities, or transportation and distribution of bulk food supplies. <p>Emergency Assistance</p> <ul style="list-style-type: none"> • Assist local, county, and tribal human service agencies in planning for and acquiring sufficient personnel, supplies, equipment, and other resources for ESF 6 operations, including, but not limited to: <ul style="list-style-type: none"> ○ Resources for the general public ○ Resources for people with access and functional needs ○ Resources for infants and children ○ Resources for refugees ○ Resources for service animals • Coordinate with DATCP to ensure household pets are humanely cared for during an emergency. • Provide guidance on the management of service animals in general population shelters, as needed. • Collaborate with DCF and supporting agencies to create a centralized disaster welfare information system to facilitate family reunification efforts. • Coordinate with voluntary agencies to secure support for nonconventional shelter when affected populations cannot be housed in traditional shelters. <p>Housing</p> <ul style="list-style-type: none"> • Coordinate with WEM to identify and disseminate information on available, affordable housing, and housing programs.



Agency	Functions
	<p>Human Services</p> <ul style="list-style-type: none"> • Serve as a central resource point for acquiring technical assistance, support, personnel, and equipment from various agencies to assist local human service agencies during an emergency. • Coordinate and implement human service assistance programs from governmental and non-governmental sources following a state disaster and/or federal disaster declaration. • Facilitate and coordinate state, local, county, and tribal efforts to provide emotional support to residents and emergency workers, if needed.
Department of Health Services	<p>Agency as a whole</p> <ul style="list-style-type: none"> • Direct state human services efforts in support of local, county, and tribal government. • Ensure that inspections of adult care facilities are conducted immediately following a disaster, as necessary. • Coordinate with DATCP to support environmental safety inspections of community shelter facilities. • Support public health inspections of affected housing prior to re-entry. • Coordinate the application for and provision of crisis counseling or disaster case management, if available.
American Red Cross	<p>Organization as a whole</p> <ul style="list-style-type: none"> • Provide mass care services such as sheltering, feeding, distribution of relief supplies, family reunification. • Provide health services to survivors supporting the replacement of medications and medical equipment. • Provide mental health and psychological first aid support to survivors, first responders, and disaster workforce. • Utilize the National Shelter System to track shelter data including shelter locations and population counts and share shelter data with partners. • Staff local and state EOCs. • Provide recovery casework and direct financial assistance.

3.2. Wisconsin Governmental Support Agencies

Table 3-2: State Government Support Agencies Functions

Agency	Functions
Department of Administration (DOA)	<p>Agency as a whole</p> <ul style="list-style-type: none"> • Coordinate with federal agencies to assess housing needs of vulnerable displaced residents.
Department of Agriculture, Trade and Consumer Protection (DATCP)	<p>Division of Animal Health State Veterinarian</p> <ul style="list-style-type: none"> • Ensure the availability of resources for the disaster. • Coordinate and provide information on the availability of resources from other states, the federal government, and non-governmental organizations. • Division of Food and Recreational Safety • Coordinate inspections for emergency feeding or food distribution operations and affected retail food establishments.



Agency	Functions
Department of Children & Families (DCF)	<p>Agency as a whole</p> <ul style="list-style-type: none"> • Facilitate the provision of emergency child care services. • Coordinate and support inspections of licensed daycare facilities immediately following a disaster. • Issue temporary licenses for temporary childcare facilities, as necessary. • Coordinate family reunification efforts with supporting governmental and non-governmental agencies • Direct state human services efforts in support of local, county, and tribal government in meeting the needs of children and families during a disaster, including: <ul style="list-style-type: none"> ○ Coordinate emergency child care. ○ Coordinate and support child reunification with family/caregivers. ○ Refer unaccompanied minors to local child welfare agencies. ○ Ensure that the needs of refugees are addressed.
Department of Public Instruction (DPI)	<p>Agency as a whole</p> <ul style="list-style-type: none"> • Coordinate with the American Red Cross to release USDA Foods in a presidentially-declared disaster: <ul style="list-style-type: none"> ○ For congregate feeding, release USDA Foods as long as available and needed. ○ For household feeding, release USDA Foods only with prior approval from the USDA and per extent and length of time as determined by the USDA. • Coordinate with the American Red Cross for release of USDA Foods in the absence of a presidential declaration, but when ESF 6 determines circumstances warrant USDA Foods distribution (defined in accordance with 7 CFR 250.7 as <i>Situations of Distress</i>): <ul style="list-style-type: none"> ○ For congregate feeding during a Situation of Distress involving a natural disaster, release USDA Foods to the extent that USDA Foods and funds for replacement are available. Release of USDA Foods to be a maximum of 30 days. ○ For congregate feeding during a Situation of Distress involving a non-natural disaster, release USDA Foods to the extent that USDA Foods and funds for replacement are available, with prior approval from USDA, and per extent and length of time as determined by USDA. ○ For household feeding during a Situation of Distress, release USDA Foods only with prior approval from USDA and per extent and length of time as determined by USDA.
Department of Safety & Professional Services (DSPS)	<p>Agency as a whole</p> <ul style="list-style-type: none"> • Assist in structural inspections of disaster-damaged buildings, when needed.
Department of Workforce Development (DWD)	<p>Agency as a whole</p> <ul style="list-style-type: none"> • Through Job Service Centers, county, and tribal partners, provide information and contacts for the following programs: <ul style="list-style-type: none"> ○ Worker’s compensation ○ Unemployment insurance ○ Anti-discrimination enforcement ○ Vocational rehabilitation for people with disabilities ○ Employment and training services



Agency	Functions
Department of Military Affairs (DMA)	<p>Wisconsin Emergency Management</p> <ul style="list-style-type: none"> • Coordinate state voluntary agency activities through support of WI VOAD activities. • Coordinate and implement human service assistance programs available following a state or presidential disaster declaration. • Support emergency human services assistance programs (e.g., congregate care, food coupons, commodities, and monetary assistance) available from governmental and non-governmental sources. • Coordinate with federal, state, tribal, and local entities to identify and disseminate information on available, affordable housing, and housing programs.
Wisconsin Housing & Economic Development Authority (WHEDA)	<p>Agency as a whole</p> <ul style="list-style-type: none"> • Provide funding support for shelter operations under specialized circumstances. • Coordinate with DOA and federal agencies to review multifamily and elderly affordable housing stock in the state to assess: <ul style="list-style-type: none"> ○ Damage to housing units ○ Potential displacement of vulnerable residents ○ Administer home buying and home improvement programs, as appropriate for disaster survivors.
Department of Military Affairs (DMA)	<p>Wisconsin National Guard</p> <p>Upon a state declaration of emergency and/or a validated request from state, county, local, or tribal agency provide pursuant to 321.39(1)(a):</p> <ul style="list-style-type: none"> • Support to evacuation, reception center, and mass care operations <ul style="list-style-type: none"> ○ Use of WING armories for shelter ○ Transportation support with buses or heavy trucks • Support to supply and commodity distribution • Limited power generation and communications support

3.3. Non-Governmental Support Organizations

Table 3-3: Non-Governmental Support Organizations Functions

Agency	Functions
Adventist Community Services (ACS)	<ul style="list-style-type: none"> • Organization as a whole • Establish and operate a warehouse for receiving in-kind donations. • Provide immediate distribution of supplies.
The Salvation Army (SA)	<p>Organization as a whole</p> <ul style="list-style-type: none"> • Provide hydration, meals, and snacks to survivors, emergency workers, and volunteers using mobile feeding units, as well as establishing fixed feeding sites. • Provide individual family assistance grants (i.e., vouchers for clothing, food, and other emergency needs) to meet the basic needs of survivors as determined by SA guidelines. • Distribute items needed by survivors (e.g., toiletry kits, clean-up kits). • Assist in establishing a distribution center for receiving in-kind donations and distributing them to the survivors of a disaster, as needed. • Provide emotional and spiritual counseling to survivors and others upon request and as needed. • Provide missing persons services.



Agency	Functions
Wisconsin Voluntary Organizations Active in Disaster (WIVOAD)	Organization as a whole <ul style="list-style-type: none">• Provide coordination of disaster volunteer services. Attachment 1, WI Voluntary Organizations Active in Disaster Resources, summarizes the types of disaster volunteer services available.

4. Supporting Documents

4.1. Attachments

4.1.1. WI Voluntary Organizations Active in Disaster Resources

4.2. National Response Framework ESF 6



Table 4-1: Record of Change

#	Date	Agency/Individual	Change
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Attachment 1

**Wisconsin Voluntary Organizations Active in Disaster
(WIVOAD)**

WIVOAD Resources



Wisconsin Emergency Response Plan
WI VOAD Resources

ESF 6
Attachment 1

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1. WIVOAD

1.1 Website

<https://wivoad.org/>

1.2 WIVOAD Chair

Contact information:

John Stuhlmacher, WIVOAD Chair
310-640-8787 (office), 414-852-8720 (cell)
john.stuhlmacher@teamrubiconusa.org

1.2.1

1.3 Coordination

While there is no prohibition against emergency management directors contacting member organizations directly, Wisconsin Voluntary Organizations Active in Disaster (WIVOAD) encourages emergency managers to work with a single VOAD coordinator (either the state, a local VOAD chairperson or Regional VOAD coordinator) to reduce duplication of efforts and/or resource gaps.

2. WIVOAD Organizations

Organization	Contact	Roles and Services
United Way/2-1-1 Wisconsin	Charlene Mouille United Way Executive Director cmouille@unitedwaywi.org Megan Kenney 2-1-1 Director mkenney@unitedwaywi.org https://211wisconsin.communityos.org/	<ul style="list-style-type: none"> • Information and referral services to community resources • Support donation and volunteer management by directing callers to resources • Support crisis communication plans by providing reliable information to callers • Support planning by providing call reports to responders • Support communication plans by providing call reports
Adventist Community Services (ACS)	Alice Garrett WI. ACS DR Director agarrett@wi.adventist.org http://wi.adventist.org/article/44/ministries/adventist-community-services	<ul style="list-style-type: none"> • Emergency distribution of relief and recovery supplies • Warehouse operations • Community collection centers • Donations management consultants • Crisis care



Wisconsin Emergency Response Plan
WI VOAD Resources

ESF 6
 Attachment 1

Organization	Contact	Roles and Services
American Red Cross Wisconsin Region	1-800-236-8680 Jenny Legaspi Disaster Program Manager Jenny.Legaspi@redcross.org Marytha Blanchard Regional Disaster Officer Marytha.Blanchard@redcross.org http://www.redcross.org/local/wisconsin	<ul style="list-style-type: none"> • Fixed/mobile feeding stations and shelter • Cleaning supplies, comfort kits, first aid, blood and blood products, food, and clothing • Emergency transportation, rent, home repairs, household items, and medical supplies • May provide additional support for unmet needs
Convoy of Hope	Ryan Bedford rbedford@convoyofhope.org https://www.convoyofhope.org/	<ul style="list-style-type: none"> • Disaster relief supplies • Support long-term recovery
Crisis Clean-Up	Aaron Titus Director aaron@crisiscleanup.org https://www.crisiscleanup.org/	<ul style="list-style-type: none"> • A collaborative disaster work order management platform that improves coordination, reduces duplication of efforts, improves efficiency, and improves volunteers' experience.
Feed the Children	John Ricketts John.ricketts@feedthechildren.org http://www.feedthechildren.org/	<ul style="list-style-type: none"> • Food, education initiatives, essentials, and disaster response as we help children and their families be independent and self-reliant.
Habitat for Humanity	Sara Kierzek Executive Director skierzek@habitatwisconsin.org https://www.habitat.org/	<ul style="list-style-type: none"> • Home building
International Orthodox Christian Charities (IOCC)	Dan Hoeft Dan.hoeft@outlook.com https://iocc.org/	<ul style="list-style-type: none"> • Clean-up teams • Home rebuild
Information Technology Disaster Resource Center (ITRDC)	Alan Young ayoung@itdrc.org https://itdrc.org	<ul style="list-style-type: none"> • Provides communities with the technical resources necessary to continue operations and begin recovery after a disaster. • No cost Information, Communications, and Technology (ICT) solutions that connect survivors and responders in crisis.
Knights of Columbus	Paul Lang pelang60@hotmail.com	<ul style="list-style-type: none"> • Assist with sandbagging • Clean-up teams • Support long-term recovery
The Church of Jesus Christ of Latter-day Saints (LDS)	Kent Miller KMiller8578@charter.net www.churchofjesuschrist.org	<ul style="list-style-type: none"> • Clean-up and muckout support • Clean-up kits
Lions Club ALERT Program	Joe Fischer Itciffisher@yahoo.com	<ul style="list-style-type: none"> • Financial assistance



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Lutheran Social Service (LSS)	https://www.lsswis.org/LSS.htm	<ul style="list-style-type: none"> • Crisis counseling, support groups, mental health assistance, and pastoral care. • Disaster case management grants
Medical Reserve Corps (MRC)	John Longo Department of Health Services (WI DHS) John.longo@dhs.wisconsin.gov https://www.dhs.wisconsin.gov/preparedness/mrc/index.htm	<ul style="list-style-type: none"> • Volunteer medical and public health professionals such as physicians, nurses, pharmacists, dentists, veterinarians, and epidemiologists. • Community members- interpreters, chaplains, office workers, legal advisors, and others – can fill key support positions.
Menonite Disaster Services (MDS)	Darin Bontranger dbontranger@mds.mennonite.net https://mds.mennonite.net/	<ul style="list-style-type: none"> • Clean-up, repair, and rebuild support.
National Disaster Distress Helpline	Christian Burgess cburgess@mhaofnyc.org https://www.samhsa.gov/find-help/disaster-distress-helpline	<ul style="list-style-type: none"> • 24/7/365 crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters. • Toll-free, multilingual, and confidential crisis support service is available to all residents in the United States and its territories.
NECHAMA Jewish Response to Disaster	David Kaplan Director david@nechama.org https://nechama.org/	<ul style="list-style-type: none"> • Cleanup and recovery assistance to homes and communities affected by natural disaster.
Samaritan’s Purse	Leroy Wentz lwentz@samaritan.org https://www.samaritanspurse.org/	<ul style="list-style-type: none"> • Clean-up • Rebuild support
Second Harvest Food Bank of Southern Wisconsin/ Feeding America	Jeff Rubbelke jeffr@shfbmadison.org www.secondharvestmadison.org	<ul style="list-style-type: none"> • Collects, transports, warehouses, and distributes donated food and grocery products for other agencies involved in feeding operations and the distribution of relief supplies • Processes food products collected in food drives by communities wishing to help a disaster-impacted community
ServeWisconsin/ AmeriCorps	Ruhamah Bauman Ruhamah.bauman@wisconsin.gov https://www.servewisconsin.wi.gov/	<ul style="list-style-type: none"> • Network of national service programs. Members commit their time to address critical community needs like increasing academic achievement, mentoring youth, fighting poverty, sustaining national parks, preparing for disasters, and more.



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Organization	Contact	Roles and Services
Southern WI Baptist Association Disaster Relief	David Wedekind dwedekind@mwbc.org Jeanne Wedekind jwedekind@mwbc.org www.wisconsinbaptist.org	<ul style="list-style-type: none"> • Mobile feeding units • Disaster child care • Assists with clean-up activities, temporary repairs, reconstruction, counseling, and bilingual services
The Salvation Army	Terri Leece Terri_leece@usc.salvationarmy.org www.usc.salvationarmy.org	<ul style="list-style-type: none"> • Fixed feeding sites/mobile feeding and temporary shelter • Cleaning supplies, comfort kits, food, and clothing • Emergency transportation, rent, home repairs, household items, and medical supplies • Emotional and spiritual care, missing person services • May provide additional support for unmet needs
Team Rubicon	John Stuhlmacher john.stuhlmacher@teamrubiconusa.org https://teamrubiconusa.org/	<ul style="list-style-type: none"> • Debris management • Disaster assessment • Muck out • Incident management
Tzu Chi Foundation	Yu-Lien Chu yulienchu@hotmail.com https://tzuchi.us/	<ul style="list-style-type: none"> • Financial assistance • Relief supplies
United Methodist Committee on Relief (UMCOR)	Lynnette Jordan Lynnette.jordan0707@gmail.com www.umcor.org	<ul style="list-style-type: none"> • Provides grant funding for local United Methodist churches in response and recovery projects • Early Response Teams (ERTs) for clean-up assistance • Provides spiritual and emotional care to disaster survivors • Provides long-term care of children impacted by disaster
UW-Extension	Cheryl Skjolaas skjolaas@wisc.edu https://extension.wisc.edu/	<ul style="list-style-type: none"> • Provides technical assistance and resource referrals related to agricultural interests
WI Amateur Radio Emergency Services/ Radio Amateur Civil Emergency Services (ARES/RACES)	Patrick Moretti Section Manager (SM) Ka1rb@arrl.org www.wi-aresraces.org	<ul style="list-style-type: none"> • Licensed volunteer amateur radio operators to augment and assist in public service and emergency communications



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WI Council of Churches	Vacant www.wichurches.org	<ul style="list-style-type: none"> • Represents 13 Protestant and Orthodox denominations, over 2,000 congregations, and 1 million church members • Has the ability to communicate quickly with Wisconsin’s religious community about the needs of individuals and communities impacted by disasters • Occasionally acts as fiscal agent for faith-based disaster relief grants, both of church denominations and from individuals
World Renew	Pat & Rich Grasman richpatgrasman@comcast.net https://worldrenew.net/	<ul style="list-style-type: none"> • Services include clearing debris, assessing needs, training local leaders, and repairing and rebuilding damaged homes.
WEAVR	John Longo Department of Health Services John.longo@dhs.wisconsin.gov https://www.dhs.wisconsin.gov/preparedness/weavr/index.htm	<ul style="list-style-type: none"> • Volunteer registration system for health care and behavioral health professionals interested in filling critical response and recovery roles following a major public health emergency
Washington County COAD	Vacant www.volunteernow.net	<ul style="list-style-type: none"> • Volunteer management • Call center support • Long-term recovery support • Local emergency fund management support
Southeast Wisconsin COAD (Milwaukee & Waukesha counties)	Gail Goodchild ggoodchild@waukeshacounty.gov	<ul style="list-style-type: none"> • Liaison with WIVOAD during response and recovery • Support local recovery in their county/s



Regional VOADs

Regional VOADs	<p>Northwest Regional VOAD Region 1 HERC Aimee Nesseth coordinator@nwwiherc.org</p> <p>Northeast & East Central VOAD Operation Community Cares (OCC) William Nething willn@h4hwi.com</p> <p>West Central VOAD River 2 Ridge Disaster Resilience Jen Schmitz Jen.schmitz@r2rdr.org</p> <p>Southwest VOAD Winding Rivers UMC Deb Burkhalter Dburkhalter85@gmail.com</p> <p>Southeast VOAD Journey Disaster Response Team Jeff Berard jeff@journeydrt.com</p>	<ul style="list-style-type: none">• Work closely with WI VOAD, WEM Regional Directors, Serve Wisconsin, and other community partners to support existing local VOAD/COADs and develop VOAD/COADs in unrepresented communities.• Conduct research and outreach within their region to designate interested communities ready to develop VOAD/COADs.• Coordinate the development of VOAD/COADs by engaging stakeholders with outreach, resource sharing, and facilitating initial meetings.• Create and collate existing resources and best practices for VOAD/COADs.• Conduct a skills and resource assessment for existing and developing VOAD/COADs.• Assist with the coordination of trainings and exercises that includes the four phases of disaster: mitigation, preparedness, response, and recovery.• Create an extraordinary volunteer experience by encouraging VOAD/COADs to utilize the whole community approach to all hazard planning that fosters an inclusive environment maximizing the skills of unaffiliated/affiliated volunteers of all ages including cross-training between organizations.
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