

PLEASANTS COUNTY EMERGENCY OPERATIONS PLAN
ANNEX N: HUMAN/ SOCIAL SERVICES

<i>Related Federal ESFs</i>	<ul style="list-style-type: none">• ESF #6: Public Health and Medical Services
<i>Related State Annexes</i>	<ul style="list-style-type: none">• Annex G: Emergency Health and Medical Services
<i>Purpose</i>	The purpose of this annex is to outline the local organization, operational concepts, responsibilities, and guidelines to accomplish coordinated human and social services during emergency situations.
<i>Primary Agencies</i>	<ul style="list-style-type: none">• West Virginia Department of Health and Human Resources• Pleasants County Office of Emergency Services (PCOES)
<i>Support Agencies</i>	<ul style="list-style-type: none">• Westbrook Health Services• Mid Ohio Valley Health Department (MOVHD)• Volunteer Groups
<i>Authorities</i>	<ul style="list-style-type: none">• WV Code, §6-12, as amended• WV Code, §9, as amended• WV Code, §15-5, as amended• WV Code, §16, as amended

I. SITUATION AND ASSUMPTIONS

A. Situation

1. As outlined in the Basic Plan, Pleasants County is vulnerable to multiple hazards. These hazards could result in the destruction of or damage to homes and businesses; loss of personal property; and disruption of food distribution, utility services and other services.
2. During and after an emergency, many citizens need assistance in obtaining food, clothing, shelter and other essential life support needs as well as cleaning up and making temporary repairs to their homes.

B. Assumptions

1. Disaster survivors and emergency responders may need human services support in the aftermath of a disaster.
2. The clientele of both local and state human service organizations may increase with many current clients requiring emergency re-supply of some services and support (i.e., food coupons, reissue of benefits, etc.).
3. In some cases, disaster mental health services may be needed during response operations.
4. The American Red Cross and other non-governmental organizations will provide assistance to disaster survivors.
5. The Emergency Services Director will use standard procedures to request state assets to supplement local human services resources through the State Emergency Operations Center (SEOC).

II. CONCEPT OF OPERATIONS

A. General

1. WVDHHR will coordinate and provide appropriate human services during emergency situations for the citizens of Pleasants County.
2. Pleasants County will work with the American Red Cross, and other non-governmental organizations to identify and provide assistance for disaster survivors.
3. Special Populations groups will be identified that need assistance after an emergency.

4. Pleasants County will request state human services support if the local resources prove inadequate.

B. Mental Health Services

1. Crisis Counseling for Disaster Survivors
 - 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 other organizations throughout the community. If additional needs for mental health resources arise, local providers will coordinate their efforts with the state for continual support of all mental health issues. With the support of the state, Pleasants County will be able to assess the short- and long-term support and unmet needs for responders and survivors.
 - b. Pleasants County will coordinate with the state to document appropriate support.
2. Requesting State Disaster Mental Health Services.
 - a. The County Commission of Pleasants County will submit requests for state assistance to the West Virginia Department of Health and Human Resources through the SEOC.

C. Emergency Needs

In the aftermath of an emergency, local residents may be unable to obtain food, water, shelter and other basic needs (i.e., clothing, furnishings, and transportation). Pleasants County will work with the American Red Cross and state and local volunteer organizations to coordinate the staging and distribution of basic needs and supplies to its citizens in the time of an emergency.

III. ROLES AND RESPONSIBILITIES

A. Organization

Pleasants County emergency organizations and responsibilities as described in the Basic Plan shall carry out the function of providing human services in emergency situations.

B. Task Assignments

1. The County Commission 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. Westbrook Health Services will direct Human/Social Services and
3. will:
 - a. Identify volunteer groups and agencies that can provide goods and services.
 - b. Coordinate the staging and distribution of clothing and other services by various agencies and organizations.
 - c. Assist with the registration of evacuees/survivors.
 - d. Coordinate human services support for special needs groups.
 - e. Coordinate the provision of disaster mental health services for disaster survivors, emergency workers and others suffering trauma due to the incident.
 - f. Work with the Transportation Officer to coordinate transportation assistance for those who need it.
4. The Mental Health Authority will:
 - a. Coordinate the provision of and provide disaster mental health services to disaster survivors, emergency workers, and others suffering mental trauma due to the incident.
5. The Transportation Officer will:
 - a. Coordinate transportation support for human services operations.
6. The Shelter and Mass Care Officer will:
 - a. Identify the requirements for human services assistance for those housed in shelters and forward them to the Human/Social Services Officer.

7. The Public Information Officer will:
 - a. Coordinate the release of information to the media and public about assistance programs.
8. Volunteer groups will:
 - a. Provide human services assistance identified by the Human/Social Services Officer upon request.

IV. DIRECTION AND CONTROL

A. General

1. The County Commission shall establish priorities and provide policy guidance for human services programs conducted after a disaster.
2. The Emergency Services Director will provide direction to the Human/Social Services Officer regarding human services operations in the aftermath of an emergency.
3. The Human/Social 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/Social Services Officer in the EOC.

V. CONTINUITY OF GOVERNMENT

The implementation and operational plan for the Pleasants County Emergency Operations Center are more fully delineated in other portions of this plan. In general, the structure of the Pleasants County Emergency Operations Center is structured using the Incident Command System (ICS) and the EOC staff is comprised of an operational core of available volunteer individuals who represent primary response, support and technical aspects of emergency management. This structure then can be enhanced or modified by the addition and/or deletion of representatives of different agencies, organizations and/or technical expertise as dictated by the emergency and can be available.

VI. PLAN DEVELOPMENT AND MAINTENANCE

- A. The PCOES in conjunction with WVDHHR, Westbrook Health Services, and other appropriate agencies are responsible for the maintenance of this annex.

B. The annex should be reviewed and updated as necessary.