

ANNEX K: SOCIAL SERVICES

I. SITUATION

A. Purpose

1. Coordinate social services (i.e., public welfare, human needs) during an emergency in Sheridan County
2. Support the feeding, clothing and housing of disaster victims and of special needs groups in Sheridan County in time of local emergency and during post-shelter periods
3. Support the sheltering and registration of persons in Sheridan County during periods of national emergency and nuclear crisis

B. Assumptions

1. People who would not normally be clients of the local social service agency will require some form of public assistance under emergency conditions
2. Voluntary groups such as The American Red Cross and The Salvation Army, will render assistance during emergencies
3. Normal day-to-day activities of social services agencies may be temporarily suspended during and immediately after the disaster, depending upon the severity of the disaster.

C. Vulnerability:

1. Lack of assigned Office of the Department of Family Services (DFS) personnel, hence, need exists to identify supplemental manpower resources
2. Destruction/contamination of food and water supplies
3. Damage to feeding and housing facilities
4. Lack of training for disaster situations for Social Services Agencies/Personnel and need for clarification of Social Services role. *This is critical!*
5. Communications breakdown/dependence on telephone
6. Loss of power
7. Lack of available materials, supplies on hand, especially preprinted forms (need to develop disaster kits)

D. Resources

1. Personnel: See Basic Plain, Appendix 4, Key Personnel Listing
2. Sheridan Field Office of the Department of Family Services
3. American Red Cross
4. The Salvation Army
5. Churches and Church groups
6. Various Social Services agencies in the county
7. Senior Citizen Center
8. School districts
9. Search & Rescue (locator services)

II. EXECUTION

A. Concept of Operations

1. An emergency/disaster may require the utilization of Social

- Services to provide for human needs in Sheridan County.
2. For an effective response in the event of a disaster, County DFS Manager will provide the coordination with various social service and welfare related organizations and agencies to meet individual human needs.
 3. If a large number of people need to be housed and fed as a result of an actual or anticipated disaster/emergency, DFS manager will coordinate with American Red Cross which is responsible for sheltering.
 4. Victims of a disaster and special needs groups may need to be provided with food, clothing, bedding, medicine, financial assistance, housing, etc. County DFS will identify any special needs groups (elderly, handicapped, single parent, mentally incompetent, non-English speaking, small children, list of translators etc.) in the county.
 5. American Red Cross
 - a. Will control its organization but will act in a supporting role to the local government that is affected by a disaster
 - b. In a declared disaster, upon official request, the American Red Cross can provide food, lodging, clothing, welfare inquiry service, blood and blood derivatives to hospitals/clinics, medical and nursing care in the American Red Cross shelters, plus emergency individuals assistance and some additional individual assistance (but only unmet needs)
 - c. See Appendix II for "Statement of Operational Relationships Between the American Red Cross and Wyoming Disaster and Civil Defense" which recommends working relationships between the American Red Cross chapters and local emergency disaster and civil defense organizations.
 6. The Salvation Army:
 - a. Will control its organization but can act in a supportive role to the local government that is affected by a disaster
 - b. Upon official request, can provide: emergency feeding service; mobile canteen service; collection and distribution of food, clothing and other supplies; supplementary shelters; counseling and morale building services; social service inquiries and survey of family needs.
 - c. Can coordinate the disaster activities of other churches and church groups and be a liaison between the churches and the Emergency Management Council (County DFS Manager and Emergency Management Coordinator)
 - d. Will provide for the mass care of disaster workers
- B. Task Assignment & Implementation:
1. Field office of the Division of Public Assistance & Social Services Manager
 - a. Responsible for the overall planning and coordination of Social Services during a declared emergency

- b. Coordinate Reception and Care Operations with County Officer
 - c. Review Annex N - Reception and Care/Shelter, and the duties, responsibilities and checklists for the Shelter Officer, and review Annex L - Resources Coordination
 - d. Will survey local Social Services agencies to determine their resources. The DFS Manager will keep an updated Resource Listing for Social Services.
 - e. Responsible for setting up a registration system
 - f. In a Presidentially Declared Disaster, may be responsible for the delivery of Emergency Food Stamp Programs, Individual Family Grant Programs and the verifications of need
2. American Red Cross Chairperson/Disaster Chairperson
- a. Responsible for coordinating American Red Cross response to a disaster/emergency in accordance with the specifics of Appendix II: "Statement of Operational Relationship between the American National Red Cross and the Wyoming Disaster and Civil Defense Agency" and in accordance with other guidelines, regulations and information from the American Red Cross
 - b. Coordinates American Red Cross activities with the County DFS Manager, Shelter Officer and Emergency Management Coordinator
 - c. Contacts American Red Cross Office to report on nature of the disaster
3. The Salvation Army Captain/Commanding Officer
- a. Responsible for coordinating The Salvation Army's response to a disaster/emergency in accordance with The Salvation Army Procedures
 - b. Coordinate The Salvation Army activities with County DFS Manager, American Red Cross, Emergency Management Coordinator

III. CONTROL AND COORDINATION

- A. Organization Chart: See next page.

- B. The County DFS Manager will coordinate Social Services from the Emergency Operating Center (EOC) during a national emergency
- C. In local emergencies, overall coordination of Social Services will be the responsibility of the County DFS Manager. If the American Red Cross is involved in providing disaster relief/assistance, American Red Cross will coordinate its activities with the County DFS Manager. Activities covered by Annex N – Reception & Car/Shelter, will be coordinated by the Shelter Officer. Activities will be directed/coordinated at the EOC/Command Post/On-Scene/Social Services building, as appropriate.
- D. The rendering or requesting of Social Services support to or from a jurisdiction not covered by this plan will be in accordance with mutual aid agreements or upon approval of the Emergency Council.
- E. Communications: The Social Services section will rely on the following for giving and receiving reports and for public information during an emergency. (See Annex C - Communications and Annex D - Public Information for details):
 - 1. Law Enforcement Communications Net
 - 2. Telephones
 - 3. Radio stations
 - 4. Cable TV