



Dallas County Community College District



ESF #6

Human Services Annex (1.0)

Approval and Implementation

Dallas County Community College District Emergency Support Function #6 – Human Services Annex

This Emergency Operations Plan Annex is hereby approved for the Dallas County Community College District. This plan annex is effective immediately and supersedes all previous editions.

Approved: _____ **Date:** _____

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Chancellor
Dallas County Community College District

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Lauretta Hill

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Emergency Support Function 6 - Mass Care, Emergency Assistance, Housing, and Human Services

ESF Coordinator

Associate Vice Chancellor of Ed Policy

1601 South Lamar Street
Dallas, TX 75215
Phone: 214-378-1733

Support and External Agencies

DCCCD Counseling

1601 South Lamar Street
Dallas, TX 75215
Phone: 214-378-1733

Primary Department/Agency

Office of Educational Policy

1601 South Lamar Street
Dallas, TX 75215
Phone: 214-378-1733

DCCCD Talent Central

1601 South Lamar Street
Dallas, TX 75215
Phone: 214-378-1507

(ARC) American Red Cross

4800 Harry Hines Blvd.
Dallas, TX 75235
Phone: 214-678-4800

The Salvation Army

8787 N. Stemmons Freeway
Suite 800
Dallas, TX 75247
Phone: 972-637-8100

FBI Office of Victim Assistance

One Justice Way
Dallas, TX 75220
Phone: 972-559-5000

Authority

See Emergency Operations Plan, Authority.

Introduction

The Emergency Support Function (ESF) annexes to the Emergency Operations Plan organize the applicable college District positions, departments, and outside support agencies into groups according to their roles in strategic response to a campus emergency or disaster. Outside agencies may include: governmental, non-governmental, private sector, and other volunteer resources. The ESF annex provides basic information on available internal and external departments and agencies that might be needed for an incident that affects Dallas County Community College District. Each ESF has at least one lead position or department within the District that will lead the specific response, one or more supporting departments within the District that will provide response support, and one or more external supporting departments from the surrounding communities, and neighboring jurisdictions.

ESFs will normally be activated at the direction of the Emergency Operations Center (EOC) Director in response to activation level 3 or greater emergencies as outlined in the EOP. Designated department and agency resources may be requested to respond or recover from emergency incidents that affect the District. Normally, the response and recovery actions will be coordinated from the EOC as Incident or Unified Command will use the resources at the incident scene.

The primary position/department/office(s) will normally be responsible for coordinating specific requirements associated with the emergency support function. Support position/department/office(s) may be contacted to provide expertise and assistance, as needed. Finally, external departments/agencies may be needed if internal resources are overwhelmed or where District capabilities do not exist (such as emergency medical or fire

services.) In all cases, prior memorandums of understanding, mutual aid agreements, or funding issues would need to be addressed prior to requesting assistance.

Purpose

The purpose of ESF 6 is to provide, in a coordinated manner, the resources (human, technical, equipment, facility, materials and supplies) of internal and external department and agencies to support District employees, students, and emergency personnel during an emergency or disaster impacting Dallas County Community College District.

Human Services ESF assists college District, local, federal, state government entities, and voluntary organizations to perform response missions following a disaster or emergency. ESF 6 will also serve as a coordination point between response operations and restoration of District or neighboring infrastructure.

Scope

Emergency Support Function 6:

- Provides hydration services, restroom facilities, food during extended incidents, mental health services and other human services.
- May be activated to respond to incidents that overwhelm normal Incident Command response actions.

Situation

Dallas County Community College District is exposed to many hazards, all of which have the potential for disrupting the community, causing casualties, and damaging or destroying public or private property. Potential emergencies and disasters include both natural and human-caused incidents.

See the EOP Hazard Summary for the potential emergencies that may impact DCCCD.

Assumptions

The District makes the following planning assumptions:

- District resources will be quickly overwhelmed.
- Communication will be disrupted.
- Temporary shelter facilities may be limited.
- Hydration and Food services may be limited by available utilities and/or infrastructure
- Shortfalls can be expected in both support personnel and equipment.
- Local, state, and federal assistance may not be immediately available.

[Concept of Operations](#)

General

- The Emergency Operations Plan provides overall guidance for emergency planning.
- ESF annexes are designed to provide general guidance and basic information to include points of contact in case additional resources or expertise is needed at the EOC or incident scene.

Organization

- National Incident Management System concepts will be used for all incidents.
- Incident or Unified Command will be used by responding departments and agencies.
- When requested, ESF personnel will report to the EOC and utilize the EOP, its annexes, and other SOPs to activate and operate during an incident or event.

Activation

- If ESF 6 requires activation, the EOC Director or his/her staff will contact the departments or agencies listed in this annex to report to the EOC.

- The District emergency notification system may be utilized for the notification and recall of groups needed for the function of the ESF.

Direction and Control

- The Incident Command System (ICS) is used by District personnel to respond to emergencies and disasters. During the emergency response phase, all responders will report to the designated Incident Commander (IC) at the Incident Command Post (ICP).
- **The ESF shall not self-deploy to the incident scene.** Wait to be contacted or try to contact the Emergency Operations Center for guidance and direction.
- Do not call any emergency dispatch or public safety answering point unless you have an emergency or critical information to report.

Emergency Support Function Operations

The emergency support function will primarily take action in the following phases:

- **Preparedness**
 - Review and update this annex.
 - Participate in any exercises, as appropriate.
 - Establish and maintain inter-local agreements for providing human services.
 - Develop and maintain a list of possible resources that could be requested in an emergency.
 - Maintain a list of personnel (at least one primary and one back up individual) that can be called to the EOC, as needed.
 - Develop procedures to document costs for any potential reimbursement.
- **Response**
 - When requested by the EOC Manager, immediately respond to EOC.
 - Provide facilities and personnel for water, food (for extended incidents) counseling and special needs services.

- Identify needs required to respond to the emergency.
- Coordinate emergency information for public release through EOC Director and ESF 15, Public and Governmental Affairs.
- **Recovery**
 - Coordinate the deactivation of emergency hydration, food, and other human services as needed by the IC, EOC Director, or EOC Policy Group, as appropriate.
 - Make recommendations and identify priorities for human services required for short-term recovery operations.
 - Identify needs and provide resources for short and long term recovery disaster counseling.
 - Ensure that ESF 6 team members or their agencies maintain appropriate records of costs incurred during the event.

Responsibilities

ESF Coordinator

- Develop, maintain, and coordinate the planning and operational functions of the ESF Annex through the ESF primary agency.
- Maintain working inter-local agreements, or other functional contracts to bolster the ESF capability.

ESF Primary Agency

- Serves as the lead agency for ESF 6, supporting the response and recovery operations after activation of the EOC.
- Develop, maintain, and update plans and standard operating procedures (SOPs) for use during an emergency.
- Identify, train, and assign personnel to staff ESF 6 when District EOC is activated.

- At a minimum, the National Incident Management System ICS-100, IS-700, and IS-806 on line classes should be completed by assigned personnel. Additional training requirements may found in the Training, Testing, and Exercise support annex, published under a separate cover.

ESF Support and External Agencies

- Support the District with inter-local agreements, mutual aid agreements (MAAs), or other functional contracts.
- May need to provide basic human services during emergency operations.
- Support the primary agency as needed.

Terms and References

Acronyms	
DCCCD	Dallas County Community College District
EOC	Emergency Operations or Operating Center
ESF	Emergency Support Function
IC	Incident Commander
ICP	Incident Command Post
ICS	Incident Command System
MAA	Mutual Aid Agreement
MOU	Memorandum of Understanding
SOPs	Standard Operating Procedures

Definitions	
Emergency Operations Center	Specially equipped facilities from which government officials exercise direction and control and coordinate necessary resources in an emergency situation.
Inter-local agreements	Arrangements between governments or organizations, either public or private, for reciprocal aid and assistance during emergency situations where the resources of a single jurisdiction or organization are insufficient or inappropriate for the tasks that must be performed to control the situation. Commonly referred to as mutual aid agreements (MAAs) and can include memorandums of understanding (MOUs).
Standard Operating Procedures	Approved methods for accomplishing a task or set of tasks. SOPs are typically prepared at the department or agency level. May also be referred to as Standard Operating Guidelines (SOGs).