

**National Mass Care Exercise:
Helping Build State
Mass Care Capability**

Today's Speakers

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- **Jono Anzalone, American Red Cross**
- **Sue Bush, State of Washington**
- **Brian Head, Sysco Corporation**
- **Michael Whitehead, State of Florida**

Today's Topics

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- **Rationale for a National Mass Care Exercise**
- **The Florida Exercise Experience**
- **Lessons Learned from the Exercise**
- **Applying Lessons at the State and Local Levels**

National Mass Care Exercise

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- Conduct an “annual national Mass Care system exercise that focuses on establishing state to federal coordination systems and integrating staff from key federal, NGO, faith-based organizations and the private sector into an effective Mass Care multi-agency coordination structure.” (National Mass Care Strategy)

History of the Exercise

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- Mass Care has not been a high priority for some States and local governments
- Historical events-e.g., 2005 Katrina, Wilma and Rita highlight challenges and under-resourced planning and response
- Most State and National exercises do not address the mass care needs of survivors

Why We Need Mass Care Exercises

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- **Changing environment—aging population needing additional assistance**
- **Community response—limited resources at State NGO levels**
- **Lack of detailed State and local mass care plans**
- **Increasing threats—potential catastrophic events**
- **Need to test plans and identify shortfalls**
- **Need for a more cohesive, integrated and planned for system**

Benefits of the Exercise

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- Evaluate existing mass care plans
- Test procedures developed during the past year
- Reinforce previous training in an integrated setting of Mass Care providers
- Expose participants to standardized mass care coordination processes



2013 National Mass Care Exercise

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- Conducted in Tallahassee, FL, in conjunction with Statewide Hurricanes “KIRK and LAY” Exercise
- Sponsored by the FL Division of Emergency Management, FEMA and American Red Cross
- Participants: 60 players, controllers and evaluators representing the whole community and all levels of government, nongovernment and private sector
- Designed to test concepts of State Sheltering and Feeding Task Forces, developed during the 2012 Florida Exercise

Exercise Scenario

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- Two hurricanes and hazardous materials events impacting densely populated counties in Florida
- Participants tested feeding and sheltering task force coordination in a triple impact event with high population density, large damage and significant logistics challenges
- Marked improvement in task forces ability to plan and coordinate
 - Attributed to wider acceptance of the state mass care task force concepts, broader institutionalization of these concepts, and fine tuning of procedures developed by FL State Mass Care, the American Red Cross, and FEMA. (National Mass Care Exercise 2013, After Action Report, July 1, 2013)

Lessons Learned (Florida)

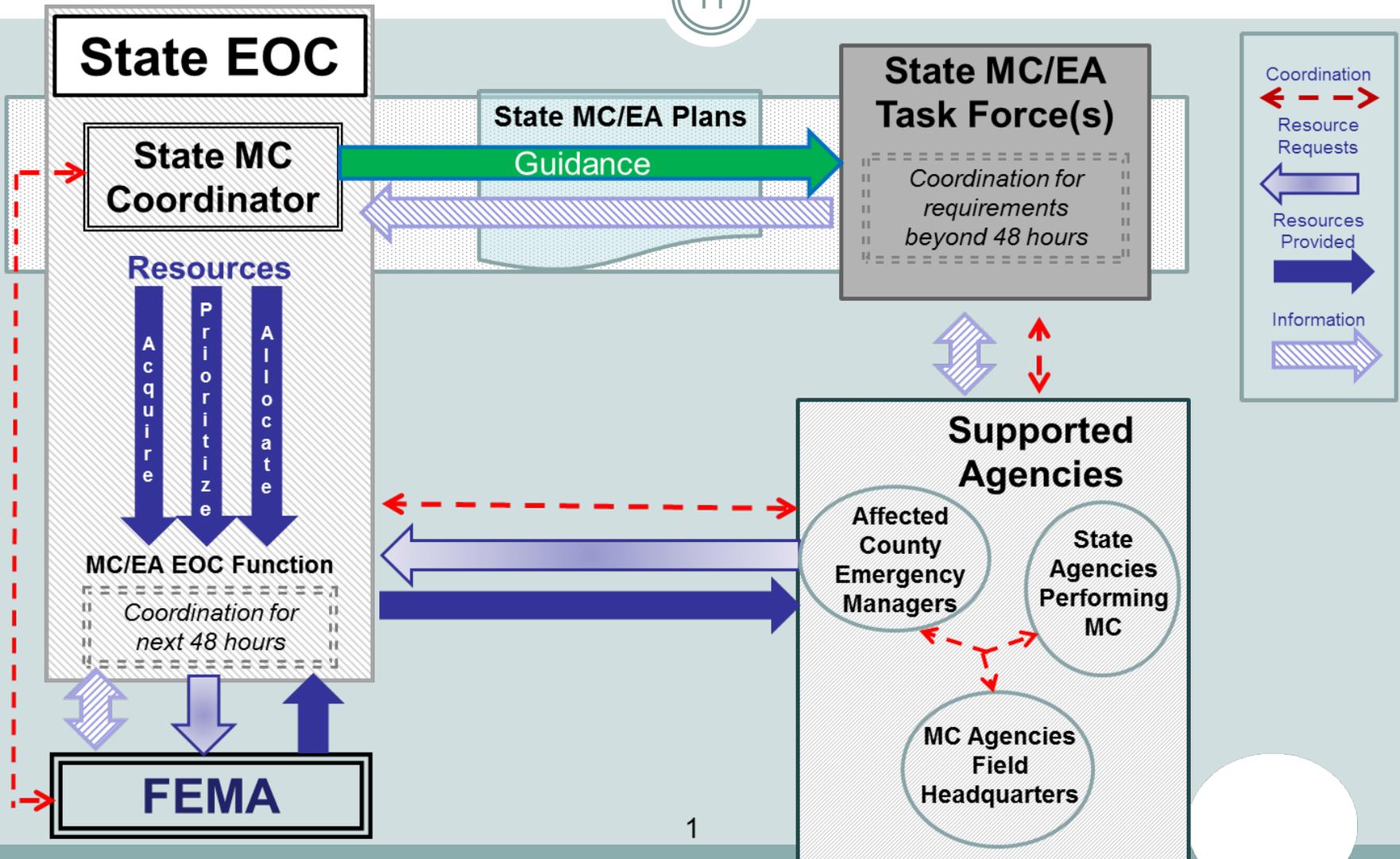
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- In order to meet requirements of large scale events, States must expand their mass care coordination capabilities
- The national mass care community needs to move toward a defined standardized state mass care coordination process to train and exercise new staff prior to a disaster
- National Mass Care Exercises are the ideal venue to reach consistent practices for State mass care coordination for large events
- Exercises can be scaled down for States and local communities to address smaller and more confined events

State Mass Care/Emergency Assistance (MC/EA) Coordination Process Response Phase – Large Event

All participate in a daily mass care conference call.

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State Mass Care Coordinator

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- FEMA has published a State Mass Care Coordinator Job Title: <http://www.fema.gov/resource-management>
 - A Type 1 State Mass Care Coordinator is responsible for leading and coordinating mass care and emergency assistance resources in support of those providing care and shelter services to the survivors of a disaster
 - A Type 2 State Mass Care Coordinator is responsible for coordinating and assisting in the coordination of components of mass care and emergency assistance resources in support of those providing care and shelter services to the survivors of a disaster

Engaging the Private Sector (Sysco)

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- Working side by side with mass care practitioners from different agencies and regions and building relationships
- Gaining insight into the relationship between the mass care partners
- Testing our internal business continuity plans and structure
- Testing the capacity of our existing internal/external supply chain to support previously designed State Emergency Response Team (SERT) menus

Sysco: 186 Distribution Locations; serving 400,000 Customers with 360,000 Products; Operate fleet of nearly 9,000 temperature controlled trucks; 1.3 billion cases handled annually

Lessons Learned (Sysco)

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- **Clearly define the roles and responsibilities of all players (chain of command/communication/process flow charts)**
- **Refine menus to support and accommodate restricted diets and/or regional preferences**
- **Align expectations and goals of disaster provider entities**
- **Coordinate nationally with response agencies and organizations, while being attuned to state and local operations**

State Participation (Washington)

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- Realistic simulation (“fog of disaster”) of disorganization, missed communications, partners with different levels of experience/abilities
- First hand understanding and appreciation of the role of the NGOs in the response
- Importance of understanding how to requisition federal resources, and why it must be done quickly!
- Value of collecting, depicting and applying data to create realistic and defensible projections of need and a common operating picture

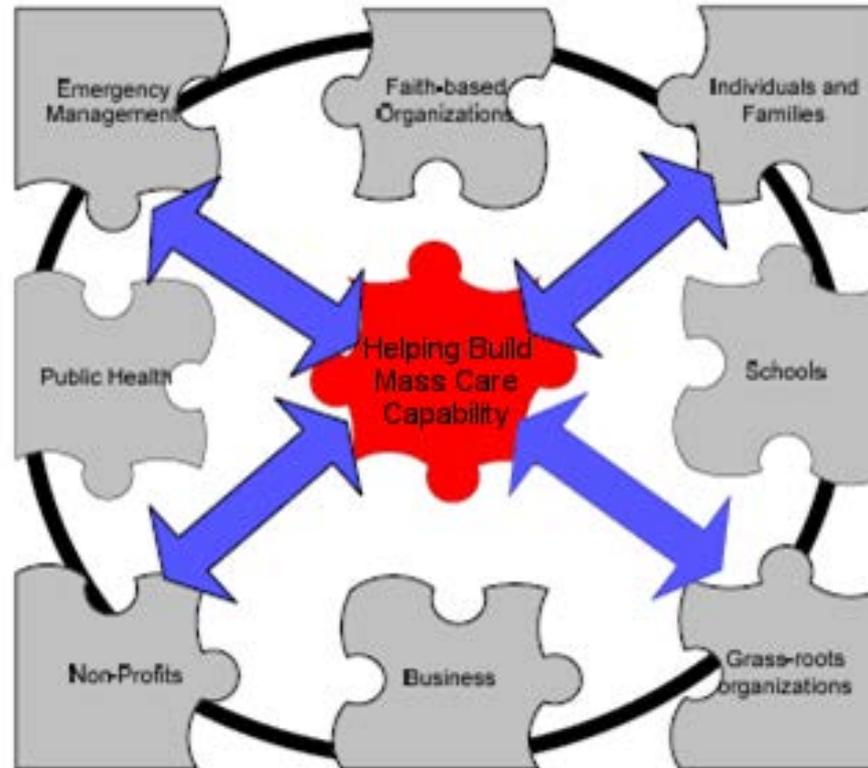
Lessons Learned (Washington)

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- Plans are no substitute for experience, but experience will not substitute for a plan
- Applied the mass care procedures and tools developed for the exercise to development of WA plans and response
- Skill in one area transfers to another, e.g., the “inoculation” of the exercise facilitated a rapid and efficient response to the 2013 wildfires
- An improved response to an actual emergency is the *best possible outcome* to the time spent in an exercise

Mass Care Integration at State/Local Levels

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State Mass Care Capability

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- Steps toward greater State mass care capability
 - Plan
 - Train
 - Exercise
 - Coordinate
 - Respond



Mass Care Standardized Plans

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- Templates, such as the Multi-agency Feeding Plan, and other reference documents are available online
 - National VOAD website
 - <http://www.nvoad.org/>
 - National Mass Care Strategy website
 - <http://nationalmasscarestrategy.org/>
 - State of Florida website
 - <http://floridadisaster.org/training/esf6/>

Mass Care/EM Specific Training

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- Mass Care/Emergency Assistance Planning and Operations (see FEMA region)
- G108 Community MC/EA
- E411 MC/EA Support for Field Operations
- E417 Shelter Field Guide Training
- Emergency Management Institute (Online)
 - I405 Overview of MCEA
 - IS 806 Emergency Service Function (ESF) #6
 - IS 700.a National Incident Management System (NIMS)
 - IS 800.b National Response Framework

Exercise-Specific Training

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- **Emergency Management Institute (Online)**
 - IS-139: Exercise Design
 - Master Exercise Practitioner Program (MEPP)
 - E132: Discussion-Based Exercise Design/Evaluation
 - E133: Operations-Based Exercise Design/Evaluation
 - E136: Master Exercise Practitioner Capstone Course

- **National Exercise Program**
 - NEP is a national initiative to foster coordination and build relationships nationwide
 - Each NEP cycle includes all exercise types; participants from all sectors
 - FEMA provides technical and evaluation assistance
 - Coordinate with FEMA Regional Exercise Officers
 - Self-nomination form at NEP@fema.dhs.gov

<http://www.fema.gov/national-exercise-program>

The National Mass Care Strategy

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“Ensuring our nation’s ability to provide life-sustaining services immediately following disaster events is a fundamental responsibility of government at all levels, as well as the mission of many nongovernmental and private sector organizations. Additionally, it is an inherent value embedded in the culture of this country to assist each other during times of need.”

-The National Mass Care Strategy (NMCS)

To Stay Updated and Find Out More

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www.nationalmasscarestrategy.org

NMCS@redcross.org



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