

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND
SHELTER PLAN 2022



one
COUNTY

one
FUTURE

SANTA BARBARA COUNTY AND OPERATIONAL AREA
DISASTER CARE AND SHELTER
PLAN

OCTOBER 2022

**SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND
SHELTER PLAN 2022**

[THIS PAGE INTENTIONALLY LEFT BLANK]

**SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND
SHELTER PLAN 2022**

RECORD OF CHANGES

Changes, updates, or other modifications to this plan made during or outside of planned review and revision frequencies will be tracked in the following table.

Date	Agency	Page	Modification Description

**SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND
SHELTER PLAN 2022**

Table of Contents

SITE ACTIVATION QUICK REFERENCE TABLE.....III

SECTION 1: PURPOSE, PRIORITIES, SCOPE, ASSUMPTIONS 1

1.1 PURPOSE..... 1

1.2 PRIORITIES: SAFETY, HEALTH, INCLUSION, AND CULTURAL COMPETENCE 2

1.3 SCOPE 3

1.4 PLANNING ASSUMPTIONS..... 4

SECTION 2: CONCEPT OF OPERATIONS..... 6

2.1 OPERATIONS SUMMARY 7

2.2 OPERATIONAL PHASES/CARE AND SHELTER LIFECYCLE..... 9

2.3 SHELTERS AND CARE SITES 15

2.4 DISASTER CARE SITE TASKS AND COORDINATION BY PHASE..... 37

PRE-DISASTER DISASTER CARE SITE PLANNING 37

PHASE 1: INITIATE 42

PHASE 2: STABILIZE/ENHANCE 48

PHASE 3: SUSTAIN/RIGHT SIZE..... 51

PHASE 4: TRANSITION TO RECOVERY/DEMobilize 56

2.5 CONCEPT OF SUPPORT 58

SECTION 3: ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES 60

3.1 OVERVIEW OF RESPONSIBILITY 60

3.2 COUNTY AND OA CARE AND SHELTER BRANCH ROLES AND RESPONSIBILITIES..... 61

3.3 COUNTY/OA EOC LEAD AND SUPPORTING AGENCIES ROLES AND RESPONSIBILITIES..... 68

3.4 OTHER AGENCIES AND ORGANIZATIONS WITH SHELTERING OR DISASTER CARE SITE SUPPORT
RESPONSIBILITIES 76

3.5 STATE AND FEDERAL MASS CARE RESPONSIBILITIES 85

SECTION 4: DIRECTION, CONTROL, AND COORDINATION..... 89

4.1 INTEGRATION WITH OTHER PLANS AND STAKEHOLDERS..... 89

4.2 ESCALATION: STATE AND FEDERAL COORDINATION AND SUPPORT 90

STATE SUPPORT: 90

SOUTHERN ADMINISTRATIVE REGION AND EMERGENCY MANAGEMENT MUTUAL AID (EMMA) 91

STATE SUPPORT AND THE EMERGENCY MANAGEMENT ASSISTANCE COMPACT 91

FEDERAL SUPPORT..... 93

SECTION 5: INFORMATION COLLECTION, ANALYSIS, AND DISSEMINATION..... 95

**SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND
SHELTER PLAN 2022**

5.1 INFORMATION COLLECTION..... 95

5.2 INFORMATION ANALYSIS..... 95

CRITICAL INFORMATION REQUIREMENTS (CIRs)..... 96

ESSENTIAL ELEMENTS OF INFORMATION (EEIS)..... 96

5.3 INFORMATION DISSEMINATION AND PUBLIC INFORMATION SYSTEMS AND RESOURCES 96

SECTION 6: ADMINISTRATION, FINANCE, AND LOGISTICS 98

6.1 GENERAL SUPPORT REQUIREMENTS 98

6.2 GENERAL POLICIES FOR MANAGING RESOURCES 98

6.3 ADMINISTRATION..... 99

6.4 FINANCE 101

6.5 SANTA BARBARA COUNTY AND OPERATIONAL AREA LOGISTICS REQUEST REQUIREMENTS AND CAPABILITIES 102

SECTION 7: PLAN DEVELOPMENT, MAINTENANCE, AND DISTRIBUTION 107

SECTION 8: AUTHORITIES AND REFERENCES..... 108

8.1 AUTHORITIES..... 108

8.2 REFERENCES 109

APPENDIX A: GLOSSARY 114

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Site Activation Quick Reference Table

Task	Plan Information Location	Toolkit Resources
How to activate an evacuation shelter.	<ul style="list-style-type: none"> • Section 2.3, Shelters and Care Sites • Table 5.1, p. 16-19 	<ul style="list-style-type: none"> • Section 2 Templates/ Table 2.1 Shelter: Short Term Site planning Template, p. 120
How to activate a TEP site.	<ul style="list-style-type: none"> • Section 2.3, Shelters and Care Sites • Table 5.2, p. 20-21 	<ul style="list-style-type: none"> • Section 2 Templates/ Table 2.4 Temporary Evacuation Point Site planning Template, p. 170
How to activate an evacuation center.	<ul style="list-style-type: none"> • Section 2.3, Shelters and Care Sites • Table 5.3, p. 22-24 	<ul style="list-style-type: none"> • Section 2 Templates/ Table 2.3 Evacuation Center Site planning Template, p. 154
How to activate a warming center.	<ul style="list-style-type: none"> • Section 2.3, Shelters and Care Sites • Table 5.4 Warming Centers, p. 25-26 	<ul style="list-style-type: none"> • Section 2 Templates/ Table 2.6 Warming Center Site planning Template, p. 187
How to activate a cooling center.	<ul style="list-style-type: none"> • Section 2.3, Shelters and Care Sites • Table 5.5, Cooling Centers, p. 27-29 	<ul style="list-style-type: none"> • Section 2 Templates/ Table 2.7 Cooling Center Site planning Template, p. 210
How to activate a County Power Outage Resource Center.	<ul style="list-style-type: none"> • Section 2.3, Shelters and Care Sites • Table 5.7 County Power Outage Resource Centers, p. 32-34 	<ul style="list-style-type: none"> • Section 2 Templates/ Table 2.5 Power Outage Resource Center Site Planning Template, p. 179
What are the responsibilities of other agencies?	<ul style="list-style-type: none"> • Section 3.3/Table 8/p. 68-76 • Section 3.4/Table 9/p. 76-81 	<ul style="list-style-type: none"> • N/A
<p>*Note: The Santa Barbara County/OA Disaster Care and Shelter Plan’s Operations Toolkit features many resources, checklists, and references to help with disaster care site operations.</p>		

SECTION 1: PURPOSE, PRIORITIES, SCOPE, ASSUMPTIONS

1.1 Purpose

The purpose of this plan is to:

- Establish the operational and coordinating guidance for sheltering and resource relief sites in the Santa Barbara County Operational Area (OA) for the County/OA Emergency Operations Center's (EOC's) Care and Shelter Branch during an emergency.
- Identify the roles and responsibilities of the organizations and agencies designated to support or provide service at shelters or resource relief sites (collectively referred to as disaster care sites) in the Santa Barbara Operational Area.
- Standardize local disaster care site practices.
- Establish coordination, stakeholder communication, and prioritization of resources for disaster care sites in the Santa Barbara County Operational Area.

Local jurisdictions are encouraged to use the contents of this plan to align their disaster care sites practices and procedures, including safety and equity standards with best practices identified by the County/OA EOC's Care and Shelter Branch. Site planning templates that local jurisdictions can use to inform their disaster care and shelter incident action planning are contained in the companion document to this plan, The Disaster Care and Shelter Operations Toolkit. A local jurisdiction Disaster Care and Shelter Branch Plan template is also available for local deliberate plans. The terms shelter or disaster care site and other facilities defined in this plan refer to sites that are opened within Santa Barbara County in response to an event or disaster that displaces people from the places they usually live. Disaster care services and partner agency support may be necessary with or without a formal emergency declaration or proclamation.

The Basic Plan and Annexes of the Santa Barbara County and Operational Area Emergency Operations Plan (EOP) address planning factors unique to the Santa Barbara County and Operational Area (SBC/OA) and provide the operational concepts that guide management and coordination for emergency management activity in the operational area. The Santa Barbara County and Operational Area Disaster Care and Shelter Plan provides procedural and coordinating guidance for disaster care sites in support of the guidance, procedures, and policies detailed in the SBC/OA EOP and its annexes.

Mission of the Santa Barbara County and OA Care and Shelter Branch

Coordinates support for the actions taken by responsible jurisdictions to meet disaster-caused needs including food assistance, clothing, non-medical care and sheltering, reunification, and survivor recovery of people displaced or impacted during a disaster.

This Disaster Care and Shelter Plan establishes policies to ensure the safety and security of disaster care site patrons and to standardize care and shelter practices for the County

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

of Santa Barbara. The policies, direction, tactics, and processes prescribed in this Plan and its various appendices will be uniformly implemented for all County/OA-managed emergency disaster care sites.

1.2 Priorities: Safety, Health, Inclusion, and Cultural Competence

The highest priorities at disaster care sites are the safety and health of all populations being served. To align with these priorities, the initial efforts for mass care and emergency assistance activities are to meet immediate basic sustainment needs of disaster survivors: shelter, food, water, basic supplies, and information.

To ensure the safety and health of anyone impacted by disaster in the Santa Barbara Operational Area, the Disaster Care and Shelter Plan is integrated and inclusive. The plan accounts for equity of service for all people in the operational area. As used in this plan, inclusion and inclusivity refer to the creation of an environment that is accepting and accommodating of the unique needs of groups and individuals, including but not limited to, those with different socio-economic, racial, and ethnic backgrounds, as well as different genders, sexual orientations, ages, religions, military status, levels of education, generations, disabilities, citizenship status, and points of views. An inclusive environment is one that promotes belongingness equally and equitably, regardless of one's background. (Adapted from the Santa Barbara County Department of Human Resources website).

Inclusive and equitable mass care services require careful planning and consideration to integrate the needs of all people and groups that might otherwise be excluded or marginalized. Virtually all incidents disproportionately affect individuals with access and functional needs (AFN) (i.e., people with disabilities, older adults, children, limited English proficiency, transportation disadvantaged and others). The County is committed to a whole community collaborative effort to provide AFN support and to address the unique cultural and social needs of people from diverse communities within a jurisdiction throughout the cycles of preparedness, response, recovery, and mitigation. Accessibility of all services in compliance with federal laws governing Americans with Disabilities Act (ADA) directives is considered essential to meet the top priority of safety and health for disaster care site services and communications about those services. Federal ADA laws are further supported by recent California legislative guidance addressing AFN support during disaster response and recovery, including the amended Section 8593.3 of the California Government Code.¹ Those working in or supporting mass care and sheltering must respond to the displaced population by providing all services, aids, and benefits with consideration for the specific functional and access needs of all individuals and providing equitable access to services for all.

As defined in the SBC/OA EOP, cultural competence means “the ability to understand, value, communicate with, and effectively interact with people across cultures to ensure

¹California Government Code, Chapter 7 of the California Emergency Services Act, Article 6.5 Accessibility to emergency information and services, Section 8593.3. (2019) Amended by Stats.202, Ch.98, Section 2. (AB2213) Effective January 1, 2021).

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

that the needs of all community members are addressed, with priority given to “culturally diverse communities.” Cultural competence includes, but is not limited to, being respectful and responsive to the cultural and linguistic needs of diverse population groups. Planning for and providing equitable care and shelter services for all culturally diverse members of the community are guided by the updated Section 8593.3.5 of the California Government Code², which requires that California counties engage culturally diverse communities when developing emergency plans by identifying in plans how culturally diverse communities are served by emergency evacuation and sheltering and engaging diverse communities to support development of those plans.

The guidance in the cited codes is based on language that evolved from California Senate Bill 160 which originated in Santa Barbara County and serves to underscore the commitment of the county to the safety and inclusion of all members of its diverse communities through inclusive emergency planning. The term “culturally diverse communities” includes, but is not limited to, race and ethnicity, including indigenous peoples, communities of color, and immigrant and refugee communities; gender, including women; age, including the elderly and youth; sexual and gender minorities; people with disabilities; occupation and income level, including low-income individuals and the unhoused; education level; people with no or limited English language proficiency; and geographic location.

Meeting these legal mandates requires transparently ensuring there is no discrimination in the planning for or provision of mass care services to the public. This plan affirms the County’s commitment to coordinating with partner agencies and jurisdictions in the operational area in planning efforts and incorporating their input to assure that the unique individual needs of all community members are addressed during response activities.

1.3 Scope

This plan will be automatically activated if the County/OA EOC is providing disaster care and shelter services to the public or is supporting the care and shelter activities of another jurisdiction. For all other situations, this plan may be activated by the County Executive Officer (CEO) or the County Office of Emergency Management (OEM) Director, in coordination with any county official acting as the County/OA EOC Care and Shelter Branch Leader.

The County and OA Disaster Care and Shelter Plan will guide the County of Santa Barbara, including the County/OA EOC (when activated), the American Red Cross, and other OA partner agencies, including nongovernmental and private entities during any disaster that requires County or OA level support for sheltering and emergency resource relief site support. Disaster care sites may be initiated as a precautionary measure intended to preserve the safety and health of affected populations for an anticipated event or a no-notice incident.

² California Government Code, Chapter 7 of the California Emergency Services Act, Article 6.5 Accessibility to emergency information and services, Section 8593.3.5 (2019) (Added by Stats. 2019, Ch. 402, Sec. 2. (Senate Bill (SB) 160) Effective January 1, 2020).

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

This plan provides guidance that applies to services and activities provided at the following types of disaster care sites:

- Evacuation Shelters (including short-term general population congregate shelters, non-traditional shelters, long-term shelters, and non-congregate sheltering)
- Temporary Evacuation Points (TEPs)
- Evacuation Centers
- Extreme Weather Care Facilities (Warming Centers, Cooling Centers)
- Utility Public Safety Power Shutoff Sites and County Power Outage Resource Centers

This plan is scalable and addresses the integration of local, regional, state, and federal agencies and resources into the response. This plan aligns with the National Incident Management System (NIMS), the Standardized Emergency Management System (SEMS), and the Incident Command System (ICS). This plan integrates input from stakeholders across a spectrum of the whole community, including government departments and agencies, nongovernmental organizations, faith-based organizations, non-profit organizations, private businesses, and individuals. That input includes lessons learned and best practices identified in after-action reviews, reports, and other references from a variety of recent events in California and nationally.

This plan does not address:

- Temporary Housing, transitional housing, or permanent rehousing plans. However, it does recognize and address the interdependency of information sharing needed between sheltering and the initial recovery efforts needed to establish these housing strategies.
- Non-disaster sheltering for the unhoused.
- Mass care activities of family reunification, community feeding, the distribution of emergency supplies, or support of evacuees beyond sheltering (i.e., emergency assistance services as described in the ESF 6 Section of the National Response Plan).
- Non-traditional/Mega-Shelters.
- Family Assistance Center operations and coordination.
- Medical Shelters.

1.4 Planning Assumptions

Either predicted or no-notice disasters and events may trigger the need for disaster care sites in the Santa Barbara OA. More time between notification of a potential incident and activation of a site increases the likelihood that sites will be open when needed, and that sites are well resourced when they open. The following list contains assumptions regarding the provision of sheltering or services at resource relief sites in the OA:

- All disaster care sites will be safe areas designed to inclusively meet the needs of all community members displaced by an incident, including those who require AFN support, the undocumented, minorities, families, LBGTQ+, and the homeless.

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

- Many local jurisdictions rely on volunteer community partners, including nongovernmental organizations (NGOs), faith-based organizations (FBOs), and others to provide disaster care site services in their areas of responsibility.
- As numbers of damaged residences, damaged infrastructure and/or displaced people increase the need for mass care services increases and broadens in scope.
- In mild weather, displaced people may converge in open areas, like parks and parking lots near established disaster care sites.
- Some people may not feel safe entering structures following earthquakes, which may result in people establishing tent and recreational vehicle (RV) encampments in parking lots or parks.
- Planning assumptions on the National Mass Care Strategy website presume between 5% and 20% of the population in an impacted area may require shelter at mass care sites. The high end of that assumption reflects a catastrophic scenario with extensive disruption and destruction of infrastructure and dwellings, as well as supply chain disruption. Basic demographic support for planning assumptions is contained in Item 1.22 (Santa Barbara County and OA Demographic Data) of the Disaster Care and Shelter Operations Toolkit.
- Many evacuees will seek shelter with relatives or friends, or check into motels or other daily rentals, rather than seeking assistance at disaster care sites.
- Those with the fewest resources, especially underserved populations, are most likely to require mass care support to meet emergency-caused shortfalls in their basic sustainment needs before, during and after a disaster.
- In situations with significant impacts to infrastructure, the safe and healthy sustainment of populations in congregate shelters is dependent on a robust resource support plan for sustainment and resupply of required resources.
- Mitigating the risks of a communicable disease outbreak in a disaster care site during a disaster adds significant complexity and requires more resources and an adjustment of many normal operating protocols.

SECTION 2: CONCEPT OF OPERATIONS

This section outlines the general strategic direction of the County/OA EOC Care and Shelter Branch for disaster care site operations and activities in the OA. Foundational concepts in this plan describe the County's operational approach for disaster care sites. The County's concept is informed by objectives and desired end states identified by senior County leadership for the County/OA EOC's Care and Shelter Branch. This section also addresses the overall picture of how the mission and objectives for disaster care site services and activities align with the overall mass care mission of responsible organizations in the OA. This section also describes the process for site activation and resource coordination between local jurisdictions and the OA.

Table 1: SBC OA Mass Care Core Capability Summary provides an overview of the services and activities of mass care as defined in the National Response Framework (NRF) that are identified in this plan and the type of sites where those services might be provided. While Temporary Housing is addressed as a service or activity in the national core capabilities for response, as is noted in Section 1.3, Temporary Housing is beyond the scope of this plan. However, the plan does recognize and address the interdependencies of coordinating with appropriate stakeholders when they develop a community wide temporary housing strategy as part of initial recovery efforts for disasters with wide-spread impact to housing.

Table 1: SBC OA Mass Care Core Capability Summary	
National Response Framework Core Capability: Mass Care	
Provide life-sustaining and human services to the affected population, including hydration, feeding, sheltering, temporary housing, evacuee support, reunification, and distribution of emergency supplies.	
Services and Activities of Mass Care as Defined in the NRF	
Hydration	Evacuee Support
Feeding	Reunification
Sheltering	Distribution of Emergency Supplies
Other Emergency Assistance for Individuals	
OA sites where Mass Care Services/Activities may be provided	
Shelters	Warming and Cooling Centers
Temporary Evacuation Points (TEPs) and Evacuation Centers	Power Outage Resource Centers (County sites or Utility Company Run Community Resource Centers for Public Safety Power Shutoffs (PSPS))
Local Assistance Centers*	Family Assistance Centers*
Community Points of Distribution*	

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

* While mass care services and activities may be offered at Family Assistance Centers, Reunification Centers, Local Assistance Centers, and Community Points of Distribution, they are not a component of this plan. However, these types of sites may be activated within the OA during or following an incident.

2.1 Operations Summary

Activation of disaster care services typically occurs when a jurisdictional authority determines that some portion of the public may require publicly provided help in the form of a shelter, safe refuge, or other sustainment resources to preserve their health and safety because of a disaster or emergency. Initiation or expansion of the original sheltering or resource relief site footprint and services may be required because of impacts to structures and infrastructure following an incident or event. Fundamentally, disaster care services will be needed:

- When a hazard displaces people away from the impacted areas.
- During certain extreme weather or climate events.
- During a significant PSPS event or power outage; or
- When lawful evacuation warnings or orders by the law enforcement agency having jurisdiction of the impacted area are imposed.

This plan describes disaster care sites and the triggers to activate them for response to extreme weather events, power outages or other emergency conditions when these conditions may require some people to seek relief for health and safety purposes, despite not being formally evacuated or displaced from their homes.

Additionally, extreme temperatures or other exacerbating circumstances may create conditions that result in disproportionate impacts to economically vulnerable populations, community members requiring AFN support, seniors and the medically fragile, members of the population who are unhoused, and those whose health and safety may be affected if resource sites, or shelters are not provided.

Monitoring conditions and community needs that may trigger disaster care sites is the responsibility of each jurisdiction. The County is responsible for providing disaster care sites within the unincorporated area or in coordination with a local jurisdiction when multiple jurisdictions are impacted. Local jurisdictions are responsible for providing disaster care sites in their areas of operation. During an incident, local jurisdictions in need of support may communicate their disaster care site needs to the Santa Barbara County Office of Emergency Management (OEM) Duty Officer or the County/OA EOC directly (if activated). See section 2.6 Concept of Support for greater detail on resourcing shelters and resource relief sites.

Within SBC/OA, the local American Red Cross Chapter is the primary provider of disaster sheltering at the request of jurisdictional authorities, including the County. These services are initially coordinated by the local jurisdiction with responsibility for sheltering and their local Red Cross representative.

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Limited supporting resources and relief sites may be provided by local electrical utility service providers (Pacific Gas & Electric [PG&E] and Southern California Edison [SCE]) for public safety power shutoffs (PSPS) and other events that interrupt power service to customers. However, the County recognizes the need to plan to augment those services and will coordinate efforts to open power outage support centers as needed. County-operated Power Outage Resource Centers may also be necessary for non-PSPS-related emergency power outage situations.

Site Activation Authorities

For the unincorporated areas of the county, there are two ways or “tracks” that care and shelter site activation approval occur for all sites identified in this plan.

Track 1: Automatic Approval

When a field Incident Commander for an incident involving unincorporated areas of the county requests activation of a care and shelter site, the site request will be automatically approved.

Track 2: OEM Recommendation/DES Approval

When the OEM Duty Officer conducts a situational assessment and identifies the need for care and shelter sites, they will make the recommendation to the OEM Director, who will then seek approval from the Director of Emergency Services (DES). Santa Barbara County Code (Chapter 12, Section 12-4(a)) identifies the County Executive Officer as the County DES.

The process for coordinating and activating disaster care sites and initiating resource support in the OA is displayed in Figure 1 Activating Disaster Care Site Support and Coordination. Additional detail regarding the process for coordinating OA resource support requests are described in section 2.5. Concept of Support. Detailed information about out of OA resource coordination is found in section 4.2 Escalation: State and Federal Coordination and Support. Section 6.5 Logistics Request Requirements and Capabilities addresses Care and Shelter Branch information requirements for resource requests and provides an overview of care and shelter resources in the OA. Table 7 in Section 3. Organization and Assignment of Responsibilities in this plan provides an overview of positions which can be used to manage span of control and foster improved coordination within the care and shelter branch as mass care needs increase in scope or complexity.

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Figure 1 Activating Disaster Care Site Resource Support and Coordination.



2.2 Operational Phases/Care and Shelter Lifecycle

Disaster care site services should be identified and tracked in an ongoing planning effort before a potential incident, during the response to an incident, and during the beginning of post-disaster recovery effort. Resource requirements for care and shelter sites are determined by assessing the impacted populations’ unmet needs for a safe place to stay and their access to basic immediate life-sustaining resources like food, water, and access

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

to electricity. Once needs are assessed, the responsible local government agencies should evaluate the course of action options and disaster care site strategies that will best meet the needs of the displaced population. When multiple jurisdictions are impacted, a collective effort of representatives from the whole community under the coordination of the Care and Shelter Branch is required for an accurate assessment of disaster-caused needs.

The Incident Command System (ICS) operational planning process and function specific advanced planning are used to coordinate the assessment of disaster care site needs and resource and resupply planning. Table 2: Disaster Care Site Services Summary provides basic information used to develop operational objectives for these services.

Table 2: Disaster Care Site Services Summary	
Core Capability	<p>Provide sheltering and resource relief site services to the affected population.</p> <p>All disaster care site support must accommodate the needs of diverse community members, including people with AFN and those with other unique cultural and social needs that support inclusivity, as well as address the needs of household pets and service animals.</p>
End State	<p>Immediate lifesaving and life-sustaining sheltering and resource needs are met.</p> <p>The basic sustainment needs of all people seeking shelter are met and the planning for the transition into temporary housing alternatives or repopulation is initiated.</p>
Sheltering and Disaster Care Site Concept of Operations	<ul style="list-style-type: none"> • Disaster care sites activated by local jurisdictions. • Deploy resources to meet immediate and ongoing needs for County initiated disaster care sites. • Provide resources and technical assistance to local governments to establish, staff, and equip shelters for the affected population. • Support coordination of resources and services to support people with AFN and people with unique cultural considerations. • Support recovery transition planning efforts for relocation assistance, interim housing, and long-term housing solutions for families unable to return to their pre-disaster homes.
Information Requirements	<ul style="list-style-type: none"> • Incident impacts and situation status, including arrival of mass evacuees; disaster related impacts to residences and areas where people live and work; adverse weather and climate-related events; and notification of public safety power shutoffs.

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Table 2: Disaster Care Site Services Summary

	<ul style="list-style-type: none"> • Needs assessment data to inform resource planning, such as demographics of affected populations including, but not limited to, numbers of children, seniors, people with AFN, English as a second language and non-English speakers, undocumented people, unhoused people, or people who are precariously housed, members of the LBGQTI community, people without private transportation or digital access, people with household pets, and others. • Any locally pre-designated shelter or emergency resource relief site locations, including existing Memorandums of Understanding (MOUs), facility use agreements, or other relevant contracted access to sites for the purpose of disaster care and shelter operations. • Requests from local government for sheltering or resource relief site assistance and their designated points of contact. • Number of affected residences. • Population estimates residing or present in impacted areas. • Impact severity estimates: number of homes that sustained major damage or were destroyed; status of utility, water, power, and sanitation systems, utility outage footprints, and outage duration estimates. • Description of care and shelter services already being offered in the field. • Effective date/time of government-issued evacuation warnings and orders. • American Red Cross status/ability to operate.
--	---

Resource considerations, and the priority of effort for different services and activities, will change over the life of the mass care operational cycle. The level of activity and the time that it takes to address resource needs that emerge during each period of activity are dependent on a variety of factors like the availability of resources, number of people evacuated or displaced, extent of infrastructure damage or disruption, number of homes identified as major damaged or destroyed, etc. Table 3 provides an overview of the mass care operating phases, which are Initiate, Stabilize/Enhance, Sustain/Right Size, and Transition to Recovery/Demobilize. Table 3 also provides an overview of the activities that characterize each phase to provide a basis for decision support and advanced operational planning during a response requiring mass care services and activities.

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Table 3 Mass Care Operating Phases – Establishing a Common Structure to Organize Disaster Care Tasks Over Time				
ALL DISASTER CARE AND SHELTER ACTIVITIES IN THE SANTA BARBARA OPERATIONAL AREA PRIORITIZE THE SAFETY, HEALTH, AND WELL-BEING OF PEOPLE DISPLACED BY THE DISASTER.				
Variables	Phase 1: Initiate	Phase 2: Stabilize/Enhance	Phase 3: Sustain/Right Size	Phase 4: Transition to Recovery/ Demobilization
Point in Time	<ul style="list-style-type: none"> Event or warning level requiring mass care support occurs. This includes activation thresholds identified in this plan for each type of site. 	<ul style="list-style-type: none"> Incident Command indicates that the evacuation area is stable and not expected to expand, but response activities and existing evacuations are still required. Hazardous conditions continue but impact area not projected to expand. 	<ul style="list-style-type: none"> Evacuation orders may remain in effect for some areas; other evacuated areas start opening. Disaster care sites are underutilized or opportunities to consolidate sites are observed. 	<ul style="list-style-type: none"> Local rehousing strategy implemented, hazardous conditions have subsided, or evacuations are lifted.
Activity Drivers	<ul style="list-style-type: none"> Demand for services rises as incident or event starts to scale up. 	<ul style="list-style-type: none"> Demand for services and support activity peaks then plateaus. 	<ul style="list-style-type: none"> Declining service and support needs. 	<ul style="list-style-type: none"> Individual recovery solutions identified, and long-term community recovery efforts initiated.
Disaster Caused Needs	<ul style="list-style-type: none"> A safe place where basic sustainment needs are met, Other basic resources to meet sustainment needs. Information is available about impacts from the hazard or threat Options for next steps. 	<ul style="list-style-type: none"> More robust sustainment to meet needs of the disaster impacted population - implement wrap-around services to meet needs. Transition people from mass care to more sustainable options. Initiate case management services where appropriate. Assessment of AFN and culturally diverse community needs in activated sites. 	<ul style="list-style-type: none"> Resources to sustain population in their homes or new location identified. Community strategy developed to address individual recovery needs of people who still require mass care services or activities. 	<ul style="list-style-type: none"> Connecting people who lost their homes or are otherwise unable to return home with the appropriate programs, agencies, and case work needed to both meet their needs and allow mass care services and activities to fully demobilize and close.
Resource Trends	<ul style="list-style-type: none"> Rapid scale up of services and associated resources as mass care services activate. 	<ul style="list-style-type: none"> Recurring resource patterns identified, and resupply cycle established. Sustainment planning driven by extent of impacts and complexity of unmet needs. Assess need to consolidate mass public safety sites. 	<ul style="list-style-type: none"> Required number of disaster care sites reduces. Need for recurring resources declines. Existing contracts may need to be modified to reduce scope. Projected end of mass care services is identified. 	<ul style="list-style-type: none"> No remaining recurring mass care resource needs. Long term support has transitioned from local jurisdictions to the appropriate agency for continued casework and services.

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Table 3 Mass Care Operating Phases – Establishing a Common Structure to Organize Disaster Care Tasks Over Time				
ALL DISASTER CARE AND SHELTER ACTIVITIES IN THE SANTA BARBARA OPERATIONAL AREA PRIORITIZE THE SAFETY, HEALTH, AND WELL-BEING OF PEOPLE DISPLACED BY THE DISASTER.				
Variables	Phase 1: Initiate	Phase 2: Stabilize/Enhance	Phase 3: Sustain/Right Size	Phase 4: Transition to Recovery/ Demobilization
		<ul style="list-style-type: none"> Contracts for sustained wrap around services (security, sanitation, etc.) executed. Non-permanent site modifications, such as the creation of wooden ramps, may be required to meet AFN and other vulnerable population needs. 	<ul style="list-style-type: none"> Resources required to sustain population in their homes or new location identified. Some degree of resource demobilization, including sites and staff, may be appropriate. 	<ul style="list-style-type: none"> Resource demobilization initiated, including the stoppage of contracts developed for the incident.
Planning Assumptions and Sources	<ul style="list-style-type: none"> Historic data and estimates of damage to residences and population displacement. Depending on incident scope, some people may wait in another location prior to seeking out mass care resources. 	<ul style="list-style-type: none"> Initial damage assessments underway. Planning assumptions based on initial assessments of damage. 	<ul style="list-style-type: none"> Preliminary damage assessment is complete or in draft form. Planning assumptions updated and refined to reflect known impacts. 	<ul style="list-style-type: none"> Resource shortfalls for the remaining people with barriers to recovery drives planning for individual recovery steps for casework or case management. All mass care services, activity providers, demobilize equipment and facility Facility owners inspect and resume normal operations.
Desired End State	<ul style="list-style-type: none"> Local jurisdictions provide disaster care and shelter service needs assessments to the County (if necessary). Required mass care resources identified and deployed. Resource requests to fill shortfalls complete. 	<ul style="list-style-type: none"> Equitable provision of mass care service to meet needs of disaster impacted population in progress and additional sustainment resources are provided (wrap-around services). Mass care resource contracts, such as for meals or security, are developed and finalized. Initiation of a plan that integrates whole community resources to overcome recovery 	<ul style="list-style-type: none"> Need for mass care reduced to displaced survivors without other options. Temporary housing strategy Implemented. Long Term Recovery (LTR) planning complete, LTR committees established, and solutions identified for unmet needs of all impacted diverse populations. Coordinated strategy to transition remaining individuals 	<ul style="list-style-type: none"> Damage assessment complete. All agency and organizational support return to normal operations. Complete demobilization of material and human resources complete, including termination of contracts, collection of outstanding Form 214s from site workers, and resource documentation/receipts collected.

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Table 3 Mass Care Operating Phases – Establishing a Common Structure to Organize Disaster Care Tasks Over Time				
ALL DISASTER CARE AND SHELTER ACTIVITIES IN THE SANTA BARBARA OPERATIONAL AREA PRIORITIZE THE SAFETY, HEALTH, AND WELL-BEING OF PEOPLE DISPLACED BY THE DISASTER.				
Variables	Phase 1: Initiate	Phase 2: Stabilize/Enhance	Phase 3: Sustain/Right Size	Phase 4: Transition to Recovery/Demobilization
	<ul style="list-style-type: none"> Immediate initial mass care needs of impacted population met with existing or locally available resources. 	<p>barriers (i.e., solutions other than mass care-including temporary housing needs) for people impacted by the disaster.</p> <ul style="list-style-type: none"> Community recovery planning process initiated. Post-impact Shelter and site staffing and operations plans finalized. Collection of all mass care documentation, including staff Form 214s, contracts, receipts, etc. for the incident to date using a system for receiving and storing documentation between the Care and Shelter Branch and field sites. 	<p>to situations that meet their unique needs (MASTT, LAC, DRC) initiated.</p> <ul style="list-style-type: none"> Incident specific mass care operations documentation continues to be transmitted from field site managers to the Care and Shelter Branch and stored in the EOC. 	<ul style="list-style-type: none"> All County/OA care and shelter documentation provided to the County/OA EOC Finance and Administration Section. Post-usage site walkthrough conducted with site owner and necessary repairs and modifications are completed or paid for as appropriate. Incident specific mass care-related contracts are terminated.

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

2.3 Shelters and Care Sites

This section provides an overview of the distinct types of shelters and care sites that the County/OA EOC Care and Shelter Branch lead or local jurisdictions may consider as they evaluate the best strategies for meeting people’s unmet needs. Table 4 reflects the expanded categories of disaster care sites that may require County or OA support. These sites were included in this plan based on their common goal of providing life sustaining support to people who are not able to shelter in the places they normally reside due to emergency conditions. Mega shelters are beyond the scope of this planning effort as are local assistance centers, disaster resource centers, and family assistance centers.

Table 4: Types of Sites Potentially Requiring Care and Shelter Branch Support		
Resource Relief Sites	Evacuation Sites	Sheltering
Utility Public Safety Power Shutoff Community Resource Center (CRC)	Temporary Evacuation Point	General Population Shelters (Short-term, Long-term)
Warming Centers	Evacuation Center	
Cooling Centers		Mega Shelters
SB County/OA Power Outage Resource Center		Non-Congregate Shelters
Shelter-in-place		

Tables 5.1 through 5.8 provide localized guidance and planning considerations for each type of disaster care site identified and within scope of this plan (General Population Congregate Shelters, Temporary Evacuation Points, Evacuation Center, Warming Centers, Cooling Centers, and County Power Outage Resource Centers). For more detailed planning considerations for each type of site, please refer to Tables 2.1 through 2.7 in Section 2: Disaster Care and Shelter Templates Section in the Disaster Care and Shelter Operations Toolkit.

While Shelter-in-place is recognized nationally as a form of care and shelter, it is largely not addressed in this plan since it is a protective action taken by the public and not a physical location providing disaster care services. However, it is important to note that the Care and Shelter Branch may be asked to provide resource support to populations required to shelter-in-place for extended durations. Table 5.8 provides some limited considerations should this become a need. Additionally, as noted in Table 5.6, Utility Public Safety Power Shutoff (PSPS) sites including Community Resource Centers and Community Crew Vehicles are opened strictly at the discretion of the utility company responsible for initiating a PSPS.

Table 5.1: General Population Congregate Shelters

TRIGGER: An emergency generates the need to provide overnight dormitory services in a safe environment for displaced members of the public. This includes large-scale evacuations and situations where post-disaster impacts to infrastructure and housing create the need for provision of congregate shelters to sustain people affected by the disaster.

TIMEFRAMES: Includes short-term sheltering (up to 2 weeks) through long-term sheltering more than 2 weeks; SBC OA may need to make small adjustments to General Population Congregate Sheltering model if continuing into a long-term sheltering operation.

TOOLKIT TEMPLATE: Table 2.1 Shelter Short-Term Site Planning Template and Table 2.2 Shelter Long-Term Site Planning Template in the Santa Barbara County and OA Disaster Care Shelter Operations Toolkit as a planning tool may be used a tool to establish and sustain sheltering operations and advanced operational planning.

Description and Purpose	Benefits	Risks / Constraints	Resource Support Considerations / Services Provided
<ul style="list-style-type: none"> • Provides temporary shelter (overnight accommodations) for displaced residents during a disaster. • Management Options: <ul style="list-style-type: none"> ○ Government managed ○ Government managed; partner resourced ○ Government and NGO partner ○ NGO managed ○ Independent (ad hoc or pop-up not affiliated with emergency management system). ○ Constituent based: i.e., run by an organization for a specified constituency such as a private company for employees and families or a faith-based organization solely for congregations and family members. 	<ul style="list-style-type: none"> • Pre-identified facilities coordinated through whole community stakeholder groups, Memoranda of Understanding (MOU), or other pre-existing agreements. • Can provide residents with a variety of support services during the period they are displaced. • On-site amenities vary by facility, and may include: <ul style="list-style-type: none"> ○ Heating, ventilation, and/or air conditioning. ○ Electricity ○ Refrigeration ○ Built-in ADA infrastructure, such as ramps and inclusive sanitation areas ○ Built-in safety equipment, such as fire alarms and extinguishers 	<ul style="list-style-type: none"> • The longer sheltering services are sustained, the more resource intensive operations become. • Creating an environment conducive to physical and emotional safety and well-being of sheltered populations requires ongoing efforts to address privacy, public health risks, and other considerations. • Jurisdictions will be responsible for damages or temporary modifications made to general population (congregate) shelters associated with shelter operations. • The size of the shelter and additional resources located on-site, may contribute to delays if relocating to another site is required. 	<ul style="list-style-type: none"> • Potential sites include community centers, community gyms, faith-based organization facilities (may include classroom, kitchens, showers, toilets). • Services may include: <ul style="list-style-type: none"> ○ Information ○ Hydration ○ Meals ○ Snacks ○ Access to individual recovery services ○ Sanitation and hygiene resources ○ Co-located pet sheltering ○ Translation Support ○ Cultural and Social Support ○ Health service support ○ Mental health support ○ Medical waste handling and disposal ○ Transportation services. • Added services for longer timeframes: <ul style="list-style-type: none"> ○ Laundry ○ Access/transportation to schools and work.

Table 5.1: General Population Congregate Shelters

TRIGGER: An emergency generates the need to provide overnight dormitory services in a safe environment for displaced members of the public. This includes large-scale evacuations and situations where post-disaster impacts to infrastructure and housing create the need for provision of congregate shelters to sustain people affected by the disaster.

TIMEFRAMES: Includes short-term sheltering (up to 2 weeks) through long-term sheltering more than 2 weeks; SBC OA may need to make small adjustments to General Population Congregate Sheltering model if continuing into a long-term sheltering operation.

TOOLKIT TEMPLATE: Table 2.1 Shelter Short-Term Site Planning Template and Table 2.2 Shelter Long-Term Site Planning Template in the Santa Barbara County and OA Disaster Care Shelter Operations Toolkit as a planning tool may be used a tool to establish and sustain sheltering operations and advanced operational planning.

Description and Purpose	Benefits	Risks / Constraints	Resource Support Considerations / Services Provided
	<ul style="list-style-type: none"> ○ Refrigeration or basic kitchen appliances ○ WIFI service ○ Ancillary rooms that may be used for storage, counseling, childcare, or other services ○ Nearby public transit stops and services 	<ul style="list-style-type: none"> • Unless pre-coordinated agreements are in place, facility owners may have more restrictive rules for use of their facility that may limit shelter operations, such as not allowing animals or certain population demographics. • May require staff with specialized training. • Significant staffing requirements exist to meet minimum safety and service capability targets. • Existing safety assessments, including fire code room occupancy, will influence site occupant limitations. • Communicable disease hazards, such as those seen with the COVID-19 	<ul style="list-style-type: none"> ○ Accommodations to meet a diverse set of unique needs for a variety of individuals in a congregate setting. ○ Multi-Agency Shelter Transition Teams are leveraged during federally declared disasters to provide access to local, state, and federal recovery resources to people in shelters. ○ Lockers or other storage options for private property. • A limited inventory of pre-surveyed shelter sites and pre-established facility use agreements developed by DSS is maintained by the Department of General Services. • The Red Cross maintains an additional inventory of potential shelter sites in its National Shelter System. • Calculate dormitory requirements for short-term shelters using an average of 40 – 60 sq. ft. per person.

Table 5.1: General Population Congregate Shelters

TRIGGER: An emergency generates the need to provide overnight dormitory services in a safe environment for displaced members of the public. This includes large-scale evacuations and situations where post-disaster impacts to infrastructure and housing create the need for provision of congregate shelters to sustain people affected by the disaster.

TIMEFRAMES: Includes short-term sheltering (up to 2 weeks) through long-term sheltering more than 2 weeks; SBC OA may need to make small adjustments to General Population Congregate Sheltering model if continuing into a long-term sheltering operation.

TOOLKIT TEMPLATE: Table 2.1 Shelter Short-Term Site Planning Template and Table 2.2 Shelter Long-Term Site Planning Template in the Santa Barbara County and OA Disaster Care Shelter Operations Toolkit as a planning tool may be used a tool to establish and sustain sheltering operations and advanced operational planning.

Description and Purpose	Benefits	Risks / Constraints	Resource Support Considerations / Services Provided
		<p>pandemic, may significantly reduce shelter population capacities per site, require greater resources to prevent the spread of the disease within the shelter population, and dramatically change sheltering protocols.</p>	<ul style="list-style-type: none"> • Calculate for long-term shelters using an average of 80 sq. ft. per shelter resident. • Additional dormitory space for shelter residents with AFN, and those with service and assistance animals, usually estimated at up to 100 sq. ft. per person, may be required to meet Americans with Disability Act (ADA)-related reasonable accommodation standards. • To mitigate the risk of exposure of infectious disease spread use an average 100 sq. ft. per person unless other official guidance is provided by public health officials at any level of government. • Other shelter activity and support areas may need additional space. • A potential shelter site may meet the general space and access needs, but may need supplemental sanitation

Table 5.1: General Population Congregate Shelters

TRIGGER: An emergency generates the need to provide overnight dormitory services in a safe environment for displaced members of the public. This includes large-scale evacuations and situations where post-disaster impacts to infrastructure and housing create the need for provision of congregate shelters to sustain people affected by the disaster.

TIMEFRAMES: Includes short-term sheltering (up to 2 weeks) through long-term sheltering more than 2 weeks; SBC OA may need to make small adjustments to General Population Congregate Sheltering model if continuing into a long-term sheltering operation.

TOOLKIT TEMPLATE: Table 2.1 Shelter Short-Term Site Planning Template and Table 2.2 Shelter Long-Term Site Planning Template in the Santa Barbara County and OA Disaster Care Shelter Operations Toolkit as a planning tool may be used a tool to establish and sustain sheltering operations and advanced operational planning.

Description and Purpose	Benefits	Risks / Constraints	Resource Support Considerations / Services Provided
			<p>and other capabilities, such as toilets, showers, and handwashing stations for AFN accessibility.</p> <ul style="list-style-type: none"> The timeframe to establish shelters in non-permanent structures (i.e., tents or portable shelter systems) can vary greatly, depending on the desired capacity, services, and site improvements.

Multi-agency resource considerations for congregate shelters: Pre-existing procurement policy compliant contracts for mass care support; CDSS Function Assessment Service Team (FAST) Program, direct federal assistance; reimbursement of eligible expenses under Category B Emergency Protective Measures; local government (Emergency Management, Law Enforcement, Fire Department, Human Services, Dept. of Health, Dept. of Education), NGO's, faith-based organizations; transportation contracts (patient transport vans, limo services).

Primary partner in sheltering operations is the American Red Cross.

Table 5.2: Temporary Evacuation Points (TEPs)

TRIGGER: TEPs are triggered by the initial need to support public safety by providing information and a temporary safe place to go during large scale no-notice evacuations and other rapidly evolving situations or events that displace a portion of the population. Need for TEPs is assessed and ordered by the responsible authority for evacuations.

TIMEFRAME: Between 2 to 4 hours optimal. Duration may be extended up to 24 hours.

TOOLKIT TEMPLATE: Table 2.4 Temporary Evacuation Point Site Planning Template in the Santa Barbara County and OA Disaster Care Shelter Operations Toolkit may be used as a planning tool to establish and sustain operations and advanced operational planning for TEPs.

Description and Purpose	Benefits	Risks / Constraints	Resource Support Considerations / Services Provided
<ul style="list-style-type: none"> • Common wildfire evacuation protocol. • Initial safe location designated by local EM or Incident Commander. • During extreme events-locations may only be a controlled gathering point in a relatively safe area, such as a parking lot. • Evacuees stopping here receive instruction or direction for their next steps to safety. • Users may remain at the point for short durations until more information about the hazard and impacted area is available. 	<ul style="list-style-type: none"> • May assist with traffic control during extremely hazardous events. • Minimal staffing needs. • Minimal resource needs due to minimal services rendered. • Quickest form of emergency care and shelter to activate. • Easy to relocate. • Least intrusive option for property/facility owners. • Pre-shelter screening and reception can occur. • Provides initial size up of evacuation center or shelter demand. • Early identification of a safe place for the public to go may encourage people to evacuate who might otherwise not have done so. 	<ul style="list-style-type: none"> • Typically, not managed by NGOs. • Typically, no overnight accommodations. • Will likely require additional staff, especially if site is required for longer durations (over 4 hours). • Beyond 18 hours, transition to other service sites should be offered- shelters, camping sites, non-congregate locations, etc. • Unless activated in an indoor facility, TEPs will be outdoors subjecting patrons and staff to weather and incident conditions such as smoke or other air quality issues. • Unless activated in an indoor facility, access to restrooms will be dependent on surrounding establishments or require portable amenities. 	<ul style="list-style-type: none"> • Safety: provision of TEPs may help clear ingress and egress routes of the hazard area. • Traffic control and management, preventing spontaneous pedestrian gathering or injury in parking lots and nearby surface streets. • Ideally, a hardened structure with power and restrooms. • Temporary locations typically only with minimal on-site staffing. • Area can be sufficient to allow a vehicle sized space between all parked vehicles • Co-location with restroom and handwashing facilities when possible. • Services may include: <ul style="list-style-type: none"> ○ Water stations, hand washing stations and toilets ○ Information. ○ Bottled water and light snacks. ○ Translation Support ○ Cultural and Social Support

Table 5.2: Temporary Evacuation Points (TEPs)

TRIGGER: TEPs are triggered by the initial need to support public safety by providing information and a temporary safe place to go during large scale no-notice evacuations and other rapidly evolving situations or events that displace a portion of the population. Need for TEPs is assessed and ordered by the responsible authority for evacuations.

TIMEFRAME: Between 2 to 4 hours optimal. Duration may be extended up to 24 hours.

TOOLKIT TEMPLATE: Table 2.4 Temporary Evacuation Point Site Planning Template in the Santa Barbara County and OA Disaster Care Shelter Operations Toolkit may be used as a planning tool to establish and sustain operations and advanced operational planning for TEPs.

Description and Purpose	Benefits	Risks / Constraints	Resource Support Considerations / Services Provided
	<ul style="list-style-type: none"> Affords more time for other, more comprehensive mass care sites to be activated, including staffing recalls and resource deployment. 	<ul style="list-style-type: none"> Not designed to accommodate dormitory or overnight services. 	<ul style="list-style-type: none"> Health service support Mental health Support The DSS maintains a repository of pre-identified and assessed prospective TEP locations countywide in a document called the TEP Directory.
<ul style="list-style-type: none"> Primary partner in managing Temporary Evacuation Points in Santa Barbara County and the Operational Area is the American Red Cross. 			

Table 5.3: Evacuation Centers

TRIGGER: Conditions that will require activation of an Evacuation Center include:

- Field incident command, the DES, or EOC leadership requests that an evacuation center be established for an incident impacting unincorporated land.
- Red Cross, County DSS, EOC Safety Officer, or County PHD determines that TEP site services are insufficient for the situation and recommends activating an evacuation center in place of the TEP. In some cases, the location of a TEP site may be able to be transitioned to an evacuation center.
- Exposure to poor weather conditions or poor air quality at an outdoor TEP site compromise safety and health for evacuation processing or respite at TEPs.
- Evacuation warning or orders extending over 18 hours with no sign of conditions improving, but dormitory services aren't yet needed. (See Table 5.1 for general population shelter guidance if overnight services are required).
- Jurisdiction receives a mutual assistance request for evacuee transition support from another jurisdiction.

TIMEFRAME: Duration varies based on the scope and scale of the event. Evacuation Center Initial planning assumption of 24-48 hours to assess needs and provide options for evacuees, usually assignment to shelters and the provision of basic supplies.

TOOLKIT TEMPLATE: Table 2.3 Evacuation Center Site Planning Template in the Santa Barbara County and OA Disaster Care Shelter Operations Toolkit may be used as a planning tool to establish and sustain operations and advanced operational planning for Evacuation Centers.

Description and Purpose	Benefits	Risks / Constraints	Resource Support Considerations / Services Provided
<ul style="list-style-type: none"> • Evacuation Centers are typically established in a fully intact building with power, water, and sanitation in a safe area where evacuee needs can be assessed, and shelter assignments can be made if necessary. • Dormitory accommodations are not normally provided at Evacuation Centers. See resource support considerations for exigent circumstances. 	<ul style="list-style-type: none"> • Opportunity for assessments and evacuee processing if reassessment or processing is necessary for transition into a shelter. • Can be used as an entry point for sheltering or other mass care services. • More comprehensive services and amenities compared to TEPs. 	<ul style="list-style-type: none"> • Should be located out of any impacted areas or areas vulnerable to impacts. • Poorly resourced centers providing support beyond the planned short-term operating cycle provide a less than optimal experience for site users; logistics and supply chains must be established early on in operations. 	<ul style="list-style-type: none"> • An Evacuation Center may be located within an impacted jurisdiction (although outside the impact area) or in a host jurisdiction. • These sites may also process evacuees returning to an impacted jurisdiction. • Services may include: <ul style="list-style-type: none"> ○ Food ○ Water ○ Basic medical support ○ Assignment and transportation to a shelter. • Additional services may include: <ul style="list-style-type: none"> ○ Translation Support ○ Cultural and Social Support

Table 5.3: Evacuation Centers

TRIGGER: Conditions that will require activation of an Evacuation Center include:

- Field incident command, the DES, or EOC leadership requests that an evacuation center be established for an incident impacting unincorporated land.
- Red Cross, County DSS, EOC Safety Officer, or County PHD determines that TEP site services are insufficient for the situation and recommends activating an evacuation center in place of the TEP. In some cases, the location of a TEP site may be able to be transitioned to an evacuation center.
- Exposure to poor weather conditions or poor air quality at an outdoor TEP site compromise safety and health for evacuation processing or respite at TEPs.
- Evacuation warning or orders extending over 18 hours with no sign of conditions improving, but dormitory services aren't yet needed. (See Table 5.1 for general population shelter guidance if overnight services are required).
- Jurisdiction receives a mutual assistance request for evacuee transition support from another jurisdiction.

TIMEFRAME: Duration varies based on the scope and scale of the event. Evacuation Center Initial planning assumption of 24-48 hours to assess needs and provide options for evacuees, usually assignment to shelters and the provision of basic supplies.

TOOLKIT TEMPLATE: Table 2.3 Evacuation Center Site Planning Template in the Santa Barbara County and OA Disaster Care Shelter Operations Toolkit may be used as a planning tool to establish and sustain operations and advanced operational planning for Evacuation Centers.

Description and Purpose	Benefits	Risks / Constraints	Resource Support Considerations / Services Provided
<ul style="list-style-type: none"> • Resourcing- usually limited to water, snack food, and power sources to charge devices for access to information. 			<ul style="list-style-type: none"> ○ Health service support ○ Mental health support ○ Disaster and local weather information ○ reunification, and crisis counseling. • In extreme circumstances temporary sleeping space may be provided while evacuees' needs are evaluated or if evacuees arrive late at night and no other transfer options are available. • When centers must provide sleeping space, jurisdictions should arrange separate areas for unaccompanied minors, people without identification, and

Table 5.3: Evacuation Centers

TRIGGER: Conditions that will require activation of an Evacuation Center include:

- Field incident command, the DES, or EOC leadership requests that an evacuation center be established for an incident impacting unincorporated land.
- Red Cross, County DSS, EOC Safety Officer, or County PHD determines that TEP site services are insufficient for the situation and recommends activating an evacuation center in place of the TEP. In some cases, the location of a TEP site may be able to be transitioned to an evacuation center.
- Exposure to poor weather conditions or poor air quality at an outdoor TEP site compromise safety and health for evacuation processing or respite at TEPs.
- Evacuation warning or orders extending over 18 hours with no sign of conditions improving, but dormitory services aren't yet needed. (See Table 5.1 for general population shelter guidance if overnight services are required).
- Jurisdiction receives a mutual assistance request for evacuee transition support from another jurisdiction.

TIMEFRAME: Duration varies based on the scope and scale of the event. Evacuation Center Initial planning assumption of 24-48 hours to assess needs and provide options for evacuees, usually assignment to shelters and the provision of basic supplies.

TOOLKIT TEMPLATE: Table 2.3 Evacuation Center Site Planning Template in the Santa Barbara County and OA Disaster Care Shelter Operations Toolkit may be used as a planning tool to establish and sustain operations and advanced operational planning for Evacuation Centers.

Description and Purpose	Benefits	Risks / Constraints	Resource Support Considerations / Services Provided
			individuals subject to judicial and/or administrative orders restricting their freedom of movement.

Table 5.4: Warming Centers

TRIGGER: Emergency-related warming centers will be activated by the County for the public if the following conditions are met in unincorporated areas of the county:

- An overnight temperature of 35 degrees or less is predicted, AND
- An impact to energy sources (power or natural gas) has occurred or is forecast to occur within unincorporated areas and is expected to last more than 2 hours.

Multi-jurisdictional warming centers for the unhoused are activated in accordance with a contractor MOU, however these warming centers are designed to support the unhoused community and are not considered “emergency care and shelter sites” for the public and do not fall under the guidance of this plan.

TIMEFRAME: Overnight shelters if weather and outage conditions persist.

TOOLKIT TEMPLATE: Table 2.6 Warming Center Site Planning Template in the Santa Barbara County and OA Disaster Care Shelter Operations Toolkit may be used as a planning tool to establish and sustain operations and advanced operational planning for Warming Centers.

Description and Purpose	Benefits	Risks / Constraints	Resource Support Considerations / Service Provided
<ul style="list-style-type: none"> • Short-term emergency shelter. • Activated when temperature conditions pose the risk of injury or death from exposure to cold. • Warming shelter standards are the same the standards for short-term general population congregate sheltering. 	<ul style="list-style-type: none"> • Sites provide a warm haven for people who cannot maintain safe temperatures in their homes or the places they normally sleep or stay during periods of extreme cold with a concurrent power outage event. 	<ul style="list-style-type: none"> • Staffing becomes a concern for extended timeframes. • People who are unhoused face disproportionate risk of death or injury during extreme cold. Accordingly, staff at warming centers will need to be trained to work with the homeless demographic in a shelter environment. 	<ul style="list-style-type: none"> • Heated or insulated open indoor space and bathroom facilities. Some sites may accommodate pets. • Typically run as a collaborative effort between emergency management, human services, NGOs, non-profit and faith-based organizations. • If centers are not opened, consider outreach through health and human service providers and community-based organizations to the elderly, low- or fixed-income populations and others, who may not be able to heat their homes. • Services offered may include: <ul style="list-style-type: none"> ○ Translation Support ○ Cultural and Social Support ○ Health service support

Table 5.4: Warming Centers

TRIGGER: Emergency-related warming centers will be activated by the County for the public if the following conditions are met in unincorporated areas of the county:

- An overnight temperature of 35 degrees or less is predicted, AND
- An impact to energy sources (power or natural gas) has occurred or is forecast to occur within unincorporated areas and is expected to last more than 2 hours.

Multi-jurisdictional warming centers for the unhoused are activated in accordance with a contractor MOU, however these warming centers are designed to support the unhoused community and are not considered “emergency care and shelter sites” for the public and do not fall under the guidance of this plan.

TIMEFRAME: Overnight shelters if weather and outage conditions persist.

TOOLKIT TEMPLATE: Table 2.6 Warming Center Site Planning Template in the Santa Barbara County and OA Disaster Care Shelter Operations Toolkit may be used as a planning tool to establish and sustain operations and advanced operational planning for Warming Centers.

Description and Purpose	Benefits	Risks / Constraints	Resource Support Considerations / Service Provided
			<ul style="list-style-type: none"> ○ Mental Health Support
<ul style="list-style-type: none"> • If requested, the Red Cross may provide material support (snacks, water, cots, blankets) on a case-by-case basis as their resources allow. 			

Table 5.5: Cooling Centers

TRIGGER: In order to stay in alignment with NWS heat notifications and the Cal OES State Extreme Heat Plan, the initiation of County Cooling Center coordination will be based on the issuance of NWS Excessive Heat Watch or Warning and not specific temperature thresholds.

The determination for NWS heat hazard notifications is based on many factors, including predicted day and night temperatures, various micro-climates, historical records and duration of excessive temperatures. A valuable monitoring tool is the numerical values assessing risk of heat impacts on public safety from the National Weather Service Heat Risk Assessment Tool. Value 3 Red or Value 4 Magenta Conditions are the values most likely to trigger NWS initiation of heat notifications. For more information on Heat Risk go to <https://www.wrh.noaa.gov/wrh/heatrisk/?wfo=sto>.

See also the County/OA Interim Extreme Heat Response Plan for additional response considerations.

TIMEFRAME: Cooling Centers services should be provided during the timeframes indicated in incident-specific NWS Excessive Heat Watch or Warning statements, only during daylight hours. Cooling Centers traditionally do not provide overnight operations. Accordingly, DSS will coordinate with PHD and OEM if there is concern that Cooling Center services might be appropriate during evening hours.

TOOLKIT TEMPLATE: Table 2.7 Cooling Center Site Planning Template in the Santa Barbara County and OA Disaster Care Shelter Operations Toolkit may be used as a planning tool to establish and sustain operations and advanced operational planning for Cooling Centers.

Description and Purpose	Benefits	Risks / Constraints	Resource Support Considerations / Service Provided
<ul style="list-style-type: none"> CDC defines a cooling center or cooling shelter as a location, typically in an air conditioned or cool building that has been designated as a site to provide respite and safety during extreme heat. Cooling centers are not designed for overnight operations. Unless the heat intensity requires overnight services, cooling centers will operate as needed during 	<ul style="list-style-type: none"> Building with public access that can be cooled. Helps mitigate the risks of heat injury and heat-related fatalities during extreme temperature events. Minimal staffing and resource requirements. No overnight shifts. 	<ul style="list-style-type: none"> Extreme high temperatures may result in power outages, which could threaten the resiliency of cooling centers unless they are capable of being hooked up to a generator or located outside power outage areas. There are not many government-owned buildings in the county with air conditioning. 	<ul style="list-style-type: none"> Ideally the temperature in the center can be maintained between 68 to 79 degrees Fahrenheit in the cooling center. Facility should be AFN accessible with adequate seating. Site should provide access to potable water. Site should be near public transportation nodes.

Table 5.5: Cooling Centers

TRIGGER: In order to stay in alignment with NWS heat notifications and the Cal OES State Extreme Heat Plan, the initiation of County Cooling Center coordination will be based on the issuance of NWS Excessive Heat Watch or Warning and not specific temperature thresholds.

The determination for NWS heat hazard notifications is based on many factors, including predicted day and night temperatures, various micro-climates, historical records and duration of excessive temperatures. A valuable monitoring tool is the numerical values assessing risk of heat impacts on public safety from the National Weather Service Heat Risk Assessment Tool. Value 3 Red or Value 4 Magenta Conditions are the values most likely to trigger NWS initiation of heat notifications. For more information on Heat Risk go to <https://www.wrh.noaa.gov/wrh/heatrisk/?wfo=sto>.

See also the County/OA Interim Extreme Heat Response Plan for additional response considerations.

TIMEFRAME: Cooling Centers services should be provided during the timeframes indicated in incident-specific NWS Excessive Heat Watch or Warning statements, only during daylight hours. Cooling Centers traditionally do not provide overnight operations. Accordingly, DSS will coordinate with PHD and OEM if there is concern that Cooling Center services might be appropriate during evening hours.

TOOLKIT TEMPLATE: Table 2.7 Cooling Center Site Planning Template in the Santa Barbara County and OA Disaster Care Shelter Operations Toolkit may be used as a planning tool to establish and sustain operations and advanced operational planning for Cooling Centers.

Description and Purpose	Benefits	Risks / Constraints	Resource Support Considerations / Service Provided
<p>the day, deactivate at night, and reactivate the proceeding day during the timeframe when an Extreme Heat Watch or Warning exist.</p> <ul style="list-style-type: none"> Local jurisdictions are responsible for identifying and opening cooling centers in their area of jurisdiction. 			<ul style="list-style-type: none"> Outdoor cooling sites may be established in spray parks, community pools and public parks. Commercial and religious, facilities, coffee shops, restaurants, hotels, churches, and libraries may be good partnership/MOU opportunities to supplement cooling center services. <p>Services may include:</p> <ul style="list-style-type: none"> Translation Support Cultural and Social Support

Table 5.5: Cooling Centers

TRIGGER: In order to stay in alignment with NWS heat notifications and the Cal OES State Extreme Heat Plan, the initiation of County Cooling Center coordination will be based on the issuance of NWS Excessive Heat Watch or Warning and not specific temperature thresholds.

The determination for NWS heat hazard notifications is based on many factors, including predicted day and night temperatures, various micro-climates, historical records and duration of excessive temperatures. A valuable monitoring tool is the numerical values assessing risk of heat impacts on public safety from the National Weather Service Heat Risk Assessment Tool. Value 3 Red or Value 4 Magenta Conditions are the values most likely to trigger NWS initiation of heat notifications. For more information on Heat Risk go to <https://www.wrh.noaa.gov/wrh/heatrisk/?wfo=sto>.

See also the County/OA Interim Extreme Heat Response Plan for additional response considerations.

TIMEFRAME: Cooling Centers services should be provided during the timeframes indicated in incident-specific NWS Excessive Heat Watch or Warning statements, only during daylight hours. Cooling Centers traditionally do not provide overnight operations. Accordingly, DSS will coordinate with PHD and OEM if there is concern that Cooling Center services might be appropriate during evening hours.

TOOLKIT TEMPLATE: Table 2.7 Cooling Center Site Planning Template in the Santa Barbara County and OA Disaster Care Shelter Operations Toolkit may be used as a planning tool to establish and sustain operations and advanced operational planning for Cooling Centers.

Description and Purpose	Benefits	Risks / Constraints	Resource Support Considerations / Service Provided
			<ul style="list-style-type: none"> • Health service support • Mental health support
<ul style="list-style-type: none"> • If requested, the Red Cross may provide material support (snacks, water, cots, blankets) on a case-by-case basis as their resources allow. The Red Cross does not provide staffing support at cooling centers. 			

Table 5.6: Utility Public Safety Power Shutoff Community Resource Centers

TRIGGER: PG&E and Southern California Edison (SCE) have their own internal thresholds and triggers that influence their decisions regarding providing CRCs in areas impacted by their PSPS. The OA can request CRCs but cannot mandate the companies to open centers. PSPS CRCs are established at the discretion of the utility company. Local jurisdiction and County/OA Power Outage Resource Centers (see next table) may be necessary when conditions require them to meet basic sustainment needs of impacted populations.

TIMEFRAME: Before initiation of a PSPS the day of the potential outage and every day that power remains out, excluding overnight services.

Description and Purpose	Benefits	Risks / Constraints	Resource Support Considerations / Service Provided
<ul style="list-style-type: none"> • CRCs are opened at the discretion of the power company • A place where community members can access resources and additional information from the utility responsible for turning off their power. • CRCs provide customers and residents with a safe location with basic information and limited opportunities to access electricity for various essential needs. • SCE also offers community crew vehicles (CCVs), which operate as mobile, vehicle-based power outage resources. CCVs are specially equipped vans that can recharge electronics and some medical devices, offer snacks and water, 	<ul style="list-style-type: none"> • Building with public access that can be cooled. • Completely coordinated and operated by the utility rather than a local government jurisdiction. 	<ul style="list-style-type: none"> • Pandemic environment-protocols adapted for outdoor sites. • Micro CRCs (Open air tents at outdoor sites) and Mobile CRCs (Sprinter Van and tents at outdoor sites)- no heating or cooling. Typically, no provision of bagged ice. Not wind/weather resistant if outdoors. • Number and type of sites activated for counties dependent on scale of PSPS event and negotiations between power company and OA EM/County Government. • No overnight services provided. 	<ul style="list-style-type: none"> • Services may include: <ul style="list-style-type: none"> ○ ADA Compliant restrooms and hand-washing stations ○ Device Charging. ○ Bottled Water ○ Tables and Chairs ○ Blankets (Quantities Limited) ○ Heating and Cooling ○ Wi-Fi Service ○ Non-perishable snacks ○ Bagged Ice or vouchers for bagged ice ○ Security personnel ○ Customer account support. ○ PSPS educational information.

Table 5.6: Utility Public Safety Power Shutoff Community Resource Centers

TRIGGER: PG&E and Southern California Edison (SCE) have their own internal thresholds and triggers that influence their decisions regarding providing CRCs in areas impacted by their PSPS. The OA can request CRCs but cannot mandate the companies to open centers. PSPS CRCs are established at the discretion of the utility company. Local jurisdiction and County/OA Power Outage Resource Centers (see next table) may be necessary when conditions require them to meet basic sustainment needs of impacted populations.

TIMEFRAME: Before initiation of a PSPS the day of the potential outage and every day that power remains out, excluding overnight services.

Description and Purpose	Benefits	Risks / Constraints	Resource Support Considerations / Service Provided
and customer service provided by CCV staff (SCE Employees). SCE does not guarantee deployment of CCVS to their PSPS impacted areas. Nor have they indicated at threshold at which they would do so. PG&E does not have a mobile or similar concept.			

- The Red Cross does not provide support at Utility PSPS Community Resource Centers or Community Crew Vehicle Sites

Table 5.7: County Power Outage Resource Centers

TRIGGER: County/OA Power Outage Resource Centers may be necessary if no other resources are available for community sustainment during significant power outages. If a PSPS or other power outage occurs or is forecast to occur in unincorporated areas of the county and last longer than 24 consecutive hours OR when local jurisdictions request Power Outage Resource Center support, the County CEO and OEM will evaluate the need to activate County Power Outage Resource Centers. This evaluation will include the consideration of multiple factors, including the percentage of the population affected in the area, the anticipated duration of the outage, impact to other critical facilities, whether the utility is providing a utility CRC/CCV, PSPS duration estimates, and whether medical baseline customers are sufficiently supported by the utility.

See also “PSPS Notification Policy for Vulnerable Populations and the General Public” and “Emergency Power Outage Contingency Plan (Draft)” for a complete list of response considerations.

TIMEFRAME: County Power Outage Resource Centers will operate upon the decision to activate as identified in the trigger process and continue every day that power remains out, excluding overnight services.

TOOLKIT TEMPLATE: Table 2.5 County Power Outage Resource Center Site Planning Template in the Santa Barbara County and OA Disaster Care Shelter Operations Toolkit may be used as a planning tool to establish and sustain operations and advanced operational planning for Power Outage Resource Centers.

Description and Purpose	Benefits	Risks / Constraints	Resource Support Considerations / Service Provided
<ul style="list-style-type: none"> A place where community members can access resources and additional information from the utility responsible for turning off their power. Power Outage Resource Centers provide customers and residents with a safe location to receive additional information and basic services. Centers should provide access to resources to help mitigate health and safety risks for individuals with medical conditions 	<ul style="list-style-type: none"> Building with public access that can be cooled. Coordinated and operated by a local government jurisdiction with OA support if requested. Minimal staffing requirements. No overnight shifts. Not very resource intensive. 	<ul style="list-style-type: none"> Pandemic environment-protocols adapted for outdoor sites. Micro Power Outage Resource Centers (Open air tents at outdoor sites) - no heating or cooling. Typically, no provision of bagged ice. Not wind/weather resistant if outdoors. No overnight services provided. 	<ul style="list-style-type: none"> Minimal Services should include: <ul style="list-style-type: none"> Access to power. Access to refrigeration Services may include: <ul style="list-style-type: none"> ADA Compliant restrooms and hand-washing stations Device Charging Bottled Water Tables and Chairs Blankets (Quantities Limited) Heating and Cooling Wi-Fi Service Non-perishable snacks Bagged Ice or vouchers for bagged ice Security personnel Customer account support.

Table 5.7: County Power Outage Resource Centers

TRIGGER: County/OA Power Outage Resource Centers may be necessary if no other resources are available for community sustainment during significant power outages. If a PSPS or other power outage occurs or is forecast to occur in unincorporated areas of the county and last longer than 24 consecutive hours OR when local jurisdictions request Power Outage Resource Center support, the County CEO and OEM will evaluate the need to activate County Power Outage Resource Centers. This evaluation will include the consideration of multiple factors, including the percentage of the population affected in the area, the anticipated duration of the outage, impact to other critical facilities, whether the utility is providing a utility CRC/CCV, PSPS duration estimates, and whether medical baseline customers are sufficiently supported by the utility.

See also “PSPS Notification Policy for Vulnerable Populations and the General Public” and “Emergency Power Outage Contingency Plan (Draft)” for a complete list of response considerations.

TIMEFRAME: County Power Outage Resource Centers will operate upon the decision to activate as identified in the trigger process and continue every day that power remains out, excluding overnight services.

TOOLKIT TEMPLATE: Table 2.5 County Power Outage Resource Center Site Planning Template in the Santa Barbara County and OA Disaster Care Shelter Operations Toolkit may be used as a planning tool to establish and sustain operations and advanced operational planning for Power Outage Resource Centers.

Description and Purpose	Benefits	Risks / Constraints	Resource Support Considerations / Service Provided
<p>who are dependent on electricity to power medical equipment, provide mobility, maintain temperature, or refrigerate medicines.</p> <ul style="list-style-type: none"> These may be opened by the jurisdiction with authority based on available resources and the needs of their community members. 			<ul style="list-style-type: none"> PSPS educational information. Translation Support Cultural and Social Support Health service support Mental health support <ul style="list-style-type: none"> Power Outage Resource Centers may be run in any of the following: <ul style="list-style-type: none"> Indoor Spaces. Fixed facilities with power from either on-site generators or located outside of the outage area. Tents. Sites established in large wedding-style tents. Micro-Tents. Sites established outdoors around pop-up tents.

Table 5.7: County Power Outage Resource Centers

TRIGGER: County/OA Power Outage Resource Centers may be necessary if no other resources are available for community sustainment during significant power outages. If a PSPS or other power outage occurs or is forecast to occur in unincorporated areas of the county and last longer than 24 consecutive hours OR when local jurisdictions request Power Outage Resource Center support, the County CEO and OEM will evaluate the need to activate County Power Outage Resource Centers. This evaluation will include the consideration of multiple factors, including the percentage of the population affected in the area, the anticipated duration of the outage, impact to other critical facilities, whether the utility is providing a utility CRC/CCV, PSPS duration estimates, and whether medical baseline customers are sufficiently supported by the utility.

See also “PSPS Notification Policy for Vulnerable Populations and the General Public” and “Emergency Power Outage Contingency Plan (Draft)” for a complete list of response considerations.

TIMEFRAME: County Power Outage Resource Centers will operate upon the decision to activate as identified in the trigger process and continue every day that power remains out, excluding overnight services.

TOOLKIT TEMPLATE: Table 2.5 County Power Outage Resource Center Site Planning Template in the Santa Barbara County and OA Disaster Care Shelter Operations Toolkit may be used as a planning tool to establish and sustain operations and advanced operational planning for Power Outage Resource Centers.

Description and Purpose	Benefits	Risks / Constraints	Resource Support Considerations / Service Provided
			<ul style="list-style-type: none"> ○ Mobile. Sites set up outdoors around a van or other vehicle with power generations support resources.

- If requested, the Red Cross may provide material support (snacks, water, cots, blankets) on a case-by-case basis as their resources allow. The Red Cross does not provide staffing support at County Power Outage Support Sites.

Table 5.8: Shelter-In-Place

TRIGGER: Emergency situations in which the relative risk of moving people from their location exceeds the risk of them sheltering in place as determined by local authority with responsibility for public safety.

TIMEFRAME: From the point at which an imminent hazard exists until local emergency officials deem the area safe, or safe enough to initiate evacuations. Sheltering in place is traditionally a short term (few minutes to a few hours) protective action measure.

Description and Purpose	Benefits	Risks / Constraints	Resource Support Considerations / Services Provided
<ul style="list-style-type: none"> Shelter-in-place involves the use of a structure, including homes, to temporarily separate individuals from a hazard or threat. Population is requested or ordered to remain in/at their location when a disaster or event is imminent or has occurred because it is safer to do so than moving to another location. 	<ul style="list-style-type: none"> May help mitigate risk of travel in unsafe conditions. May reduce likelihood of self-evacuations Least resource intensive measure to implement in no-notice events. People remain in their location with access to their own resources. More time is afforded to disaster care and shelter planners to assess if mass care sites need to be activated; develop a strategy; and coordinate staff, equipment, and other resource needs. 	<ul style="list-style-type: none"> Need to prioritize individuals with access and functional needs for restoration of services and safety checks, to mitigate risk of unmet needs during prolonged shelter-in-place order. Responders may be unable to reach areas isolated by impacts; impacted populations may experience limited access to additional resources even after the hazard has passed. People sheltering in place remain in the hazard area. May require evacuation support after immediate threat has passed or is contained. Requires consideration of public health and public safety risks and appropriate measures and resources to mitigate concerns. Limited individual access to resources and services. 	<ul style="list-style-type: none"> Services may include: <ul style="list-style-type: none"> Emergency supplies. Commodity food and water support. Safety and evacuation messaging. Consolidated information points for latest information on threat, hazards, public health, and public safety concerns. Access to virtual health service, translation, and behavioral health support resources. <u>Service options:</u> <ul style="list-style-type: none"> Hub and spoke support service model to safe public areas and locations (i.e., businesses, public offices and facilities, open space locations adapted for provision of service). People remain in their location with access to their own resources. Point to point delivery- service route or delivery to individual residences or other shelter-in-place locations.

Table 5.8: Shelter-In-Place

TRIGGER: Emergency situations in which the relative risk of moving people from their location exceeds the risk of them sheltering in place as determined by local authority with responsibility for public safety.

TIMEFRAME: From the point at which an imminent hazard exists until local emergency officials deem the area safe, or safe enough to initiate evacuations. Sheltering in place is traditionally a short term (few minutes to a few hours) protective action measure.

Description and Purpose	Benefits	Risks / Constraints	Resource Support Considerations / Services Provided
<ul style="list-style-type: none"> • Shelter-in-place resources through state and federal programs for declared events: FEMA Blue Roof Program; shelf-stable meals; potential resources for human resource support at Points of Distribution (POD) and point-to-point distribution. • Agencies or organizations with support capability include NGO's, Community Emergency Response Team (CERT), National Guard, Civil Air Patrol (CAP), Transportation Security Administration (TSA), AmeriCorps and FA Corps, federal mission assignments, contracts for crisis counseling and mental health services. • Jurisdictions may consider shelter-in-place as the best option if the risk associated with attempting to evacuate an area is greater than the risk of staying in place. 			

Campers, RVs, Tents, Vans, and Vehicles as Shelter

The relatively gentle climate in Santa Barbara County is conducive to a variety of outdoor camping options all year round. During disasters, it is not uncommon for many members of the displaced population to select a temporary accommodation in their own recreational vehicle (RV), tent, van, or vehicle rather than staying at a shelter or other options.

Chapter 26, Santa Barbara County Code of Ordinances identifies restrictions for use of county parks, as does Chapter 24. Most notable is the guidance in section 24.5.1 regarding sleeping or camping in certain public areas. Accommodating the needs of people electing to shelter in their camper, RV, tent, or van might prove a viable sheltering strategy for some members of the community. Temporary waivers of this code could be addressed through the local proclamation process or through a temporary modification of code by the Board of Supervisors.

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

2.4 Disaster Care Site Tasks and Coordination by Phase

As described in Table 3, the four phases of disaster care site operations are initiate, stabilize/enhance, sustain/right size, and transition to recovery/demobilization. The duration of each phase is dependent on the type of facility(s) being operated, the quantity of facilities running simultaneously, and the scope of the incident. For example, the operating time for general population short-term shelter may be much longer than the operating time of a temporary evacuation point or a Power Outage Resource Center for a Public Safety Power Shutoff. Resources and types of support will also vary. Even though resourcing requirements and operating durations may vary, many of the goals and objectives are similar. The periods of activity and their description of End States, Coordinating Objectives, Operational Activity and Service descriptions, Equity and Inclusion Considerations for Diverse Populations and Measurable Targets in Tables 6.1 through 6.4 provide general guidance that informs resource support coordination of Disaster care site operations in local jurisdictions.

Pre-Disaster Disaster Care Site Planning

Pre-disaster sheltering and care site planning refers to the non-incident, routine coordination efforts to organize care and shelter services and practices for future incidents and is not one of the four operating phases of care and shelter operations and mass care activity. The goal of the pre-disaster period of activity is to build capability to reduce the impacts of disasters on the population and ease care and shelter site activation through effective preplanning, agreement development, outreach, advanced resource coordination, exercises, and staff training. Pre-disaster actions are taken to develop and maintain a sheltering and emergency resource relief site system that can be activated quickly and efficiently to provide support for the population displaced or impacted by an emergency.

A coordinated whole community pre-disaster effort is required to identify and comprehensively understand the challenges faced by underserved populations including those with unique cultural needs in the OA and develop solutions and resource options to address those challenges. Pre-disaster efforts will enhance the OA capability to provide equitable service to all its residents. These preparedness efforts drive accurate and inclusive decision-making, expanded and well-targeted resources, and improved intelligence about other emergent needs. Potential stakeholders to engage include:

- County Departments and Local Government partners with responsibility for sheltering,
- Health and human services providers,
- Non-profit partners with specific disaster response missions,
- Business and industry and other members of the private sector,
- Media,
- Academia,
- Community and faith-based organizations, and
- Diverse populations representatives, particularly AFN, multi-cultural, and other known high-risk and socio-economically under resourced communities.

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Table 6.1 Pre-Disaster	
Pre-Disaster conditions and disaster care activity	
<ul style="list-style-type: none"> • No major disaster activity. • Smaller scale shelter or resource relief site support may be provided regularly in local jurisdictions within local capability (multi-family fires, minor flooding, high heat events, low temperature weather events etc). • Priority at the OA Level is engagement of existing partnerships, engagement and integration of additional capabilities and new partners, mass care training, exercises, plan maintenance, and review of existing agreements from a whole community perspective. • DSS coordinates refinement of plans, creation and maintenance of agreements, creation and maintenance of staff training and exercise programs, and assumptions for disaster care site operations. 	
Pre-Disaster	
Desired End State	<ul style="list-style-type: none"> • Strong Whole Community disaster care site support partnerships with NGOs, FBOs, Private Enterprise, Nonprofit and Civic Organizations. • A robust well-coordinated network of support that supplies resources and staff whenever disaster care services are needed in the OA. • Maintain operational readiness to provide and support care and shelter services whenever needed.
Coordinating Objectives Whole Community	<ul style="list-style-type: none"> • Regularly scheduled disaster care site training. • Annual coordination meeting for care and shelter primary and support agencies with DSS, Child Welfare Services, Sheriff's Office, County Education Office, Public Health Department, Behavioral Wellness Department, OEM, Community Services Department, the County Agriculture Commissioner, Red Cross, representatives from local jurisdictions, and NGOs to review coordination procedures and interdependent support for unaccompanied minors, undocumented workers, pre-disaster homeless, and other populations with complex needs. • Establish baseline capability and targets to meet required capability for sheltering and resource relief services with whole community key stakeholders (this may be merged with bi-annual coordination meetings with primary and support agencies).
Operational Activity and Service	<ul style="list-style-type: none"> • OA Mass Care Meeting/Table-top Exercise every two years including large scale sheltering capability review, renewal of MOUs and OA Disaster Care and Shelter Plan review and maintenance.

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Table 6.1 Pre-Disaster	
Pre-Disaster conditions and disaster care activity	
	<ul style="list-style-type: none"> • Equipment maintenance and inspections (see Santa Barbara County/Operational Area EOC Shelter Trailer Manual). • OA care and shelter training and exercise event planning and participation in support of local jurisdiction efforts. • Response readiness for small to large scale incidents.
Equity and Inclusion Considerations for Diverse Populations	<ul style="list-style-type: none"> • Identify underserved populations within the OA and integrate representatives from agencies including reputable advocacy agencies such as the ILRC and the Central Coast Alliance United for a Sustainable Economy (CAUSE) into the planning process. • Identify and engage diverse population stakeholder groups to plan equitable service accessibility, physical sites, outreach messaging. • Establish and document the process to quickly activate contracts and MOUs for AFN and the unique needs of other diverse populations. • Establish and document communications approaches, required platforms for dissemination, accessibility resources, and trusted “go-to” individuals required to assure equitable access to information.
Reference Measurable Target	<ul style="list-style-type: none"> • Plan and conduct an exercise to assess OA Disaster Care and Shelter operational capability. • Establish a recurring exercise cycle to develop additional OA Disaster Care and Shelter operational capability. • Host at least 1 shelter worker training series per year. • Host FAST training every 3 years. • Review Shelter Site contracts every 5 years. • Review and update Care and Shelter MOUs and MOA every 5 years.

Pre-disaster activity may include regular exercises for coordination structures, like the Care and Shelter Branch or a sheltering task force (a mass care or shelter task force is typically composed of agency and organizational representatives with resources and/or subject matter expertise which may be leveraged for development of strategies and solution of complex challenges in mass care service provision). Exercises that evaluate the OA’s ability to integrate stakeholder resources into a response offer an opportunity to improve plans and identify shortfalls in things like standard operating procedures and checklists. When these and other efforts focus on improving plans and processes, response time decreases, operational effectiveness increases, and redundancies in sheltering, feeding, and reunification efforts are minimized. Establishing a regular cycle for capability reviews, training, exercise and plan development and updates is a pre-disaster priority.

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Training: There are a variety of training resources that can be leveraged to build staffing capacity for disaster care site support in the county including the following courses. These courses can also be used to develop capacity for a “just-in-time” training option to leverage in the event of larger disasters.

Pre-Disaster Engagement Priority

Conducting pre-disaster coordination to identify the concentrations of underserved populations in hazard-prone areas and their unique needs may help ease the challenges of trying to identify and meet mass care needs in the initial stages of a disaster.

- The Red Cross offers on-line just-in-time training for shelter workers. The course is called: **OPERATING A SHELTER SELF STUDY.**

- Course resources are hosted on the National Mass Care Strategy website at the following link:

- <https://nationalmasscarestrategy.org/nmcs-resource-center/nmcs-sheltering/>

- In-person training for other mass care staffing positions can be coordinated with your local Red Cross. For more information contact your local Red Cross Office.

- California Department of Social Services, Disaster Services Branch serves as the lead for

the state’s Functional Assessment Service Team (FAST) program. FAST training prepares volunteers to work with shelter personnel and other emergency response workers to identify and meet essential functional needs of shelter clients so they can maintain their health, safety, and independence during disasters. More information on FAST can be found on the CDSS website at: <https://www.cdss.ca.gov/inforesources/mass-care-and-shelter/fast>

Other mass care training that builds capacity for care and shelter operations are hosted on the Federal Emergency Management Agency’s (FEMA) Emergency Management Institute website. Below are relevant courses and the hyper-links to more information about them. Courses with the designation “IS” are online self-study offerings. All FEMA IS courses are free of charge and self-paced.

- IS-368: Including People with Disabilities and Others with Access and Functional Needs in Disaster Operations.
<https://training.fema.gov/is/courseoverview.aspx?code=IS-368>
- IS-405: Overview of Mass Care/Emergency Assistance.
<https://training.fema.gov/is/courseoverview.aspx?code=IS-405>

Local delivery of nationally developed Mass Care courses is another option. In addition to offerings through the Red Cross, the list below includes courses that are available through the training catalog hosted at National Training and Exercise Division’s First Responder Training website. These courses can be coordinated through your state’s training officer.

- E/L0491: Mass Care/Emergency Assistance Shelter Field Guide Training for States and Local Communities. (Developed by the Red Cross and FEMA).
<https://www.firstrespondertraining.gov/frts/npcatalog?catalog=EMI>

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

- G108: Community Mass Care and Emergency Assistance.
<https://www.firstrespondertraining.gov/frts/npccatalog?catalog=EMI>
- E0418 Mass Care- Emergency Assistance Planning and Operations.
<https://www.firstrespondertraining.gov/frts/npccatalog>

Pets: County Animal Services has established plans for the support of small and large pets, including livestock during disasters. Close coordination between organizations responsible for providing shelter for people and those organizations with capability to support pets affected by disaster remains a care and shelter priority. And any care and shelter exercises shall engage Animal Services.

People with Access and Functional Needs Considerations (AFN): A preliminary list of planning considerations to address resource support for people with disabilities or access and functional needs includes:

- Wheelchair accessible vehicles and other accessible transportation infrastructure support while in shelters and in preparation for returning shelter residents to original residences.
- Auxiliary aids and services such as American Sign Language interpreters and accessible technology to ensure effective communication.
- Equipment to mitigate access barriers such as temporary threshold ramps, safety cones etc.
- Logistical arrangements and financial reimbursement procedures for para-transit resources.
- Plans that identify alternatives and options to address resource shortfalls.

For additional details on individual accommodations and AFN considerations in shelter planning, please refer to Section 3: Care and Shelter Tools for Accessibility, Equity and Inclusion in Disaster Care and Shelter Operations Toolkit.

The County has pre-packed disaster shelter trailers with AFN resources staged strategically throughout the County that contain resources for access and functional needs support. Additionally, the County Public Health Department has responsibility for assessing medical needs at disaster shelter sites and may have additional resources to support the sheltered AFN population. For more information about the county and OA's support resources please refer to Item 1.21: Santa Barbara County OA Disaster Care and Shelter Branch Coordinated Resources in the Disaster Care and Shelter Operations Toolkit.

Multi-cultural Considerations and Enhanced Community Resilience: During pre-disaster planning and coordination, engaging representatives from diverse populations is essential for developing effective strategies to conduct time sensitive outreach during emergencies. In 2019, Santa Barbara County was one of 24 California counties that

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

received a Listos California Emergency Preparedness Campaign report designed to assist partners in identifying the populations who are likely to experience the greatest risks and challenges in the event of a disaster. It provides a detailed profile of risk variables throughout the county, and it may serve as a valuable resource in establishing prioritization for outreach strategies. For more information, please reference the Listos California Emergency Preparedness Campaign, Vulnerability Profile for Santa Barbara County. Additional considerations for developing and conducting pre-disaster community assessments for disaster care sites and resources and integrating stakeholders to develop plans and solutions are included in Item 3.1 Creating a Welcoming Environment for All in the Disaster Care and Shelter Operations Toolkit.

Enhancing Resilience through Community “Champions”

Identify “Champions” in underserved communities to help develop strategies to make sure messaging about shelters and services reaches beyond mainstream channels. Engage those Champions during preparedness activities. Plan for and enlist their assistance when sheltering or care sites are initiated.

Lesbian, Gay, Bisexual, Trans, Queer, Intersexual, Asexual, and more (LGBTQIA+): Disasters affect an entire community without regard for the specific needs of the individual or their circumstances, including needs relating to gender identity or sexual orientation. In the best of times people who are LGBTQIA+ have been subject to bigotry, fear, misunderstanding, harassment and sometimes even violence. Service providers at disaster care sites can best serve an affected community by focusing on every survivor’s unmet needs in a respectful and dignified manner. Ensuring LGBTQIA+ survivors receive full access to assistance programs and services during all phases of the disaster lifecycle, but especially in relief and recovery programs is a priority of equity for Santa Barbara County. Both operational leaders and care and shelter service providers must contribute to creating a welcoming and inclusive environment for people who identify as LGBTQIA+. Basic guidance and planning considerations for inclusive mass care services supporting the LGBTQIA+ community are included in Item 1.1: Disaster care Site Policies and Protocols in the Disaster Care and Shelter Operations Toolkit.

Phase 1: Initiate

The Initiate Phase of activity includes the set-up and activation of disaster care sites and the initial provision of site services. Actions are driven by a rising demand for support. Significant coordination and planning support efforts among multiple stakeholders and organizations are required to effectively establish an initial system to meet mass care needs. The ability to provide adequate shelter, food, and other care items quickly and efficiently drives planning, tactics, and decision-making during this phase.

Table 6.2: Phase 1- Initiate
Conditions and disaster care activity during the initiate phase:
<ul style="list-style-type: none"> • Incident, event, or evacuation that requires sheltering or resource relief site activation occurs or is imminent.

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Table 6.2: Phase 1- Initiate	
Conditions and disaster care activity during the initiate phase:	
<ul style="list-style-type: none"> • Demand for services and support rises as incident starts to scale. • Priority is to provide a safe place where basic sustainment needs are met while available information about impacts from the hazard or threat are assessed. • Requires a rapid scale up of services and associated resources as disaster care site services activate. • Historic data and estimates of the potential extent of impacts based on the situation inform planning assumptions. 	
Initiate	
Desired End State	<ul style="list-style-type: none"> • Local jurisdictional assessments of sheltering and information about resource relief site needs for impacted populations provided to the County. • Required Disaster care site resources identified. • Planning, coordination, and resource requests to fill shortfalls coordinated at the operational area level when requested. • Existing resources deployed to initial sheltering and/or resource relief sites to meet needs of impacted population. • A robust well-coordinated network of support that provides staffing, equipment, supplies and facilities for disaster care sites is established.
Coordinating Objectives EOC	<p>To meet the needs of displaced or impacted populations these objectives will inform Disaster care site activity in the EOC:</p> <ul style="list-style-type: none"> • Manage sheltering/resource relief site information. • Process resource requests. • Support and/or implement continual or reoccurring assessment process. • Develop/refine planning assumptions, establish and initiate resource support plan or strategy. • Provide mass care services and/or resources to meet local capability shortfalls. • Gather and store incident documentation, including agreements/contracts, receipts, Form 214s, Form 211s and field reports. • Develop staffing plans for upcoming shifts. • Consider the need for mutual aid requests within the OA or at the regional or state levels for disaster care site staffing. • Assess the necessity of providing just-in-time training to employees and others that may be asked to work in disaster care sites. • Prior to deployment, ensure compliance with Disaster Service Worker-Volunteer (DSW-V) program protocols if volunteers are assigned to mass care activities.

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Table 6.2: Phase 1- Initiate	
Conditions and disaster care activity during the initiate phase:	
Operational Activity and Objectives	<ul style="list-style-type: none"> • Local jurisdictions provide life-sustaining services in shelter facilities or at resource relief sites that provide a safe, sanitary, and secure environment to meet disaster or incident caused needs of any displaced population requiring support. • Emergency Assistance and individual recovery planning initiated.
Equity and Inclusion Considerations	<ul style="list-style-type: none"> • Engage AFN and pre-identified cultural support contracts, resources, community champions and integrate into the operation for support and engagement. • Care and Shelter Branch leadership engage County staff and subject matter experts familiar with access and functional needs issues and disability integration issues to identify potential shortfalls, issues, and concerns of specific populations. • Identify action plan for specific objectives and tasks that will assure an equitable mass care response and a method of tracking them. • Engage the JIC to address inclusive methods of sharing disaster care site service information, communications, and messaging in both traditional and non-traditional media and markets. • Identify individuals at the shelter sites who require specific supportive services to address unique issues of personal physical and emotional safety (E.g., LGBTQIA+, undocumented, non-English speakers, those with specific faith-based requirements, those with drug issues, those with protection order requirements, and those populations vulnerable to exploitation or victimization). Implement a strategy, identify resources to meet their needs, and implement a method to track progress and effectiveness in addressing their needs.
Measurable Target	<ul style="list-style-type: none"> • Assess 100% of Individual needs of facility/shelter users within 48 hours or prior to transition to Phase II.

As mass care services are initiated in local jurisdictions, the priority of effort in the Care and Shelter Branch is to: identify and understand the extent and significance of the disaster on the impacted population, quickly provide responsive support, and resolve any shortfalls in people’s access to resources needed for their basic life sustainment.

Assessment begins with understanding where the areas of most considerable damage are or are projected to be, how many people are displaced, how long they are forecast to

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

be displaced, and what cascading impacts (power, water, transportation, supply chain, etc.), if any, contributed to displacement or exacerbated incident impacts. Once the situation is analyzed and understood, close coordination with local jurisdictions is required to refine the assessments, determine what outstanding mass care needs exist, and identify how those needs will be met. See Section 5.1 Information Collection, Essential Elements of Information for additional detail on information that supports needs assessments.

Whole Community Engagement

Integrating a variety of stakeholders and resources to support vulnerable and underserved populations at the onset of sheltering operations helps establish a credible system committed to providing equitable services for all.

Collaboration with stakeholders and partners will be required to determine what resources and capabilities exist in the jurisdiction to address needs and determine which resources from within the OA might be deployed elsewhere. That information will support stabilization of disaster care sites and inform incident-specific advance planning to adjust and sustain care and shelter activities.

Cultural, Social and Accessibility Needs: One of the first operational concerns is ensuring disaster care sites are safe, welcoming, and supportive of the needs of the whole community. Section 3: Tools for Accessibility, Equity and Inclusion in the Disaster Care and Shelter Operations Toolkit provides a set of resources to support AFN considerations and AFN accommodations. Accommodating the needs of the medically fragile will

require close coordination between Department of Public Health (DPH) or the Public Health and Medical Services Branch of the EOC. To address a broader spectrum of functional needs such as people who may require social and cultural accommodation, more information is also in Section 3: Tools for Accessibility, Equity and Inclusion of the Disaster Care and Shelter Operations Toolkit. To assess and address cultural, social and accessibility needs the Care and Shelter Branch will initiate the following minimum activities:

- Consolidate and analyze shelter population assessments for all County activated or supported disaster care sites. Request State FAST teams to assist with assessments if needed.
- As a standard reporting requirement, and in consultation with other relevant agencies and/or County departments, identify the number of people requiring AFN or disability integration support.
- Coordinate with reputable local agencies to resolve shortfalls and provide subject matter expertise for AFN, social and cultural needs.
- Engage the County/OA EOC AFN Coordinator, County/OA EOC DEIA Coordinator, and other appropriate staff to assess and address issues of AFN, cultural competency, and equity for populations with social vulnerabilities.
- Coordinate with local jurisdiction PIOs, community champions, other key stakeholders, and the JIC to develop a unified outreach strategy, culturally appropriate message translations of available services and

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

messaging/signage within disaster care sites. Utilize the Disaster Care Site Messaging Quick Guide.

- Consider any safety needs for vulnerable populations, especially minority groups, minors, and members of the LBGTQIA+ community.

Information Sharing and Communications Outreach: The Disaster Care Site Messaging Quick Guide (Section 4 of the Disaster Care and Shelter Operations Toolkit) provides a brief “quick reference guide” to support the SBC/OA EOC JIC in understanding core-concepts and generate rapid, accurate, and coordinated release of public information specific to disaster care site operations. The guide includes references that can be used to develop messaging for a variety of communication mediums. It includes content to support AFN communication needs, such as graphics with visual and text descriptions of services to meet universal communication needs. Effectively communicating the resources available to all populations will require close coordination between the responsible local jurisdiction, stakeholder public information officers, social service agencies, community-based organizations, CommUnify 2-1-1, the Tri-Counties Independent Living Resource Center, and other relevant agencies. The JIC strategy should also follow best practices by using a variety of information sharing and platforms for outreach.

Pets: The humane care and sheltering of the animals and pets of those displaced by an emergency is a key element of disaster response. During an emergency, the evacuation, care, sheltering, and support of displaced animals shall be coordinated by Santa Barbara County Animal Services, which is a division of the Public Health Department. Animal care and shelter services will be overseen by the County/OA EOC’s Public Health and Medical Services Branch. However, the County/OA EOC Care and Shelter Branch should closely coordinate with the Public Health and Medical Services Branch to address animal-related issues and support needs for pets that occur at human disaster care sites.

Although many shelters restrict pets within shelter sites, many people will not leave their pets. Considerations for allowing pets when possible and recognizing that some residents will stay in their vehicles for this reason should be discussed or solutions identified. Additionally, registered service animals should always be allowed in a disaster care site. Please see Item 1.1: Disaster Care Site Policies and Protocols within the Disaster Care and Shelter Operations Toolkit for more detail on pets and animals at disaster care sites. It’s also important to note Public Utilities Code (PUC) 99166 was signed into law in 2019. The law mandates that if an evacuation order is issued that covers all or a portion of a public transit operator’s service area, the public transit operator must allow passengers to board public vehicles with their pets in the area covered by the evacuation order. This is an important consideration when planning for Evacuation Centers and shelters.

Infants, Toddlers and Seniors: Confirm availability of sufficient supplies of formula, diapers, and hygiene items for infants and toddlers. For seniors, assess need for availability of mobility support resources, access to electricity or refrigeration for medication and other care support needs, nutrition supplement drinks, accommodation cots, and other resources that might affect these groups’ ability to sustain themselves.

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

The Red Cross and the National Mass Care Strategy website host a wealth of materials to assist with quality assurance and meeting standards of care along with job tools and checklists to meet the needs of everyone requiring mass care support. The Public Health and Medical Services Branch and the Independent Living Resource Center may provide subject matter expertise and support in identifying resources to address some of these needs.

Unaccompanied Minors: Unaccompanied minors are those persons who are less than 18 years of age and not emancipated; separated from both parents and other relatives; and are not being cared for by any adult who by law or custom is responsible for doing so. Addressing the needs of unaccompanied minors requires close coordination between the Care and Shelter Branch, law enforcement and the Department of Social Services. Unaccompanied minors will require appropriate supervision when they present at disaster care sites. Supervision must be provided by professionals authorized to supervise minors. If an unaccompanied minor presents for services at an OA disaster care site, the site manager should immediately contact Child Welfare Services through their abuse hotline at (800) 367-0166 or local law enforcement and notify the EOC through the OEM Duty Officer or the Care and Shelter Branch when activated. Specific procedures for addressing the needs of unaccompanied minors at disaster care sites is detailed in the Item 1.1 Disaster Care Site Policies and Planning Guidance found the Disaster Care and Shelter Operations Toolkit.

Food: In addition to safety and sanitation considerations, assess meal plans and food provided as part of disaster care site services. Confirm the nutritional, dietary, and cultural needs of the displaced population are met. Assess the impacted populations' needs for vegan, non-allergenic, meat free, religious cultural food such Kosher or Halal (food permissible according to Islamic law) and other options that align with unique cultural, medical, or other concerns of the population served. Align planning and resource considerations to make sure those needs are addressed. The local mass care point of contact and Care and Shelter Branch should collaborate to establish who might have needs and identify sites requiring greatest levels of support to address these needs. Establish reporting for daily assessments to identify what other unique needs are emerging along with the locations that require additional support and resources. When activated, the Care and Shelter Branch will oversee care and shelter site feeding in coordination with the County/OA EOC Logistics Section and develop a feeding strategy based on the scope of the incident and needs at activated disaster care sites. This may include contracting for routine meal deliveries or snack restocking. In extreme situations, the Foodbank of Santa Barbara County's Multi-Agency Disaster Feeding Plan provides a reference for the coordination of emergency feeding in the OA.

Personal Identifiable Information: Understanding the status and welfare of evacuees and the population displaced during a disaster is a critical public safety concern. During major disasters, care and shelter sites often play a pivotal role in supporting efforts to reunify individuals and families and connect qualifying survivors with additional recovery programs. The need for both family members and public safety officials to establish the status of all members of a community following a disaster places a demand for information

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

on any agency providing care and shelter services in the community. To reduce potential delays and confusion, anyone working in disaster care sites should be familiar with basic limitations on handling and sharing of personal identifiable information (PII). This will require close coordination with the entity(ies) in the jurisdiction charged with responsibility for disaster reunification efforts and post disaster resources. Please see Item 1.1: Disaster care site Policies and Protocols in Section 1 of the Disaster Care and Shelter Operations Toolkit for detailed policies and procedures regarding the security and proper handling of PII.

Phase 2: Stabilize/Enhance

The goal of the Stabilize/Enhance phase is to ensure that people have access to basic sustainment services until they can transition out of mass care into a better longer-term solution or self-sustain. During this phase, requests for mass care services peak, plateau, and then begin to fall. As the incident starts to stabilize due to reduced threat from the hazard, people return to their homes and places where they lived if they can. Those remaining in shelters because they cannot return to the places they lived prior to the event may require additional resources to maintain their physical and emotional well-being. It is during the Stabilize/Enhance phase that decision-makers can determine the type and extent of wrap-around services that may be required for extended periods of mass care service.

Table 6.3: Phase 2-Stabilize/Enhance	
Conditions and disaster care activity during the stabilize/enhance phase:	
<ul style="list-style-type: none"> • Event / Incident wanes or response transitions to containment. • Demand for disaster care site services and support activity peaks. • More robust sustainment (wrap-around services) needed for population requiring longer term support because of disaster impacts to infrastructure or housing. • People begin moving from sheltering to more sustainable long-term options as they become available. • Recurring resource patterns identified, and resupply cycle established. <ul style="list-style-type: none"> ○ Extent of impacts and complexity of unmet needs drive sustainment plan. • Assess the need to consolidate shelters and determine the likely projected shelter patterns for consolidations and closures. • Assess the need to establish, extend or consolidate disaster care sites. • Damage assessments underway. • Planning assumptions updated and refined. 	
Stabilize/Enhance	
Desired End State	<ul style="list-style-type: none"> • Immediate needs of all disaster or event impacted populations in disaster care sites have been met and sustainment resources are provided. • Coordinated strategy to enhance disaster care site services to meet shortfalls in providing for basic needs initiated. • Aligned strategy for temporary housing established by

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Table 6.3: Phase 2-Stabilize/Enhance	
Conditions and disaster care activity during the stabilize/enhance phase:	
	<p>agency with responsibility for community recovery planning.</p> <ul style="list-style-type: none"> • Whole community resources and support of individual recovery (i.e., solutions other than mass care) of impacted population identified. • Recovery planning process initiated.
Coordinating Objectives EOC	<p>The following tasks will inform EOC disaster care site planning and/or resource relief site support activity in this phase:</p> <ul style="list-style-type: none"> • Analyze assessment of disaster care site needs and refine resource support plans. • Manage information. • Process requests. • Coordinate and implement resource support plan and all required services for sustainment. • Provide disaster care site services and resources, including personnel, to meet local capability shortfalls. • As needed, convene required disaster care site and service work groups to develop solutions to recovery barriers and resource shortfalls. • Continue to gather and store incident documentation.
Operational Activity and Objectives	<ul style="list-style-type: none"> • Shelter: Integration of additional services (laundry, security, transportation to service agencies, sanitation, para transport, etc). • Assessment of individual needs- identify barriers to transition from mass care services and initiate planning efforts for transitions to the next phases, including transition to recovery.
Equity and Inclusion Considerations	<ul style="list-style-type: none"> • Identify and implement measures to maximize opportunities for equitable response to the impacted culturally diverse populations. • Track variations in disaster care services provided to every population group in sheltering or resource relief site operations to assure equity of service across operations. • Integrate resources and strategies to provide equitable service to individuals with AFN and cultural diversity needs. • Develop and implement assessment and monitoring process to ensure service equity in coordination with community champions. • Execute accessible transportation resource contracts prepared before the disaster to assist in the transfer of populations out of the shelter into their longer-term accommodations.

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Table 6.3: Phase 2-Stabilize/Enhance	
Conditions and disaster care activity during the stabilize/enhance phase:	
	<ul style="list-style-type: none"> Integrate non-governmental and community based social service support resources to address the needs of undocumented and unhoused persons to support transitions out of the shelter and into safe alternatives. Survey and engage AFN patrons to actively confirm that needs are met and to gain an understanding of where shortfalls exist.
Measurable Target	<ul style="list-style-type: none"> Individual barriers to recovery (transition from mass care service to a better, more permanent option) for 100% of service users identified and resource planning to meet shortfalls initiated.

As the shelter population starts to decline, the efforts of local jurisdictions and the Care and Shelter Branch shift focus to identify what remaining mass care needs will require ongoing support and developing a plan to sustain those services for the disaster impacted population.

A collaborative effort between local jurisdictions and the Care and Shelter Branch should inform the strategy for sheltering the displaced population who no longer have a home or place to live because of the disaster impacts. That planning effort will determine which shelters will close, consolidate into another location, and/or remain open. Transportation resources to return people to their originating location, facility agreements, and a myriad of logistics issues will become areas of focus for the Care and Shelter Branch. It is important to consider the effect of shelter closings and the transition from one shelter to another on a population that is potentially experiencing trauma from displacement because of the disaster. Local jurisdictions should ensure that a 48-hour notice minimum is provided for all shelter closings when possible.

Recovery planning efforts are initiated during this phase. For many shelter residents who have lost their place of residence due to disaster impacts, some or all the care and shelter needs caused by the disaster may be met through their homeowner’s or renter’s insurance coverage or other resources. In Red Cross managed shelters, a Shelter Resident Transition Caseworker is assigned to facilitate individual recovery planning for shelter residents. This is a best practice that should be replicated in other non-Red Cross managed shelters. Contact your local Red Cross representative for more information about how these resources are leveraged. This will not eliminate the need for a coordinated strategy for addressing individual recovery planning for those whose needs cannot be met strictly through Red Cross identified resources.

The community sheltering strategy should inform local recovery planning for temporary housing and any longer-term plans for housing recovery. This requires the Care and Shelter Branch to assess the clients in shelters and develop a refined understanding of the barriers to transitioning the remaining shelter residents out of shelters and into longer-

**SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND
SHELTER PLAN 2022**

term housing solutions. In addition to the other planning efforts initiated by the Care and Shelter Branch, this phase requires a detailed assessment of the resources that are required to support the population that cannot return to their home or place where they lived and will remain sheltered until temporary housing options can be identified. These additional resources are commonly referred to as “wrap-around” services and include things like access to laundry, connection with resources for support in identifying housing options, establishing transportation to support children’s return to school and adults’ transportation needs for work, and access to social services.

One strategic consideration during the Stabilize/Enhance Phase is identifying recovery transition options for the remaining shelter population who have exhausted other avenues of support. The planning for this effort starts as early as possible, and in the worst case, this immediate recovery planning is initiated as sheltering demand starts to stabilize. Ideally, immediate recovery plans should be developed in the Stabilize/Enhance Phase and implemented early in the Sustain/Right Size Phase.

Phase 3: Sustain/Right Size

The Sustain/Right Size Phase is characterized by a reduction of the population who require mass care services that has been stabilized by adequate resources. The sustainment plan developed during the Stabilize/Enhance phase is fully implemented during Sustain/Right Size phase operations. Until the whole community can address the emergent needs for survivors requiring temporary housing options because of disaster impacts, the population requiring shelter is likely to remain steady, albeit diminished from the peak numbers seen in the Stabilize/Enhance phase. The goal of Sustain/Right Size phase is to provide care and shelter services to those still in need of such support while closing and consolidating shelter sites as needed and discontinuing services assessed as no longer needed (right-sizing operations). The focus of planning efforts should remain on identifying resources and the means to transition those in need of long-term services to a viable longer-term living situation and finalizing plans for the transition to disaster care site demobilization and community recovery.

Table 6.4: Phase 3-Sustain/Right Size
Conditions and disaster care activity during the Sustain/Right Size phase:

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Table 6.4: Phase 3-Sustain/Right Size	
<ul style="list-style-type: none"> • Majority of the impacted population largely returned to pre-disaster living situations or provided with more stable temporary options. • Evacuation Warning and Order areas adjusted, reduced, or lifted in some areas, allowing some care and shelter patrons to return home while others continue to be displaced. • Declining sheltering and mass care support needs as people who can go home do so. • Resources to sustain the remaining population with mass care needs identified. • Whole community strategy to address individual recovery needs of the most impacted (often vulnerable or underserved populations) identified. • Sheltering and care/site sustainment resource contracting adjusted as needed. • Recurring resource requirements and need to resupply declines. • Projected end date for sheltering/public safety sites is established. 	
Sustain/Right Size	
Desired End State	<ul style="list-style-type: none"> • Provision of Disaster care site services and activities reduced to meeting needs of remaining population without any other options. • Temporary housing strategy implemented. • Long-Term Recovery plan complete, and long-term recovery committees established and providing solutions for unmet needs. • Coordinated strategy for individuals with unique unmet needs to transition into situations where those needs can be met, and they are no longer reliant on mass care services or activities. (MASTT, LAC, DRC)
Coordinating Objectives EOC	<ul style="list-style-type: none"> • Implement and track effectiveness of transition plans. • Manage information. • Process requests. • Implement resource support plan. • Provide SME and technical support to LTRCs or other entities. • Provide SME, technical support, and casework support for MASTT, LAC and DRC. • Demobilize sites no longer needed for mass care activities in accordance with established agreements and site owner coordination. • Continue to gather and store incident documentation.
Equity and Inclusion Considerations	<ul style="list-style-type: none"> • Implement support measures to proactively help individuals who traditionally may face discrimination (i.e., those with criminal backgrounds, at risk women/single mothers, undocumented, unhoused, LGBTQIA+) transition into safe, stable long-term situations. • Provide clear, understandable communications about transition options provided to those who have accessibility,

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Table 6.4: Phase 3-Sustain/Right Size	
	<p>language, and other cultural differences.</p> <ul style="list-style-type: none"> • Provide wrap-around services that appropriately and equitably address the cultural needs of those transitioning to individuals who need them. • Develop assessment measures that ensure the unique needs of culturally diverse populations are met. • Implement a process to document and capture both best practices and any missteps to inform hot wash sessions and After-Action Reviews (AAR).
Operational Activity and Objectives	<ul style="list-style-type: none"> • Emergency Assistance- Implement coordinated strategy for shelter transition. • Sheltering - Sustain temporary sheltering for those with mass care needs as individual recovery strategies are developed and implemented. • Maintain records of volunteer hours provided to support operations. • Maintain documentation of resources donated to support operations.
Measurable Targets	<ul style="list-style-type: none"> • Care and shelter population statistics and long-term housing needs/case work is reassessed and identified in daily care and shelter reports from activated site managers. • Transition process/strategy in place for interface with community recovery resources.

While recovery planning is outside the scope of this plan, the process of transitioning services from disaster care sites to the appropriate long-term support services, and/or case management services provides an opportunity to address the unique needs of the remaining population through a coordinated effort of all stakeholders. To close mass care shelters, stakeholders will need to work collaboratively with remaining shelter residents to identify alternate safe, accessible, affordable, and secure housing for themselves and their families. For a successful transition, barriers to the recovery process for the residents should be identified, resources, services and programs that may provide options for individual recovery are identified, and residents are provided an opportunity to connect with those resources.

The planning process for shelter or resource relief site transition should begin early in the Stabilize/Enhance Phase. A coordinated effort of whole community stakeholders can help identify organizations capable of providing long term support and case management, as well as identifying the services, programs, and assistance available to meet survivor’s emergency or disaster caused needs. Concepts such as Red Cross Shelter Resident Transition assistance may be implemented to assist with identifying and providing alternatives for disaster survivors who need to transition into a permanent or long-term solution to meet their housing or other resource needs. Successful transition requires

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

coordination between the Care and Shelter Branch, whole community human service resources, shelter site leadership, and any disaster housing or community recovery efforts.

Addressing the unique individual needs of people to support the transition from mass care to temporary and long-term solutions requires identifying answers to the following questions along with identification of resources that can be leveraged to meet survivor's

WARNING:

Closing shelters or stopping mass care services requires at least 48 hours' notice prior to the actual closing time. 72 hours is ideal. Notices must be accessible to all people reliant on services and should be provided in multiple languages, large print, Braille, and other accessible media based on the communications needs of people receiving services.

needs:

- What, if any, insurance coverage or policies exist for the survivor? Are there any local, state, or federal disaster recovery resources?
 - Has the jurisdiction developed a plan to immediately transition shelter residents out of congregate and/or non-congregate shelters?
 - Have potential barriers for residents requiring AFN, social or cultural support or considerations been addressed?
 - Have the barriers to recovery for the remaining people in shelters been assessed and integrated into the casework strategy implemented by the impacted community?
 - Have rebuilding and repair waivers and considerations, such as Code Inspection and Enforcement requirements been identified in community recovery planning?
 - Has an acceptable process been established that allows for discussion and sharing of case information, including PII when necessary, with appropriate third-party agencies, especially nontraditional partners?
- What is the coordinated strategy for disaster case management for survivors and how do individual assessments of recovery barriers developed during earlier phases inform that strategy?
 - Who is the entity that will lead community recovery and transition housing (temporary or long term) efforts?
 - What plans or services have been identified to transition previously unhoused populations out of disaster care sites?

Information Sharing and Communications Outreach: To meet the immediate and long-term recovery needs of community members, public and private responding agencies must work closely together to provide transitional support and share the most current information on resources available. This includes submitting continuous updates to CommUnify's 2-1-1 Information and Referrals Helpline database and the SBC/OA EOC JIC, organizing culturally informed community outreach forums that are accessible to the whole community, and tapping into cultural brokers and other trusted community leaders to help disseminate information and engage individuals hesitant to seek assistance from governmental entities. Local Assistance Centers (LAC) and Disaster Recovery Centers

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

(DRC) serve as one-stop-shops for linkage to recovery programs, streamlining intake and referral to case management services, and navigation of eligibility requirements. A bilingual English/Spanish recovery webpage will also be established through the County's official emergency information website www.ReadySBC.org (in Spanish, www.ReadySBC.org/es) to consolidate local, state and federal information and resources on individual financial and housing assistance, health and human services, debris removal, rebuilding and repairing processes, vital document replacement, environmental and water safety, and other recovery-focused communications as needed.

Other Resources to Support Transition from Mass Care: There may be access to some programs from federal partners even in circumstances without a federal disaster declaration. Make sure regional California DSS (CDSS) representatives are consulted or integrated into the resource identification process to support identification of state and federal resources.

Because non-congregate sheltering typically assigns people to hotel rooms or individual dormitory spaces, it does not afford the same opportunity for daily and consistent face-to-face engagement with the congregate sheltered population. Without a coordinated strategy for regular meetings with non-congregate shelter patrons the duration of the Sustain/Right Size phase may last longer and delay the transition to recovery.

Even in congregate settings, teams providing mass care services may need to maintain operations for an extended period, particularly when alternative housing options are limited. Identifying and providing resources or recovery options, and overcoming related challenges, may require engaging and developing new partnerships or revisiting old ones. Successful transition planning requires engaging private sector partners, including local businesses and civic organizations; jurisdictions along with Community- and Faith-Based Organizations (CBOs/FBOs); local continuum of care; local programs for the unhoused; as well as state, federal, and other agency partners to collaborate and identify resources that meet the long-term housing needs of evacuees. Services provided at Local Assistance Centers (LACs), if activated for an incident, may also streamline the process of transitioning some people to the appropriate long-term solutions.

Key stakeholders for these efforts in Santa Barbara Operational Area include:

- Coalitions
- Casa Esperanza
- Good Samaritan Shelters
- Santa Barbara Rescue Mission
- Salvation Army
- Transition House
- Bridge House
- Hope Center

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Phase 4: Transition to Recovery/Demobilize

The Care and Shelter Branch and sheltering providers will coordinate with local community recovery groups and other organizations to address rehousing and temporary housing for those who are unable to return home due to the incident.

Simultaneously, the County/OA EOC Care and Shelter Branch will ensure that property and services coordinated for incident care and shelter activities are released and fully demobilized as soon as reasonably possible, which includes ensuring property is cleaned, vacated, and returned to owners, service contracts are cancelled, staff are released or reassigned, and all necessary documentation is appropriately collected and stored, including completed EOC Form 214s for every disaster care site worker for every day they worked. Equipment and other resources are transitioned back to their responsible organizations and expendable resources are replaced. During this phase it is important to collect, organize and provide to the EOC support documentation for disaster care site efforts, including eligible cost share off-sets, volunteer hours, donated goods, expanded resources, staff hours, or other assistance. This includes identifying and collecting missing documentation related to prior phases.

Table 6.5: Phase 4-Transition to Recovery/Demobilize

Conditions and disaster care activity during the Transition to Recovery/Demobilize Phase:	
<ul style="list-style-type: none"> • All evacuation warnings or orders are lifted and/or people are authorized to travel freely and to return to their homes. • Little need for continued mass care or resource relief site support or activities. • Shelter and care providers are demobilizing their operations and returning to their steady/pre-disaster site levels of readiness. • Disaster impacted population largely returned to pre-disaster living situations or provided with more stable temporary options. 	
Transition to Recovery/Demobilize	
Desired End State	<ul style="list-style-type: none"> • No remaining sheltering or care/site activity needs. • Final cost analysis complete. • Staff resources returned to normal operations. • All incident care and shelter facilities are vacated and returned to owners in acceptable condition. • All equipment imported for care and shelter operations is demobilized. • All contracts related to mass care operations for the incident are terminated. • All documentation related to mass care operations for the incident is collected and stored.
Coordinating Objectives EOC	<ul style="list-style-type: none"> • Manage Information. • Compile documentation - costs, materials, burn rates. • Participate in Hot Washes and other after-action feedback opportunities to inform the development of an

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Table 6.5: Phase 4-Transition to Recovery/Demobilize	
	<p>After-Action Report/Improvement Plan (AAR/IP) led by SBC OEM.</p> <ul style="list-style-type: none"> • Demobilize all remaining personnel and equipment. • Conduct walkthroughs of care and shelter facilities used for the incident with facility owners. • Complete the necessary repairs and cleaning of facilities used for care and shelter operations to responsibly vacate the building. • Turn over long-term support and case management from the EOC to the appropriate agencies.
Operational Activity and Objectives	<ul style="list-style-type: none"> • Coordinate with the Housing Task Force or other group established to address housing options and brief long-term recovery staff on the status of sheltering/housing programs and remaining barriers. • Conduct sheltering and care/site activity after action reviews with impacted jurisdictions. • Provide support for demobilization of sheltering and care/site operations. • Support collection and reconciliation of supporting documentation required for public assistance cost-share offsets (staff hours, donated goods).
Equity and Inclusion Considerations	<ul style="list-style-type: none"> • Communications and resource coordination barriers and enablers for branch, EOC, and community leadership coordination fully documented and integrated into plan reviews. • Identify who (internally/externally) might bring a unique perspective to the Hot Wash(es) and share their contact information with SBC OEM. • Establish a process to track unmet needs of underserved populations and a process to provide resources to meet those needs.
Measurable Targets	<ul style="list-style-type: none"> • Total number of overnight stays, total number of meals and snacks served, donated items received, all staff (employees, volunteers, mutual aid personnel) hours, and total population data documented. • 100% of those in need of long-term support solutions transitioned from EOC support to the appropriate agencies and programs for continued case management. • 100% of facilities used as care and shelter sites for the incident returned to owners in an acceptable condition. • 100% of equipment used to support care and shelter sites for the incident is either returned to owners in an acceptable condition or is responsibly discarded if it is a single use/consumable item.

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Table 6.5: Phase 4-Transition to Recovery/Demobilize

	<ul style="list-style-type: none">• 100% of staff who worked in incident care and shelter sites are released back to their normal employers/agencies, including County DSWs.• 100% of contracts developed during the incident for care and shelter operations are cancelled or otherwise returned to pre-incident status.• 100% of OA jurisdictions supported confirm that they no longer require OA-level care and shelter support.
--	--

2.5 Concept of Support

Within Santa Barbara County, local jurisdictions and the County have an MOU with American Red Cross to manage, staff and equip shelter sites. However, during large events affecting multiple jurisdictions, American Red Cross may not be able to support all jurisdictions or may need support. Additionally, it is the responsibility of local jurisdictions to manage, equip, and staff disaster care sites.

County/OA Resource Request Process for Disaster Care Operations:

- If the County/OA EOC is activated, the Care and Shelter Branch Leader in the EOC should submit an EOC Form 213 Resource Request to the EOC Logistics Section for all resource needs, including staffing. Resource requests related to staffing will include the number of additional staff needed and applicable knowledge, skills, and abilities required to work in vacant positions. The EOC Logistics Section will coordinate with the EOC's Personnel Unit/HR Liaison to see if staffing requests can be fulfilled with Disaster Service Workers (DSWs). If staffing requests cannot be fulfilled by County DSWs, the request may be referred to OEM to request additional staff through mutual aid programs.
- If the EOC is not activated, DSS will contact the OEM Duty Officer to discuss resource needs, including those associated with staffing. The Duty Officer will then work with the OEM Director to determine if the EOC should be activated to facilitate those needs or discuss alternate approaches to fulfill resource requests that would work best in the given circumstances.

Operational Area Coordination:

In accordance with SEMS, when the demand for disaster care site support in the local jurisdiction exceeds local jurisdiction capabilities including staffing, equipment, materials and/or facilities, assistance can be requested from the OA. Requests for support should be communicated to the Santa Barbara County OEM Duty Officer.

- If the County/OA EOC is activated at the time of the request, the OEM Duty Officer will transition the request and coordination of assistance to the Care and Shelter Branch.
- If the County/OA EOC is not activated at the time of the request, the OEM Duty Officer will then work with the OEM Director and DSS to determine if the EOC should be activated to facilitate those needs or discuss alternate approaches to fulfill resource requests that would work best in the given circumstances.

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

- Once assistance is requested, the County/OA EOC's Care and Shelter Branch assumes responsibility for developing resource support plans based on the information provided by the local jurisdiction.
- Because the effectiveness of the OA depends upon the cooperation of all jurisdictions, the Care and Shelter Branch must facilitate cooperation between all local jurisdictions to fully integrate available OA capability into the provision of mass care services and emergency assistance.

Additional Resource and Support Considerations

Mutual aid assistance outside the OA is requested when the mass care needs of the disaster exceed the capabilities and resources of all jurisdictions within the OA. Details on how support and resources from outside the SBOA are coordinated is provided in Section 4: Direction, Control, and Coordination.

Agency roles and responsibilities are addressed in detail in Section 3: Organization and Assignment of Responsibilities of this plan. Table 7 in Section 3: Organization and Assignment of Responsibilities of this plan provides an overview of possible additional Care and Shelter Branch positions to consider for branch staff augmentation. There are template disaster care staff position descriptions for care and shelter branch staff requests in Section 2 of the Disaster Care and Shelter Operations toolkit that will assist in coordinating additional staff to support care and shelter operations.

Finally, in instances where requested resources are available from more than one partner, offers will be accepted based on the following considerations:

- Which offering partner can provide the resource most quickly
- The quality of knowledge, skills, and capabilities of the resource offered
- Which offering partner is least impacted by the incident

SECTION 3: ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

This section identifies County and local jurisdiction Disaster care site entity roles and responsibilities. It identifies stakeholders and agencies and their disaster care and shelter capabilities along with their organizational disaster responsibilities. The section also addresses interdependent EOC branches and functions which have some role in supporting sheltering and or resource relief site operations.

3.1 Overview of Responsibility

Santa Barbara OA cities/local agencies retain primary responsibilities for sheltering residents or providing resource relief sites within their respective jurisdictional boundaries. The County of Santa Barbara is responsible for sheltering and providing resource relief services to community members located in unincorporated areas in Santa Barbara County.

County DSS is the lead agency for County and OA coordination of disaster care sites. When the EOC is not activated, Department of Social Services is supported by the County Public Health Department, County OEM, the American Red Cross, and other partners as needed. Once the County/OA EOC is activated, the Care and Shelter Branch organizes the activities, resources, and management of disaster care services for unincorporated areas of the county and, when appropriate, OA jurisdictions to meet the need of displaced survivors. DSS staffs the Care and Shelter Branch Leader position and is supported by the entire organizational structure and processes of the EOC, including their pre-disaster partners. Figure 2. Santa Barbara County and Operational Area EOC Functional Organization illustrates the relationship of Care and Shelter within the broader EOC coordination structure.

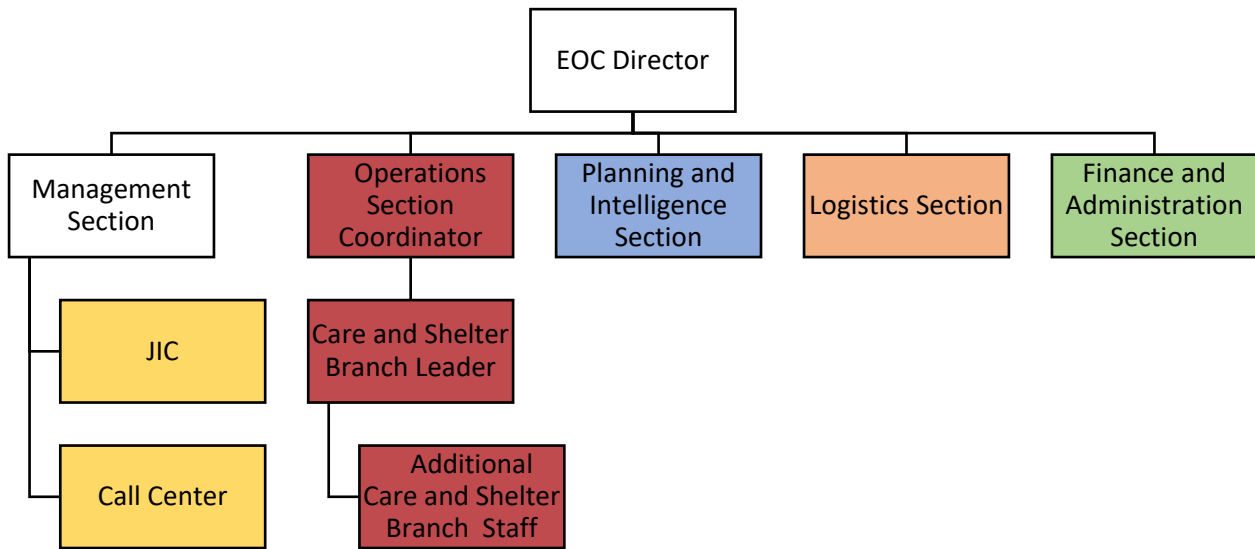


Figure 2: Santa Barbara County and Operational Area EOC Functional Organization

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

The OA will use mutual aid protocols when establishing shelters or resource relief sites supporting displaced community members. Shelters and resource relief sites may or may not be located within the boundaries of the affected unincorporated area. The OA will coordinate with city jurisdictions and other local partner agencies for jurisdictional support as needed.

3.2 County and OA Care and Shelter Branch Roles and Responsibilities

The Care and Shelter Branch leverages the resources of the whole community in the OA to reduce suffering from natural and human-caused disasters. This responsibility includes coordination with the American Red Cross (ARC) and other community-based organizations that can assist with sheltering and/or resource relief site efforts during an emergency. The County/OA EOC Care and Shelter Branch Leader has the overall responsibility and authority to provide care and shelter for those displaced by disaster, including those directed to relocate due to lawful evacuation orders and warnings. The Branch is responsible for oversight, coordination and providing emergency care and shelter services to the unincorporated population in the OA displaced by an emergency, or those in incorporated areas when support is requested. The Care and Shelter Branch Leader maintains responsibility for the following requirements:

On activation, the Care and Shelter Branch's strategic focus should address:

- Rapid assessment of the situation, including actions already taken and identifying the next steps to be taken by the Branch.
- Acquiring/deploying resources needed to meet the immediate mass care requirements of those in disaster care sites supported by the County, including requesting Functional Assessment Support Teams (FAST) and other resources as needed to support the AFN community.
- Reoccurring analysis of information regarding sheltering needs, usage, and the operations for each disaster care site operated or supported by the County, including situations involving multiple jurisdictions or concurrent emergencies requiring government provision of disaster care services.
- Maintaining situational awareness based on information from the public and interdependent functions and branches.
- Coordinating with the JIC or EOC PIO to ensure accurate care and shelter service information is provided to the public.
- Initiate and maintain contact with local jurisdictions involved in the emergency response to assess the scope of the emergency and their need for additional resources.
- Provide periodic reports on the emergency and the status of OA resources with information gathered from impacted jurisdictions.

When the OA EOC activates to operate for an extended period (usually due to larger scale disasters), the OA Care and Shelter Branch Leader will ensure that communication links are set up with necessary agency representatives for multi-agency coordination. Clear ongoing communication regarding partner jurisdiction disaster care site operations is the first step in integrating multi-jurisdictional resources to meet any shortfalls in incident care and shelter services. Specific general EOC responsibilities of OA Care and

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Shelter Branch Leader and staff are identified in the Santa Barbara County Office of Emergency Management EOC Position Checklist: Care and Shelter Branch Leader.

The Care and Shelter Branch Leader will:

- Maintain responsibility for all duties and tasks associated with the Care and Shelter Branch until such time that support positions within the Branch are activated and the responsibility for the required work to provide required sustainment resources has been delegated to those positions.
- Establish and maintain communications with Care and Shelter representatives in affected jurisdictions.
- Identify, forecast, and address disaster care site needs of the community.
- Identify the need for and coordinate Functional Assessment Service Teams (FAST) and Volunteer Emergency Service Teams (VEST) through CA DSS.
- Provide subject matter expertise and advice related to care and shelter operations and social service programs.
- Coordinate disaster care site activities, including shelter, reception, feeding, assess needs for health and medical support services, and address social, cultural and AFN needs.
- Ensure County supported disaster care sites are properly staffed throughout their operation. The position may also assist Red Cross supported sites with staffing when required staffing exceeds Red Cross organizational capabilities.
 - The Care and Shelter Branch shall maintain a list of county staff who have received Shelter Training.
 - Coordination of County shelter trained staff or other County DSW workers shall be requested through and coordinated with the SBC/OA EOC's Personnel Unit/HR liaison.
- Coordinate with the American Red Cross (ARC) and other agencies for emergency mass feeding at mass care sites and to identify, establish, staff, and maintain evacuation centers and mass care facilities for disaster victims in a way that is both safe and equitable, including meeting Americans with Disabilities Act requirements and providing functional needs support services.
- Coordinate with the EOC Operations Section Coordinator or Law Enforcement Liaison to identify appropriate locations (based on MOUs and sites available) for evacuation centers/shelters, temporary evacuation points (TEPs), and other mass care sites required for the incident.
- Collaborate with facility owners to secure rights to use private property for care and shelter operations. This may require the development of facility license agreements and/or activation of pre-established agreements.
- Ensure care and shelter planning includes the EOC Safety Officer, Fire Branch, Public Health and Medical Services Branch, and the EOC Access and Functional Needs (AFN) Coordinator to ensure site safety and equitable provision of service and care.
- Assure the safety of those receiving mass care services through effective planning, site-specific assessment, advice and recommendations from various subject matter experts, written practices and procedures, effective staff-to-patron ratios, and constant monitoring.

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

- Maintain situational awareness of all activated care and shelter sites, including site capacities, staffing status, midnight headcounts, food quality and delivery, and communicated needs and concerns.

Mass care services and activities, including sheltering, can be organized by capability under the functional responsibility of the Care and Shelter Branch. Depending on the scale and scope of care and shelter services required, one or two people may be assigned to coordinate multiple mass care services or activities per shift. As the mass care needs of displaced or impacted population increase, the Care and Shelter Branch coordination structure can scale up to include multi-agency task forces (like the OA Multi-agency Feeding Task Force identified in the Foodbank of Santa Barbara County's Disaster Feeding Plan for Santa Barbara County, 2019) to address general mass care issues or separate units addressing issues of specific mass care services/activities (sheltering, feeding, and emergency supplies).

Table 7 provides a list of common additional positions that may be activated by the Care and Shelter Branch Leader to support significant or expanded care and shelter activities. These positions are based on NIMS typed positions for Mass Care and Shelter. Other specialized positions not identified in Table 7 could be activated to work in the Care and Shelter Branch as needed. Note that non-DSS personnel may be used to staff supporting positions within the Care and Shelter Branch. Item 2.3: NIMS Position Descriptions for Mutual Assistance Staffing Requests in the Disaster Care and Shelter Operations Toolkit contains a list NIMS Type Mass Care Positions and links to the Resource Typing Tool Library.

The EOC Care and Shelter Branch in coordination with the Public Health and Medical Services Branch and Mental Health Branch (where appropriate) will support the following services for the Red Cross, or other organizations providing shelter to people displaced by an event or incident:

- Transportation to essential services and return to home post evacuation
- Pharmaceuticals: Transportation of residents to pick up new or refilled prescribed medications OR pick up of medications by County staff. Note: ARC staff are not allowed to transport residents and do not have vehicles to drive to pharmacies.
- Durable medical equipment such as wheelchairs, walkers, canes, etc.
- Access and functional needs services such as sign language interpreters
- Specialized assistance with activities of daily living such as assistance with showering or toileting
- Nursing care
- Showers: These may be available on site, by trailered shower units, or transportation to another site
- Psychological support and counseling
- Animal services for sheltering of pets, either onsite or at the County Animal Shelters or another location designated by Animal Services.
- Fans or climate control equipment
- Access to electricity for essential AFN and medical needs

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Section 6.5 Santa Barbara County and Operational Area Logistics Request Requirements and Capabilities includes an overview of the material and equipment in shelter trailers controlled by the OA. See Item 1.21: Disaster Care and Shelter Branch Coordinated Resources in the Disaster Care and Shelter Operations Toolkit for a list of other pre-identified resources that can be coordinated for use through the county during disaster care and shelter operations.

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Table 7: Santa Barbara County/OA EOC Care and Shelter Branch Optional Supporting Positions			
Roles	Agency Organization	Assigned By	Responsibilities
Mass Care Specialist	County DSS or County Employee assigned as a DSW	County DSS executive leadership or County HR, if assigned as a DSW	<ul style="list-style-type: none"> • Serves as Primary POC for all Mass Care agencies and organizations. • Initiates NGO and VOAD engagement. • Provides guidance and technical assistance on Mass Care (MC) and Emergency Assistance (EA) Activities, Department and Agency capabilities to support MC and EA in local jurisdictions. • Analyze MC/EA provider activities to identify services and resources shortfalls and to develop support solutions. • In coordination with MC POC/s in local jurisdictions determine need for the deployment of County staff and material resources in support of mass care. • In coordination with MC POCs in local jurisdiction and possibly with CDSS, determine the need to coordinate for mutual assistance resources from the SEMS region or the State. • In coordination with local jurisdictions and CDSS determine the need for state supported sheltering, feeding, and mass evacuation operations. • Initiate support requests to the Care and Shelter Branch when external resources are required. • Coordinate collection of information to support reunification services with local jurisdictions, law enforcement or the Law Branch when activated

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Table 7: Santa Barbara County/OA EOC Care and Shelter Branch Optional Supporting Positions			
Roles	Agency Organization	Assigned By	Responsibilities
			and other agencies and departments.
Sheltering Specialist	County DSS Representatives Supported by Red Cross Liaison Officer or Red Cross Sheltering Manager	Care and Shelter Branch Coordinator	<ul style="list-style-type: none"> • As assigned by the EOC Care and Shelter Branch Coordinator, in coordination with impacted jurisdictions, assesses shelter needs and maintain situational awareness of issues and conditions affecting impacted jurisdictions' ability to meet sheltering need of displaced population in their area. • Provide information analysis and summary of recommendations for actions and resources to mass care specialist. • Coordinate resource support for impacted jurisdiction(s). • Serves as point of contact for mutual aid, state and federal resources deployed to support sheltering in impacted areas. Serves as primary SME support of sheltering in local jurisdictions.
Shelter Resident Services Team Leader	County DSS	Care and Shelter Branch Leader assigns	<ul style="list-style-type: none"> • Supervises shelter staff assigned as deputies, when requested. • Supervises shelter staff providing services to residents, including registration, dormitory management, staffing, and reunification support. • Coordinates and oversees the delivery of health and mental health services, client casework, and support for people in shelters with disabilities and access and functional needs (AFN) • Coordinates and oversees support to residents with service and assistance animals.

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Table 7: Santa Barbara County/OA EOC Care and Shelter Branch Optional Supporting Positions			
Roles	Agency Organization	Assigned By	Responsibilities
			<ul style="list-style-type: none"> • Coordinates with the Shelter Facilities Support Team Leader to meet resident needs.
Disabilities and others with Access and Functional Needs Coordinator	EOC Management Section (EOC AFN Coordinator)		<ul style="list-style-type: none"> • Responsible for assuring that equity considerations are included in policy level decisions, resource allocation, and response priorities of the mass care and sheltering operations. • Can act as a policy advisor to the Mass Care and Shelter Coordinators on equal access and functional needs issues. • Provides information, as requested, to all MC&S components on access and functional needs-related issues and available resources. • Facilitates communication between the shelter and mass care operational sites, EOC, JIC, community stakeholder groups or coalitions, and area organizations providing services to people with disabilities and others with access and functional needs. • Ensures people with disabilities and others with access and functional needs are carefully considered in all aspects of the mass care and sheltering operations. • Ensures EOC compliance with the Americans with Disabilities Act (ADA) and other legal requirements in mass care operations. • Attends all mass care and shelter executive and

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Table 7: Santa Barbara County/OA EOC Care and Shelter Branch Optional Supporting Positions			
Roles	Agency Organization	Assigned By	Responsibilities
			management level briefings and meetings during operations.

3.3 County/OA EOC Lead and Supporting Agencies Roles and Responsibilities

All agencies/organizations assigned to the SBC OA Care and Shelter Branch are responsible for designating and training representatives of their agency and ensuring that action guides and standard operating procedures (SOPs) are developed and maintained. Agencies must also identify staff and maintain notification procedures to ensure appropriately trained agency personnel are available for extended emergency duty in the County EOC, agency DOC or field locations as needed.

The tables below describe the relevant agencies, roles, responsibilities and in some cases specific capabilities of organizations with responsibilities associated with disaster care sites.

Table 8: Primary Agencies Supporting Care and Shelter Responsibilities provides a summary of the responsibilities for the primary and supporting agencies most likely to provide direct support to the Care and Shelter Branch during emergencies requiring significant mass care activities and services.

Table 8: Primary Agencies Supporting Care and Shelter Responsibilities	
Agency/Department	Care and Shelter Responsibilities
Department of Social Services (DSS) Lead agency for Care and Shelter response at the County and OA Level	<ul style="list-style-type: none"> • Lead the County/OA EOC Care and Shelter Branch and provide additional staff as possible at the County/OA EOC. • Lead disaster care coordination efforts when the EOC is not activated, with support from OEM, Public Health, the Red Cross, and other key stakeholders. • A representative from the department's administrative services is responsible for the department's emergency management team. <ul style="list-style-type: none"> ○ That team is responsible for oversight of the emergency management functions of the Department, including care and shelter responsibilities and staffing the County/OA EOC's Care and Shelter Branch. • Assure anticipated shelter needs are planned for and resources are available according to the Resource Checklist for Opening Disaster Shelters.

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Table 8: Primary Agencies Supporting Care and Shelter Responsibilities

Agency/Department	Care and Shelter Responsibilities
	<ul style="list-style-type: none"> • Facilitate and open County operated shelters, if needed, in addition to Red Cross shelters. • Work with the American Red Cross to provide Shelter Worker and FAST training to County staff to ensure adequate numbers of staff are trained and ready to respond to any shelter needs in the OA. • Maintain a contact list (County Shelter Worker Roster) of County staff who have completed shelter operations and associated training. • Provide supporting documents and data to the EOC's Personnel Unit/HR Liaison to facilitate their effort to fulfill disaster care staffing requests submitted to the EOC Logistics Section through the EOC Form 213. This should include job descriptions and a current listing of County employees who have received shelter training. • Provide Staff to support unaccompanied minors in shelters and at sites when needed. • Coordinates County and OA disaster care planning efforts, establishes and updates support MOUs and MOAs they identify as required for disaster care and shelter capacity in the OA,
American Red Cross	<ul style="list-style-type: none"> • The American Red Cross' role as a service provider is separate and distinct from its role in the National Response Framework. • The American Red Cross, through charter by Congress, is identified as a co-primary agency for mass care in the National Response Framework. • Locally, the American Red Cross acts as the primary disaster care and shelter service provider in the county and leads most local shelter operations required by disasters in accordance with an existing 2013 MOU with the County of Santa Barbara. • Red Cross will: <ul style="list-style-type: none"> ○ Staff the County/OA EOC Red Cross Branch upon activation. ○ Provide Mass Care SME support in the County/OA EOC on activation of Mass Care or Sheltering within the Care and Shelter Branch. ○ Activate and operate the specific types of care and shelter sites that are within scope of the Red Cross mission and in accordance with the standing MOU with the County. ○ Support evacuation centers and temporary evacuation points.

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Table 8: Primary Agencies Supporting Care and Shelter Responsibilities

Agency/Department	Care and Shelter Responsibilities
	<ul style="list-style-type: none"> ○ Provide shelters in facilities that are ADA compliant. ○ Provide registration, food, shelter, and other resources to meet immediate disaster caused needs of their clients. ○ Coordinate with County department staff at shelter sites and in the EOC to assure assistance to shelter residents. ○ Red Cross mass care capabilities include: <ul style="list-style-type: none"> ▪ Feeding within Shelters. ▪ Distribution of Emergency Supplies (prescribed by their organizational guidance). ▪ Health Services and Disaster Mental Health support. ▪ Family Reunification support. ▪ Individual disaster casework and other emergency assistance support for individual recovery. ▪ Other disaster related capabilities including providing human and material resources in support of relief efforts. • Red Cross may establish their own separate operations center for coordination of their organization's services and activities. • Across the country, Red Cross works closely with local, state, tribal, territorial, and insular area governments, NGOs, and private sector entities to provide life-sustaining services to survivors of every disaster - large and small - to include sheltering, feeding, distribution of emergency supplies, and disaster health/mental health, reunification, and casework services. • The Red Cross counts on its nationwide capability to scale their operations to meet the scope of mass care needs for disaster impacted communities across the country.
Department of Behavioral Wellness	<ul style="list-style-type: none"> • Santa Barbara County Department of Behavioral Wellness (BeWell) supports the disaster related psychological and social functioning of individuals, families, and communities through a continuum of services and activities - including communication/public information, education, basic psychological support such as Psychological First Aid (PFA), crisis intervention, as well as referrals for clinical services when needed - in order to promote resiliency and

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Table 8: Primary Agencies Supporting Care and Shelter Responsibilities	
Agency/Department	Care and Shelter Responsibilities
	<p>mitigate the progression of adverse reactions into more serious physical and behavioral health conditions.</p> <ul style="list-style-type: none"> • The Department will assure a cadre of staff trained in shelter operations and the use of this plan are available to: <ul style="list-style-type: none"> ○ Lead and staff the County/OA EOC's Mental Health Branch within the Operations Section. ○ In coordination with the Care and Shelter Branch implement a coordinated behavioral wellness support strategy for disaster care sites. ○ Support the mental, emotional, and behavioral health and safety of the disaster impacted population as well as response staff during disaster response and recovery. • The disaster behavioral wellness cadre members should be prepared to fulfill the responsibilities detailed in the list below. <ul style="list-style-type: none"> ○ Report to a shelter site upon opening and available on-site or on call throughout the shelter operation. ○ Provide supportive oversight and quality assurance for disaster mental health support provided in shelters or at resource relief sites. ○ Coordinate with Care and Shelter Branch for deployment of Behavioral Wellness resources to disaster care sites as needed. ○ Ensure behavioral wellness staff are available for assignment to the shelters, and available on site, virtually, or on call throughout the shelter operation.
Public Health Department	<ul style="list-style-type: none"> • Santa Barbara County Public Health Department has the overall responsibility for protecting the public's health in an emergency. • Preparedness activities include the development of comprehensive emergency response plans for public health associated disasters or services in a disaster, in coordination with local, state, and federal agencies, as well as private health care providers and the American Red Cross. • Activates and staffs the Public Health and Medical Services Branch for the Santa Barbara County/OA EOC's Operations Section. • PHD receives and disseminates disaster related information to the medical/health community and to the public. • PHD support of disaster care site services includes:

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Table 8: Primary Agencies Supporting Care and Shelter Responsibilities

Agency/Department	Care and Shelter Responsibilities
	<ul style="list-style-type: none"> ○ Determines when medical shelters should be co-located with a general population shelter. ○ Coordinates with existing healthcare facilities to meet the medical needs of evacuees/shelter residents. ○ Coordinates the procurement, allocation, and distribution of medical personnel, supplies, equipment, and other resources in support of mass care and emergency assistance, as necessary. ○ Provides subject matter expertise and services for health and medical issues at shelters and disaster care sites. ○ As needed, coordinates the support of PHD nurses and activation of Medical Reserve Corps to meet health and medical support of shelters and other disaster care sites. ○ Manages and operates incident-specific medical shelters and alternate care sites (ACS) when needed; medical shelter and ACS are outside the purview of the Care and Shelter Branch and are the sole responsibility of the County Public Health Department/Public Health and Medical Services Branch. ○ Provides guidance on how to mitigate risks and acts to prevent the spread of communicable disease and disaster-related illness in shelters and at resource relief sites. ○ Collects and analyzes health related data in a disaster area and establishes response procedures to mitigate health related problems. ○ Monitors, assesses, and reports on local health hazards and alerts the Care and Shelter Branch to emerging health issues and contagious disease outbreaks. ○ Provides quality assurance and oversight of health services provided at shelters and resource relief sites. <ul style="list-style-type: none"> • County PHD's Animal Services Division oversees the coordination and provision of emergency animal sheltering for large and small animals, including pets of those evacuated or displaced due to an emergency. • When necessary, activate the County Public Health Department Operations Center (DOC) to oversee inter-

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Table 8: Primary Agencies Supporting Care and Shelter Responsibilities	
Agency/Department	Care and Shelter Responsibilities
	<p>departmental response efforts and support the Public Health and Medical Services Branch.</p> <ul style="list-style-type: none"> • Assure a cadre of staff are trained and available to provide the following: <ul style="list-style-type: none"> ○ Staff the Public Health and Medical Health Branch at the EOC to assure coordinated shelter support for both humans and animals. ○ Conduct a public health nursing shelter assessment twice per day or as needed. ○ Conduct an environmental health shelter assessment twice per day or as needed ○ If requested by ARC or identified by nursing assessment, provide nursing and support for activities of daily living to assure medical access and functional needs of shelter residents are identified and addressed in coordination with ARC and DSS. ○ Oversee and operate medical shelters if necessary. ○ Oversee emergency animal sheltering operations. ○ Provide resources (crates, food, etc.) at human shelter site(s) or at the animal shelters. ○ Provide public health and animal service subject matter expertise to EOC staff.
Office of Emergency Management	<ul style="list-style-type: none"> • Provide Duty Officer coordination and support to DSS' disaster care efforts when the County/OA EOC is not activated. • Serve as the operational area coordinator, which includes: <ul style="list-style-type: none"> ○ communicating disaster care services and needs with partner agencies within the OA. ○ managing resource requests and mutual aid assistance needs with the CalOES Southern Region. ○ liaising between OA partner agencies and the Care and Shelter Branch when the County/OA EOC is activated. ○ Create and maintain a bilingual (English/Spanish) incident webpage on www.ReadySBC.org to include details related to disaster care services. ○ Facilitate activation of the County/OA EOC in accordance with local policies. ○ Issue emergency alerts to the public using the ReadySBC Alerts program in accordance with local protocols. These alerts may include details

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Table 8: Primary Agencies Supporting Care and Shelter Responsibilities	
Agency/Department	Care and Shelter Responsibilities
	<p style="text-align: center;">regarding disaster care sites, such as locations and hours of operations.</p> <ul style="list-style-type: none"> • Maintain 2 County disaster care and shelter trailers (sheltering equipment, including AFN compliant, supplies, generators, and filtration systems). • Coordination support for facilities and site activation. • Participate and support disaster care planning, training, and exercise efforts as appropriate.
Department of General Services	<ul style="list-style-type: none"> • Serve on the County Disaster Council. • Serve as the Logistics Section Coordinator for the County/OA EOC and assigns department employees to staff EOC Logistics Section positions. • Maintains pre-established service contracts for the County's disaster response and recovery operations. • The list below summarizes the responsibilities fulfilled by the department in their disaster roles. <ul style="list-style-type: none"> ○ Leads and staffs the County/OA EOC's Logistics Section. ○ May activate an internal Department Operations Center (DOC) to support the department's emergency response operations and assist the County/OA EOC's Logistics Section. ○ Provides resource tracking, resource request fulfillment, and contract management services. ○ County/OA EOC SME on procurement, purchasing, information technology (IT), contracting, and real estate topics. ○ Supports coordination of the potential use of County facilities and properties for emergency response purposes, including providing facility data when possible. ○ In the role of Logistics Section lead for the County and OA, Department of General Services provides a variety of support to the Care and Shelter Branch. This includes: <ul style="list-style-type: none"> ▪ Maintains pre-existing contracts for care and shelter resources. ▪ Provides subject matter expertise on issues of procurement and contracts. ▪ Oversees the fulfillment of facilities, equipment, material, and supplies resource requests for mass care operations.

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Table 8: Primary Agencies Supporting Care and Shelter Responsibilities	
Agency/Department	Care and Shelter Responsibilities
Salvation Army	<ul style="list-style-type: none"> • Locally, there are multiple ways for the Salvation Army to integrate into the County/OA EOC depending on the scope of the incident and needs of the response. <ul style="list-style-type: none"> ○ Though they do not have their own branch or unit within the County/OA EOC, as members of the local Voluntary Organizations Active in Disasters (VOAD) chapter, the Salvation Army may coordinate with the County/OA EOC through the VOAD Branch within the Operations Section. ○ Alternatively, the Salvation Army may choose to provide a person to act as an agency representative in the County/OA EOC. ○ Finally, the Salvation Army plays a role in the OA's Feeding Task Force, which is a multi-agency coordination group designed to meet public feeding and nutrition access issues during an emergency. More information on the Feeding Task Force is available in the Foodbank of Santa Barbara County's Multi-Agency Disaster Feeding Plan for Santa Barbara County. • On-request during larger incidents may provide coordination and support for disaster care services through their regional and national organization. Service may include: <ul style="list-style-type: none"> ○ a liaison or organizational representative to support EOC branches and task force where their capabilities align (Care and Shelter, VOAD, Multi-Agency Feeding Task Force, etc.). ○ On-request may provide spiritual care and behavioral wellness support to disaster survivors. ○ Support for unsolicited donations management. ○ Additional resources for food and hydration services, shelter, cleanup, emotional and spiritual care, donations management and emergency communication assistance to put survivors in touch with their loved ones.
Impacted Cities/Local Jurisdictions <i>(Table 9 identifies specific considerations by jurisdiction)</i>	<ul style="list-style-type: none"> • Assess mass care service needs within their jurisdiction and providing service based on local plans and protocols. • In accordance with SEMS, generate resource requests for additional support through coordination with the OA. • Identify a representative who has authority to speak on behalf of the jurisdiction to coordinate with the OA. • Establish communication and coordination with the OA.

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Table 8: Primary Agencies Supporting Care and Shelter Responsibilities	
Agency/Department	Care and Shelter Responsibilities
	<ul style="list-style-type: none"> • Notify the OA when activating disaster care site services. • Provide status reports updating emergency conditions within the jurisdiction. • Determine the use of jurisdictional resources and rendering mutual aid, if possible, when requested by the OA. • Coordinate public information with the JIC, if activated • Identify a primary point of contact for shelters and resource relief services and activities within their jurisdiction.

3.4 Other Agencies and Organizations with Sheltering or Disaster Care Site Support Responsibilities

Table 9: Santa Barbara Operational Area Agencies / Organizations with Disaster Care Site Support Responsibilities provides a summary of responsibilities and capabilities of other agencies, departments and organizations that may provide direct or indirect support for disaster care site operations and the Care and Shelter Branch.

Table 9: Additional OA Agencies / Organizations with Disaster Care Site Support Responsibilities	
Agency / Organization	Support Capability for Disaster Care Sites
Local Government	
County Counsel	<ul style="list-style-type: none"> • Authority to swear in Disaster Service Worker and Disaster Service Worker Volunteers (mass/individual). • Staffing the EOC Legal Counsel position in the Management Section. • As requested, provide legal opinions related to County/OA EOC care and shelter operations.
County Sheriff's Office	<ul style="list-style-type: none"> • Co-responsibility for ReadySBC Alerts mass emergency notification program, which can be used for notifying the public of protective actions, but also where to receive disaster services. • Lead agency, by law, for determining emergency protective actions including the issuance and termination of evacuation warnings and orders. • May select the initial TEP location in the field.

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Table 9: Additional OA Agencies / Organizations with Disaster Care Site Support Responsibilities

Agency / Organization	Support Capability for Disaster Care Sites
	<ul style="list-style-type: none"> • Staff the Law Branch within the County/OA EOC's Operations Section and may serve as the EOC's Operations Sections Coordinator. • Liaises with other law enforcement services on behalf of the EOC. • Assist with security at shelters and evacuation sites including TEPs. • Coordinates with Care and Shelter Branch to identify shelter and TEP locations. • Coordinates with Care and Shelter Branch, the Transportation Unit, and Public Health and Medical Services Branch to support the transportation of evacuees, including those with disability, access, and functional needs to shelter facilities. • May support evacuee tracking.
County Fire Department	<ul style="list-style-type: none"> • Staffs the Fire Branch within the County/OA EOC's Operations Section and may serve as the EOC's Operations Section Coordinator. • Collaborates with the Sheriff's Office on evacuation warning and order decisions, including area expansion or reduction, and implementation. • Liaises with other fire agencies on behalf of the EOC. • Building safety and infrastructure damage intelligence to determine potential shelter needs. • May support facility safety inspections, provide fire code/occupancy subject matter expertise, or develop safety plans for potential or activated care and shelter sites.
Community Services Department, Parks Division	<ul style="list-style-type: none"> • Coordinates access to County Parks properties for use as disaster care sites, most notably temporary evacuation points. • May provide volunteer support where necessary and appropriate. • In coordination with local law enforcement or the County/OA EOC's Law Branch (if activated), may provide support personnel for traffic control and security at mass care sites hosted on County Parks properties.
Department of Human Resources	<ul style="list-style-type: none"> • Staffs the Personnel Unit Leader/HR Liaison position within the County/OA EOC. • Coordinates the use of County employees as DSWs for

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Table 9: Additional OA Agencies / Organizations with Disaster Care Site Support Responsibilities

Agency / Organization	Support Capability for Disaster Care Sites
	<p>integration into the County's emergency response, including mass care activities.</p> <ul style="list-style-type: none"> • Supports the engagement, maintenance and tracking of disaster service workers/staffing resources in the county.
Office of Education and School Districts	<ul style="list-style-type: none"> • Shelters and Disaster care sites may be established in school facilities; the Care and Shelter Branch works with the SBC Office of Education and School Districts to facilitate care and shelter objectives.
City of Buellton	<ul style="list-style-type: none"> • To be provided in next update.
City of Carpinteria	<ul style="list-style-type: none"> • Provide oversight for volunteer and community outreach programs, including CERT. • Primary point of contact for care and shelter operations is the city Program Manager.
City of Goleta	<ul style="list-style-type: none"> • Primary point of contact for shelters and resource relief services and activities is the Emergency Services Coordinator in the Department of Neighborhood Services. • The Goleta Library may serve as a cooling center for the city. • Goleta Community Center has been used as a TEP, shelter, evacuation center and cooling center in the past. It will be unavailable for an interim period as it is being renovated.
City of Lompoc	<ul style="list-style-type: none"> • To be provided in next update.
City of Santa Barbara	<ul style="list-style-type: none"> • Provide oversight for volunteer and community outreach programs, including CERT.
City of Santa Maria	<ul style="list-style-type: none"> • Provide oversight for volunteer and community outreach programs, including CERT.
City of Solvang	<ul style="list-style-type: none"> • To be provided in next update.
City of Guadalupe	<ul style="list-style-type: none"> • Department of Public Safety, Office of Chief of Police is the primary point of contact for all care and shelter operations in the City of Guadalupe. • Primary concerns for resource support include short term and long-term shelter, food, power, medical and basic services for the community.

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Table 9: Additional OA Agencies / Organizations with Disaster Care Site Support Responsibilities

Agency / Organization	Support Capability for Disaster Care Sites
Allan Hancock College	<ul style="list-style-type: none"> California public community college located in northern Santa Barbara County. Four locations in Santa Maria, Lompoc, Santa Ynez Valley, or at Vandenberg Space Force Base. No residential students but could host disaster care sites.
UC Santa Barbara	<ul style="list-style-type: none"> Public land grant university, part of the UC System, near Isla Vista with campuses or sites throughout the county. Significant residential student population for which they have responsibility to provide disaster care services.
Santa Barbara City College	<ul style="list-style-type: none"> Public community college in Santa Barbara. Has supported public sheltering during past responses. May be able to provide space in a facility along with staff to support for shorter term durations.
Department of Social Services, Child Welfare Services	<ul style="list-style-type: none"> Primary responsibility for unaccompanied minors who present at shelters. Coordination and support for reunification of children and families.
Community Services Department, Housing and Community Development (HCD) Division	<ul style="list-style-type: none"> Continuum of Care (CoC) Program: Assist individuals and families move into transitional and permanent housing Emergency Solutions Grants (ESG) Program: Assist the needs of homeless Homeless Management Information System (HMIS): Electronic data collection tool on client level information on characteristics and service needs of homeless individuals Manages contract for Unhoused Cooling and Warming Centers and services.
Other NGOs with Relevant Mass Care Capability	
Foodbank of Santa Barbara County	<ul style="list-style-type: none"> Foodbank has led a community effort to create a Disaster Feeding Plan in collaboration with disaster and emergency response agencies in the government, health care, education, and nonprofit sectors. The plan helps ensure everyone in Santa Barbara County can be fed in case of a large-scale disaster. Other participants at the Feeding Plan Task Force activation include Salvation Army, County OEM and Public Health Department, Red Cross, Southern Baptist Church, City of Carpinteria, City of Santa Maria Fire

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Table 9: Additional OA Agencies / Organizations with Disaster Care Site Support Responsibilities

Agency / Organization	Support Capability for Disaster Care Sites
	<p>Department, and Community Long-Term Recovery Group.</p> <ul style="list-style-type: none"> • Feeding support coordinated by Foodbank as the lead agency for the Feeding Task Force are listed below. <ul style="list-style-type: none"> ○ Safe Food Net (call 2-1-1) distribution sites. ○ Drive-thru Distributions ○ Food and Gear Boxes • Primary distributor of USDA foods; each year, they distribute more than 10 million pounds of food across the county.
CommUnify, 2-1-1 Services	<ul style="list-style-type: none"> • 2-1-1 Santa Barbara County Information and Referrals Helpline provides community members and visitors information and referrals for available resources. • The Helpline operates 7 days a week, 24 hours a day, is free and confidential for the caller, available in multiple languages, and accessible to individuals who are deaf or hard of hearing. • During disasters, the line serves as an extended means of communication for the Office of Emergency Management. • Manages an Information and Referral database continuously updated by local public and private organizations providing supports and services during and after emergencies. • Assist callers with accessing information from public-facing interactive emergency maps, linkage to available human and animal evacuation assistance resources, and identifying open sheltering and relief sites.
SB County VOAD (Voluntary Organizations Active in Disaster)	<ul style="list-style-type: none"> • Non-profit organization made up of non-profits, nongovernmental organizations, faith-based groups, and city/county government agency partners coming together to respond to, recover from, and plan for disaster events.
Public Safety Power Shutoff Community Resource Center Support	
PG&E	<ul style="list-style-type: none"> • At their discretion may open and provide resources at Community Resource Centers for Public Safety Power Shutoffs

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Table 9: Additional OA Agencies / Organizations with Disaster Care Site Support Responsibilities

Agency / Organization	Support Capability for Disaster Care Sites
SCE	<ul style="list-style-type: none"> At their discretion may open and provide resources at Community Resource Centers or Community Crew Vehicles deployed for Public Safety Power Shutoffs.

Table 10: Individual Recovery Transition Support Agencies/ Organizations

Agency/Organization	Support Capability
City of Santa Barbara: Homelessness Prevention and Rapid Re-Housing Assistance	<ul style="list-style-type: none"> Help households who would otherwise become homeless and to rapidly re-house persons that are already homeless. Assistance can be in the form of financial assistance (such as rent, security and utility deposits, utility payments, moving costs, motel, and hotel vouchers) and/or housing relocation and stabilization services (case management, outreach and engagement, housing search and placement, legal services, credit repair) to assist participants with housing stability and/or placement.
County of Santa Barbara: Homelessness Prevention and Rapid Re-Housing Assistance	<ul style="list-style-type: none"> Good Samaritan Shelters (North County) Santa Ynez Valley People Helping People (Mid County) Casa Esperanza Homeless Center (South County)
The Housing Authority of the City of Santa Barbara	<ul style="list-style-type: none"> City public agency that provides safe, decent, and quality affordable housing and supportive services to eligible persons with limited resources, typically low-income families, elderly, and disabled persons. Provides affordable housing as well as supportive services to eligible persons whose incomes are insufficient to afford market-rate rents. The Housing Authority owns and manages hundreds of units throughout the City and offers rent subsidies to eligible households (when available)
The Housing Authority of the County of Santa Barbara	<ul style="list-style-type: none"> The Housing Authority functions primarily to build, acquire, own, manage and maintain residential rental units for persons of extremely low income (less than 30% of area median income), extremely low income (less than 50% of area median income), and to obtain

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Table 10: Individual Recovery Transition Support Agencies/ Organizations

Agency/Organization	Support Capability
	<p>rental payment assistance for similar households renting in the private real estate market.</p> <ul style="list-style-type: none"> Operating through a central administrative office in Lompoc and housing management and maintenance offices in Goleta, Lompoc, and Santa Maria, the Housing Authority provides direct services to applicants, tenants, and private property owners. The Housing Authority is the largest property management organization in the county.
Peoples' Self Help Housing Corporation	<ul style="list-style-type: none"> PSHHC owns and manages hundreds of affordable housing units throughout Santa Barbara County. They also offer site-based services, education programs for English learners, and case management services.
Santa Barbara Community Housing Corporation	<ul style="list-style-type: none"> Owens and manages several affordable housing projects throughout Santa Barbara County.
Mercy Housing California	<ul style="list-style-type: none"> Has developed thousands of affordable housing units through the State of California. They own and operate two projects in Oxnard and are recently completed a large project for low-income families and seniors in Santa Barbara.
Bringing Our Community Home: Transitions Team	<ul style="list-style-type: none"> Part of the County's Homeless Plan (https://www.countyofsb.org/housing/asset.c/343), the Transition Teams will do outreach with institutions of custodial care and will interface with discharge planners to accomplish the goal of ensuring that no chronically homeless individuals are discharged from public institutions without the housing, services, and treatment they need.
United Way: Home for Good Santa Barbara County Coordinated Entry and Coordinated Outreach	<ul style="list-style-type: none"> Regional Entry Points are the primary entry point for Coordinated Entry. These entry points are resource centers where individuals and families experiencing homelessness can get help finding housing and other resources. Regional Entry Points have limited walk-in hours available.

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Table 10: Individual Recovery Transition Support Agencies/ Organizations

Agency/Organization	Support Capability
Good Samaritan Shelters	<ul style="list-style-type: none"> • Emergency, transitional, and support services to the homeless and those in recovery throughout the greater Santa Maria Valley and Central Coast. • Providing over 500 bed-nights and 1,600 meal a week with help from local businesses and organizations • Freedom Warming Centers, Trinity Episcopal Church, First Presbyterian Church, First United Methodist Church, Carpinteria Community Church, First Congregational Church, City of Carpinteria, Peace Lutheran Church, Unitarian Society of Santa Barbara, Santa Maria Salvation Army, City of Santa Maria, County of Santa Barbara
NGOs and Other Individual Recovery Services	
Legal Aid Foundation of Santa Barbara County	<ul style="list-style-type: none"> • Non-profit law firm that provides free legal assistance to Santa Barbara County residents. Some services include: <ul style="list-style-type: none"> ○ Fair housing/housing discrimination ○ Unlawful detainer (eviction) ○ Advice and negotiation for tenants impacted by COVID
Eden I&R	<ul style="list-style-type: none"> • Emergency Housing / Shelter service is a service provided by Eden I&R, which offers free, confidential, 24-hour information to help you find affordable housing, after-school programs, tenants' rights assistance, shelters, public assistance programs, and more. • Dial 2-1-1, available 24 hours a day, 7 days a week
Central Coast Alliance United for a Sustainable Economy (CAUSE)	<ul style="list-style-type: none"> • Provided support to immigrants and low-wage workers during the Thomas Fire in coordination with the Mixteco/Indigena Community Organizing Project and Future Leaders of America. • Distributed masks to workers to reduce the risk of respiratory impacts. • Helped coordinate resources to address the unmet needs of people not eligible for other sources of disaster recovery assistance.
Clergy and Laity United for Economic Justice (CLUE)	<ul style="list-style-type: none"> • Works to empower immigrants through just policies, advocates for the welfare and rights of unhoused individuals and works to assist people harmed by the lack of stewardship over our environment.

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Table 10: Individual Recovery Transition Support Agencies/ Organizations

Agency/Organization	Support Capability
UndocuFund Santa Barbara	<ul style="list-style-type: none"> a 501 c (3) corporation governed by a volunteer board of directors that mobilizes resources when disaster hits, providing short-term financial relief to undocumented residents, and advocates for long-term systems change to ensure immigrants are effectively included in disaster mitigation, preparedness, response and recovery.

Table 11: Interdependent EOC Branches, Functions or Agency Representatives with Support Capability

Mass Care Capability / Support Requirement	Support Resource	EOC Function
Shelter/ Care Site Services	Transportation (public transport to and from sites)	<ul style="list-style-type: none"> Logistics Section ILRC Agency Rep (AFN Support Only) Transportation Unit Santa Barbara County Association of Governments (SBCAG) Agency Rep (public transit)
	Security and traffic management at sites	<ul style="list-style-type: none"> Law Branch
	Facilities leases, additional locations	<ul style="list-style-type: none"> Facilities Unit
	Public health interventions	<ul style="list-style-type: none"> Public Health and Medical Services Branch
	Health service support	<ul style="list-style-type: none"> Public Health and Medical Services Branch
	Behavioral health support	<ul style="list-style-type: none"> Mental Health Branch
	Food safety	<ul style="list-style-type: none"> Environmental Health Services
	Pet Support and coordination of collocated pet sheltering.	<ul style="list-style-type: none"> Public Health and Medical Services Branch
Feeding	Food safety	<ul style="list-style-type: none"> Environmental Health Services through the Public Health and Medical Services Branch
	CalFresh	<ul style="list-style-type: none"> Care and Shelter Branch Foodbank of Santa Barbara County Agency Rep

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Table 11: Interdependent EOC Branches, Functions or Agency Representatives with Support Capability		
Mass Care Capability / Support Requirement	Support Resource	EOC Function
	DOE- DSNAP and USDA coordination	<ul style="list-style-type: none"> Care and Shelter Branch Foodbank of Santa Barbara County Agency Rep
	VOAD	<ul style="list-style-type: none"> VOAD Branch
	United way	<ul style="list-style-type: none"> VOAD Branch

3.5 State and Federal Mass Care Responsibilities

As lead agency for ESF 6 (Care and Shelter) at the state level, California Health, and Human Services through CDSS:

- Serves as the Lead Agency/Department in coordinating resources needed to support Care and Shelter response (i.e., ESF 6).
- Activates state-led sheltering or mass care task force to coordinate sheltering operations.
- Activates state-led feeding task force or mass care task force to coordinate feeding operations.
- Leads ESF 6 task force coordination with other supporting ESFs including ESF 1 Transportation, ESF 7 Resources, ESF 8 Public Health and Medical, ESF 11 Agriculture, ESF 13 Law Enforcement and ESF 15 Public Information at the State Operations Center.
- Disability Integration Advisors/Liaisons from the state provide invaluable support in addressing equitable mass care services to individuals with disability integration or access and functional needs.
- Activates state-led Functional Assessment Service Teams (FAST) to support or conduct functional assessments of shelter clients in general population shelters.
- Establishes communications with state agencies who support mass care to coordinate resource deployment in support of the ARC and local government shelters
- Coordinates mass care and sheltering information and resource requests across regions and Operational Areas using the mutual aid system and response capabilities from other regions in California
- Coordinates deployment of Voluntary Emergency Service Team (VEST) resources for mass care in support of disaster response operations.
- Leads integration of Federal Resources and support on qualifying events.

The California Emergency Support Function 6: Mass Care Annex to the California State Emergency Plan details the capabilities and support that may be available from state agencies and organizations. Link to that document here https://www.caloes.ca.gov/wp-content/uploads/Preparedness/Documents/CA-ESF-6-Mass-Care-and-Shelter-Annex_Final508.pdf . Deployment of these resources is dependent on scale and scope of the disaster and availability of resources.

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

California Health and Human Services Agency can:

- Provide state support at the shelters within the Operational Area to fulfill requests made through Santa Barbara County OEM or the Santa Barbara County and Operational Area EOC to the Southern Region Emergency Operations Center (REOC).

California Department of Public Health can:

- Coordinate with the Emergency Medical Services Authority (EMSA) to provide services for people with medical needs beyond those that can be handled in general population shelters within the Operational Area to fulfill local jurisdiction requests made by Santa Barbara County Public Health Department or through County or OA Health and Medical Services Branch when activated.
- Support local jurisdictions in monitoring the sanitation of shelter sites, the health of shelter residents, and the safety of food, water, drugs, medical devices, and other consumer products in affected areas to fulfill requests within the Santa Barbara Operational Area.

California Department of Social Services can:

- Provide transportation, if requested and if available, from shelters to hospitals or other nonemergency care facilities within the Operational Area to fulfill local jurisdiction requests made through Santa Barbara County OEM or the Santa Barbara County and Operational Area EOC to the Southern REOC.
- Coordinate the FAST program to provide trained personnel to conduct functional assessments of people with disabilities and others with access and functional needs to determine what resources are needed so that an individual can remain in the general population shelter.
- Administer the Emergency Food Assistance Program to eligible households and Congregate Feeding Agencies.
- Administer the CalFresh Program (also known as the Disaster Supplemental Nutrition Assistance Program [D-SNAP]) to meet the temporary nutritional needs of victims following a natural disaster.

California National Guard can:

- Assist the Operational Area with the delivery and distribution of resources within local jurisdictions when requested through the Operational Area to the Southern REOC.

Federal Mass Care and Emergency Assistance Support

All federal mass care and emergency support will be coordinated through County OEM and the Southern REOC. Pre-disaster responsibilities include preparedness activities and other forms of technical assistance that do not require Category B funding coordinated through the state such as:

- Providing technical assistance for the development of multi-agency sheltering templates.

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

- Federal, State, Territorial and Tribal government plans; training materials; exercises; and other tools to strengthen and enhance the nation's capacity to support sheltering activities.
- Analyzing and incorporating best practices and lessons learned into preparedness activities, including reminding shelter operators that service animals are permitted in general population shelters and should not be separated from their handlers.
- Developing contracts, PSMAs, agreements, and other mechanisms to provide resources, programs, and services for sheltering during disaster response activities.
- Expanding national capabilities beyond the traditional MC/EA shelter providers to meet Federal Interagency Operational Planning (FIOP) Response metrics.
- Providing technical assistance for the establishment of STT sheltering task forces.
- Providing training to whole community shelter providers.
- Providing technical assistance for implementation of FEMA data systems, including the National Shelter System, which supports STT governments with MC/EA planning, data analysis, and mapping and reporting.
- Providing subject matter expertise to internal partners, including, Response, Recovery, Logistics and National Preparedness Directorates, PA, Office of Disability Integration and Coordination, and the National Processing Service Center.

Once a Presidential Emergency Declaration or Major Disaster Declaration has been issued, FEMA provides post-disaster support, such as:

- Coordinating with other Federal agencies; State, Local, Territorial, and Tribal (SLTT) governments; NGOs; and other partners to analyze and validate the need for human and material resources, programs, and services for sheltering.
- Providing subject matter expertise/technical assistance in the National Readiness Coordination Center (NRCC), Regional Readiness Coordination Center (RRCC), FEMA Joint Field Office (JFO), Interim Operating Facility (IOF), State EOC, and/or other field settings.
- Assisting the state in the implementation of a coordinated and integrated sheltering mission that meets the disaster-caused needs of evacuees and survivors.
- Providing resource support through FEMA Logistics, including equipment, material, supplies, facilities, shelf-stable meals, water, cots, blankets, and personnel, to support SLTT sheltering operations through mission assignments, contracts, and other mechanisms.
- Monitoring activity, analyzing data, validating information, and reporting on sheltering activities.

FEMA coordinates with partners, like the American Red Cross, to provide temporary sheltering support for disaster evacuees.

- Identifying resource requirements, shortfalls, and limiting factors.
- Providing tools and resources to assist the SLTT government in the implementation of integrated strategies and processes for coordinated sheltering operations.

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

- Monitoring, analyzing, validating, and supporting state requirements, as requested, to provide a safe, sanitary, and secure environment for shelter residents.
- Facilitating the fulfillment of requests by ensuring that the sequence for obtaining resources is followed.
- Providing evacuee and survivor support to SLTT governments through the activation of pre-negotiated blanket purchase agreements (BPAs) and indefinite delivery indefinite quantity (IDIQ) contracts for food and food supplies, Durable Medical Equipment (DME), Consumable Medical Supplies (CMS), and other needed commodities.
- Supporting SLTT governments during a disaster when sheltering operations needs exceed SLTT government capabilities as outlined in the National Response Framework ESF 6 Annex.
- Providing the necessary tools and resources to develop an integrated strategy and process for implementing coordinated sheltering operations by the FEMA JFO and the STT government coordinator for carrying out mass care activities, limiting duplication of efforts, and maximizing resources within any STT government that has requested Federal assistance.
- Facilitating FEMA staff's access to congregate care facilities to assist in the registration of disaster survivors for Federal disaster assistance.
- Providing staff support to state for Sheltering Task Forces, Multi-agency Sheltering Transition Teams, or other teams that advise and assist shelter managers with shortfalls and other concerns that may fall outside their area of expertise (e.g., functional needs support and Americans with Disabilities Act [ADA] compliance). See <http://www.nationalmasscarestrategy.org> for more information.
- Providing technical assistance for the ESF 6 Support System, which can support the state with congregate care planning, data analysis, mapping, and reporting.
- Providing support for the collection of shelter information, including data entry (upon request).
- Issuing mission assignments to other Federal agencies, including but not limited to: CNCS to provide AmeriCorps, Senior Corps, and/or Volunteers in Service to America (VISTA) members to augment congregate care points of distribution and other operational staffing requirements; HHS for shelter assessment team staff support; USDA for subject matter expertise and technical assistance on HPSA support activities; and USACE for human and material resources, such as facility inspection teams.
- Providing NGOs and other partners with travel funds to support the ESF 6 functions with essential technical assistance through invitational travel; Requesting other federal agencies and individuals to support the mission of MC/EA and augment the leadership team with agency expertise.
- Activating Individual Assistance Service Contracts (IASC), which can provide a full range of congregate care management and support resources. As IASC services are subject to STT government cost-share, activation of the IASC is generally considered the last option.

SECTION 4: DIRECTION, CONTROL, AND COORDINATION

4.1 Integration with Other Plans and Stakeholders

The SBOA uses SEMS, the Incident Command System (ICS) and the National Incident Management System (NIMS) to coordinate emergency response operations in the OA. In alignment with those systems, this plan defines horizontal integration as it is described in Developing and Maintaining Emergency Operations Plans Comprehensive Preparedness Guide (CPG) 101, the incorporation of plans and operations across various functions, mission areas, partner organizations and jurisdictions.

Direction, control, and coordination of disaster care site services conducted at facilities and sites in local jurisdictions will remain the responsibility of local jurisdictions. External agencies providing direct support to incident care and shelter sites will coordinate with the jurisdictional entity responsible for sheltering prior to deploying to a shelter site. The agency providing the resources to the sheltering operation will retain operational control of those resources. Coordination of resources to meet shortfalls in the local jurisdiction's ability to provide disaster care site services is the responsibility of the OA Care and Shelter Branch when requested.

The Care and Shelter Branch will coordinate with the County/OA EOC's Mental Health Branch and Public Health and Medical Services Branch, as well as agency representatives from OA agencies such as transportation and nongovernmental entities, to optimize the physical safety, quality of life, and emotional well-being of people displaced by a disaster or hazardous event. Unless County management of a shelter or resource relief site is requested, disaster care site resources will be directed in accordance with the policies and practices of the responsible jurisdiction. The OA EOC Care and Shelter Branch will also coordinate with American Red Cross and city EOC's that have responsibility for disaster care sites in their jurisdictions when County or OA support is provided. Operations should consider existing plans for sheltering or resource relief sites generated by supporting agencies and organizations.

The Santa Barbara County Public Health Department coordinates plans for emergency operations in OA medical facilities, as well as plans for emergency medical sheltering designed to support the needs of individuals requiring medical support measures to stay alive. This plan complements those plans. Organizations providing general population shelters do not have the capability to support individuals requiring the support of medical equipment. This plan considers the local capabilities of the American Red Cross and is informed by the broader capabilities at the Division and National levels of that organization. The American Red Cross Concept of Operations is available for public use on the National Mass Care Strategy website. This document details that organization's processes and procedures to scale their operations to provide mass care support in situations when the need for mass care support exceeds the local chapter's capability.

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

4.2 Escalation: State and Federal Coordination and Support

Internal County/OA coordination and support is captured in Section 2.5 Concept of Support. This section addresses programs and systems for coordinating resources from outside the OA, including from state and federal agencies.

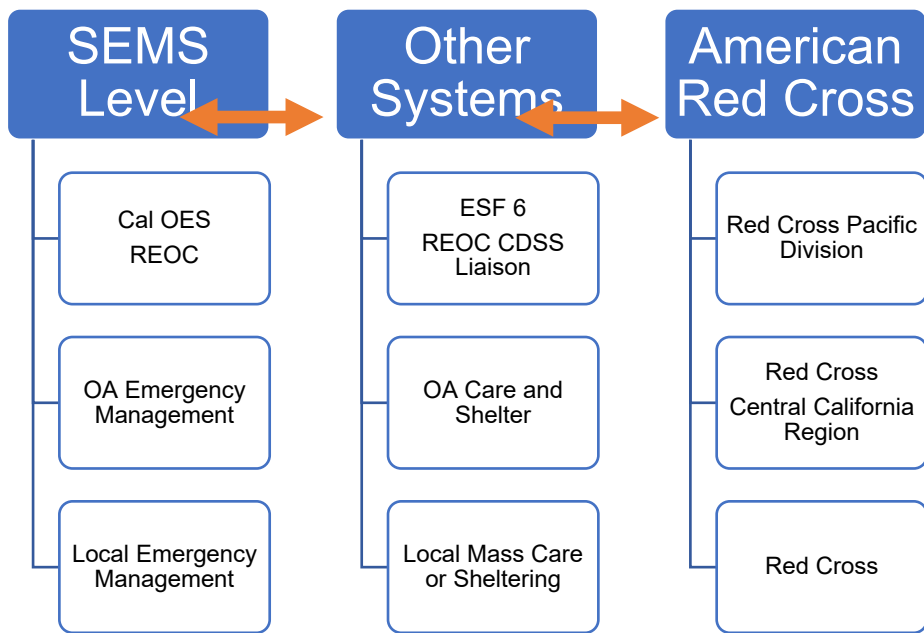
State Support:

Pre-disaster, the California Department of Social Services, Disaster Services Branch can assist in networking with/between counties for coordination and support resources. Additionally, the Branch tracks resources needed for care and sheltering with other state agencies and coordinates with the American Red Cross to assist in training for shelter operations.

During a response, the County/OA EOC Care and Shelter Branch Leader does not have authority to commit resources or staffing or to represent the policy positions of other jurisdictions or agencies within the OA. The Care and Shelter Branch will consult OEM before reaching out to state entities during an incident and include OEM in all its communications for resources with the CalOES Southern REOC, CA DSS, or any other state and federal agency. The authority to commit resources or staffing or to represent the policy decisions of jurisdictions within the OA remains with the representatives from stakeholder agencies and departments that will need to coordinate closely with the Care and Shelter Branch, especially if regional, state, or federal resources are supporting their care and shelter operations.

Figure 3 Illustrates the interdependent relationships between different organizational levels of SEMS, Other Mutual Aid Systems, and the Red Cross.

Figure 3. Organizational Relationships, SEMS, Mutual Aid and Mass Care



SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Once a disaster is imminent or occurring AND state support is requested beyond the Southern Region's ability to fulfill requests, the SOC is assigned responsibility for coordinating resource requests for California State Agency, Department and other state and regional level organizational support. Within the SOC, care and shelter-specific support requests not fulfilled at lower SEMS levels will likely be coordinated with the SOC's Mass Care and Shelter Task Force within Emergency Support Function-6 (ESF 6). If state resources are unable to meet requests, the SOC should initiate coordination with other states and the federal government as appropriate and in accordance with existing laws, policies, accords, and compacts until the unmet needs of the OA are met.

Southern Administrative Region and Emergency Management Mutual Aid (EMMA)

- Once OA resources for local care and shelter operations are exhausted, County OEM will initiate specific resource requests to the CalOES Southern Administrative Region through the CalOES Emergency Services Coordinator (ESC) assigned to the Santa Barbara OA and the CalEOC program, as appropriate. Staffing-specific resources may be requested by OEM through the EMMA program. Note: OEM is the only entity within the SBOA authorized to coordinate EMMA requests.
- In accordance with SEMS, the CalOES Southern Administrative Region should coordinate with OAs in Mutual Aid Region 1 to fulfill the requested need within the region.
 - This may include activation of the CalOES Southern REOC.
- The CalOES Southern Administrative Region should coordinate resource request fulfillment from within the region until all needs are met or it is determined that the region cannot fulfill some requests for support.
- If the resources are not available within the region, they will push the request up to the State Operations Center (SOC) for state-wide coordination. Resources identified in this manner are typically deployed under the California Mass Mutual Aid Agreement or as an EMMA resource. It is important to confirm which agreement or process is being used to follow the appropriate guidance and documentation for each.

State Support and the Emergency Management Assistance Compact

California is also a party to the Emergency Management Assistance Compact (EMAC). EMAC supports mutual aid between states once a party state has proclaimed a state of emergency. EMAC also allows for supplemental agreements to be made between party states, including evacuation-related agreements and evacuation plans.

State Mass Care and Sheltering Capability

A regional CDSS representative may coordinate directly with the ESF 6/CDSS representative to initiate discussion of potential resource solutions

CDSS Branch staff may deploy to assist with Mass Care and Shelter response operations throughout the state. Response and training operations are augmented with trained members of the Volunteer Emergency Services Team (VEST), comprised of state employees from a variety of departments and agencies. Integrating response capabilities to address access and functional needs is a focus of the state's Mass Care and Shelter

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

planning and response. The Disaster Services Branch coordinates the Functional Assessment Services Team (FAST) to address access and functional needs in the shelter setting. The Branch also operates the State Supplemental Grant Program, which helps persons affected by major disasters.

Volunteer Emergency Services Team (VEST)

VEST members are a cadre of state workers who may be temporarily directed to support the Disaster Services Branch of the Department of Social Services during an emergency or disaster response. They may receive up to ten days of training a year in disaster-related topics. Assignments range from deployment to the Department Operations Center or to another operation anywhere in California where the need exists. Some of the operations may include shelters or Local Assistance Centers. Deployments are generally for a minimum of five days and a maximum of 15 days. VEST resources are coordinated with CDSS through the REOC and/or state EOC by the OA. For more information on VEST resources please refer to the program management contact information on the CDSS VEST webpage, <https://www.cdss.ca.gov/inforesources/mass-care-and-shelter/vest-recruitment>.

Functional Access Service Teams (FAST)

The FAST consists of trained government employees and community-based organizations (CBO) and non-governmental organizations (NGO) personnel ready to respond and deploy to disaster areas to work in shelters. FAST members must have in-depth knowledge of the populations they serve, their needs, services and resources including housing, benefit programs and disaster aid programs. FAST will work side-by-side with shelter personnel and other emergency response workers to assist in meeting essential functional needs so people can maintain their independence during disasters and emergencies. FAST frees other emergency resources to focus on emergency incidents rather than on mitigating complications.

FAST members have experience in the following areas:

- older adults (services/supports, including dietary needs)
- chronic health conditions
- developmental disabilities
- other cognitive disabilities (i.e., traumatic brain injury (TBI))
- hearing loss
- mental health disabilities
- physical disabilities
- vision loss

Requests for assistance from the state for FAST occurs through the SEMS/NIMs process and partner agencies will be mission tasked through CDSS and CALOES Office of Access and Functional Needs (OAFN). OAFN and CDSS encourage local governments to establish agreements with organizations in their community to ensure teams can be rapidly deployed to shelters. For further information on general sheltering visit the CA Department of Social Services or Emergency Medical Services Authority for information regarding sheltering individuals with medical needs.

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

For more information on FAST Teams through CDSS:

Further questions regarding the FAST program and training please contact: Tarah Heller, FAST Coordinator at Tarah.heller@dss.ca.gov or 916-651-8870 or to the website: [CDSS FAST Resources](#).

Federal Support

The California SOC supports activated REOCs in the state. If the scope of the mass care needs of the disaster(s) exceeds or is likely to exceed the capability of the state, the SOC is California's link to Federal ESF 6 resources and support and individual assistance support provided within the National Response Framework (NRF). FEMA is the designated coordinating agency for ESF 6 at the federal level. Their mass care and individual assistance program resources support sheltering, feeding, distribution of emergency supplies, reunification, housing, case management and other programs.

If there is a federal disaster declaration for the disaster, ESF 6, through the State Operations Center, may request federal assistance. The SOC requests resources through the FEMA Joint Field Office (JFO) if it is established; if the JFO is not yet established, the request may be submitted through the Regional Readiness Coordination Center (RRCC). FEMA ESF 6, Mass Sheltering and Housing Assistance, coordinates resources from federal agencies, contractors, and vendors for assignment to the state and deployment to operational areas with disaster impacts.

In addition to resources that directly support local government shelters and displaced residents who shelter outside of those facilities, FEMA may also coordinate the deployment of resources to aid the state in assessments of shelter needs, structural safety for use as shelters, and interim housing alternatives. Depending on the size and scale of disaster, after notification of the event, FEMA may immediately "push" pre-existing caches of commodities for disaster relief to designated Federal staging areas and mobilization centers. Coordination of resource assignment and deployment of federally provided resources is conducted in collaboration with ESF 6 at the SOC. Figure 3 provides a visualization of the interface of different entities with similar vertical integration structures for resources and their interdependencies.

As defined in the 2021 FEMA Individual Assistance Policy and Procedures Guidance, FEMA's Mass Care and Emergency Assistance (MC/EA) program is the provision of life-sustaining services to disaster survivors as defined in the National Response Framework. MC/EA comprises seven services known as activities. Activities include sheltering; feeding; distribution of emergency supplies; support for individuals with disabilities and others with access and functional needs; reunification services for adults and children; support for household pets, service animals, and assistance animals (HPSA); and mass evacuee support. In addition to these seven activities, MC/EA services are provided immediately before a potential incident, during the immediate response to an incident, and during the beginning of the post-disaster recovery effort. To provide more effective coordination, FEMA may deploy MC/EA staff and resources to the National Response Coordination Center (NRCC), Regional Response Coordination Center (RRCC), FEMA

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Joint Field Office (JFO), and/or SLTT Emergency Operations Centers (EOC). In the event of a Presidentially declared disaster, all impacted survivors are eligible to receive MC/EA services. If individual assistance programs are authorized for a Presidentially declared disaster MC/EA may also include Transitional Sheltering Assistance (TSA) if authorized and partnerships through the Blue Roof Program.

During Presidentially declared disasters, most MC/EA services are direct Federal assistance (DFA), which are funded under the Stafford Act Section 403 (a)(3)(B) (commonly referred to as Category B) of a major disaster or emergency declaration, and the Federal share of assistance shall be not less than 75% of eligible cost. Some examples of DFA include non-congregate sheltering through TSA, feeding through Individual Assistance-Support Contracts (IASC), and reunification services under the National Center for Missing and Exploited Children.

In the event of a natural or manmade disaster, sheltering support services are triggered by an emergency declaration or a major disaster declaration authorizing Public Assistance (Category B) when requested by state, tribal or territorial governments. There is no individual application process required for survivors.

SECTION 5: INFORMATION COLLECTION, ANALYSIS, AND DISSEMINATION

5.1 Information Collection

Much of the information that's needed to make decisions about disaster care sites will be obtained directly from local jurisdictions on smaller scale disasters. The Red Cross typically maintains a daily status report of shelter status and occupancy and overnight stays at Partner Shelters and Red Cross Managed Shelters. During sheltering operations, these reports are available through the Red Cross-National Shelter System (NSS) and can be provided daily by the Red Cross Liaison to the EOC. The collection tool used by the Red Cross to collect aggregate sheltering information on an operation is maintained in a suite of Excel workbooks maintained by the Care and Shelter Branch in the EOC called the Care and Shelter Branch Toolkit. Copies of the Shelter Reporting Collection Tool are available either through your local Red Cross representative or the Care and Shelter Branch.

Red Cross shelter population reporting information collection tools were used by the County and OA to establish reporting criteria and a process for consolidating information on sheltering and other resource relief sites from local jurisdictions. These should be submitted from local jurisdictions to the EOC in a regular reporting cycle anytime there is a need for County or OA support and coordination for sheltering or resource relief site activity. For those sites not operating on a 24-hour cycle and without overnight activity, daily updates for activity at each site should be submitted one hour after the site's operational period ends. Services for sites that provide overnight, and 24-hour services should submit daily reports at 11 PM (Red Cross calls this the "midnight count") for consolidation by the local jurisdiction and submission to the Care and Shelter Branch. See Item 1.23 Multi-Site Reporting Form in the Disaster Care Operations Toolkit for a list of information requested for each site opened.

5.2 Information Analysis

Analysis of the information about the extent of risk to impacted communities, impacts to residences and infrastructure in communities and the community needs for mass care services provides the decision support used to assess the shifts in the operational phases of mass care (Initiate Phase, Stabilize/Enhance Phase, Sustain/Right Size Phase, and the Transition to Recovery/Demobilization Phase). Critical Information Requirements (CIRs) and Essential Elements of Information (EElS) establish a basis to track the benchmarks to conduct advanced planning and resourcing over the course of mass care operations. Applying information obtained through CIRs and the EElS to the criteria that characterize the distinct phases of the sheltering or resource relief site operating cycle can help inform resource coordination and planning at the OA level. The Care and Shelter Branch Leader or a designee should assume responsibility for assessing the advanced planning needs for distinct phases of activity at least one operating cycle in advance.

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Critical Information Requirements (CIRs)

CIRs are a comprehensive list of information requirements that are critical for timely, effective sheltering and care facility decision-making. As an event scales and a community becomes dependent on other jurisdictions to meet resource shortfalls, the CIRs in Item 1.24 in Disaster Care and Shelter Operations Toolkit represent the types of information from disaster care site operations that should be reported regularly, and which may help inform the justification for additional resources or indicate a need to scale down operations. Using Item 1.23 The Multi-Site Care Reporting Form in the Disaster Care Operations Toolkit or the Shelter Population Reporting Collection tool in the EOC Care and Shelter Branch toolkit, the Care and Shelter Branch should track and update this information daily and provide a summary to sites to help inform site operations and support decision-making and resource allocation by the Care and Shelter Branch.

Essential Elements of Information (EEl)s

EEl)s are subsets of different elements of the CIR. They provide greater detail on the overall incident or event to inform decision-making. This information should be updated daily, and the Care and Shelter Branch should analyze this information to inform their assessment of ongoing and future Disaster care site needs. Most of this information should be collected from other sources within the EOC. ICS Form 209s, field IAPs, or EOC Situation Status Reports are all great sources for information to find EEl)-related data. Item 1.25 Essential Elements of Information in the Disaster Care and Shelter Operations Toolkit provides a broad selection of Essential Elements of Information decision-makers may need to consider as they develop objectives for sheltering or resource-relief site operations during a response.

5.3 Information Dissemination and Public Information Systems and Resources

The Santa Barbara County/OA EOC's PIO or JIC (if activated) should coordinate emergency public information regarding disaster care site service and support with the local jurisdiction authority responsible for sheltering. If the OA EOC and the Care and Shelter Branch are activated all public information regarding shelters should be coordinated with the OA Care and Shelter Branch Leader or their designee and approved for release by the County/OA EOC Deputy Director. The JIC will then disseminate validated and approved incident information through a variety of means, media, and communications nodes. Focus will be placed on reaching populations who may not receive information through traditional media channels or established alert and warning systems, though the goal is to reach all impacted community members. For more guidance on public information practices related to disaster care services, reference the Santa Barbara County and Operational Area Communications Quick Guide.

The County has established various communication pathways to inform the public of emergency situations and recommended protective actions, such as evacuations and sheltering in place. These pathways are frequently used concurrently to amplify emergency information throughout the community and reach vulnerable individuals who may need additional information and resources to act, including people with disabilities, access and functional needs, and commuters and visitors. Emergency notifications are primarily disseminated using the ReadySBC Alerts program via Everbridge, a web-based

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

mass notification platform that supports alerting through phone calls, text messages, email, TTY/TTD (for the deaf and hearing impaired), Wireless Emergency Alerts (WEAs), and Emergency Alert System (EAS) messages. Notifications may also be delivered directly to residents via door knocks and/or evacuation sirens on law enforcement vehicles.

The County's emergency preparedness website www.ReadySBC.org, may provide a platform for sharing information. Social media (e.g., Twitter, Facebook), print, radio, and TV media, and 2-1-1 and Call Center hotlines provide other methods of dissemination. Most of these concepts rely on the availability of communications infrastructure, such as internet, cell phones, landlines, and broadcast media; all of which can be impacted by a disaster. Additionally, populations with limited resources, existing social or economic disparities, and language and communication barriers, may not have access to all the methods utilized for notifications, or may not trust messages from government programs, staff, and officials, putting these populations at greater risk.

Content published via ReadySBC Alerts and www.ReadySBC.org should be provided bilingually in English and Spanish. ReadySBC Alerts notifications are sent by OEM and Sheriff's Dispatch. www.ReadySBC.org webpage content is primarily managed by OEM, though the JIC may support website maintenance during an incident. ReadySBC Alerts and www.ReadySBC.org may be leveraged to communicate details of activated care and shelter sites, such as locations, address, and operating hours. The County/OA EOC Care and Shelter Branch Leader, OEM Duty Officer, and JIC Manager should routinely coordinate to ensure care and shelter-related content published on ReadySBC Alerts and www.ReadySBC.org is accurate.

The OA has developed messages and the means to disseminate them in languages other than just English and Spanish. As needed and as resources allow, direct translation, through outreach to media that operate in these languages, or through resource requests to local translators, should be integrated into the coordinated messaging strategy for public safety messaging about sheltering/resource relief site services in the OA.

Priorities and content for public information and messaging for care and disaster care sites will evolve over the life of the response to the incident or event.

SECTION 6: ADMINISTRATION, FINANCE, AND LOGISTICS

6.1 General Support Requirements

Disaster care site capacity for responding to large disasters hinges on the coordinated sharing of resources between the Red Cross, other NGOs, faith-based organizations, incorporated cities in the OA, County agencies and departments, the private sector, and partner agencies. Additionally, the Santa Barbara County OA maintains the ability to supplement available resources by purchasing, leasing, or obtaining mutual aid support through state and federal partners. For the most efficient coordination and allocation of resources, there must be direct communication among all care and shelter partners and the Care and Shelter Branch.

Sheltering and resource site assessment visits should be coordinated through the Care and Shelter Branch. Throughout the emergency, the County/OA EOC will continue to coordinate with shelter operations organizations (e.g., Red Cross, other NGOs, faith-based organizations, privately operated shelters, etc.) through the Care and Shelter Branch, the Red Cross Branch and any branch or organization conducting shelter or resource site assessments. Assessment visits are valuable not only for ensuring the health, safety, and equity standards for sheltering and resource sites within the OA are met, they provide a valuable tool for ensuring sites are adequately staffed and resourced to meet those standards.

6.2 General Policies for Managing Resources

Section 2.5 Concept of Support provided the process details for initiating support requests from the local jurisdiction to the OA, as well as the coordination required by the OA for out of area resource support. This section addresses the process of requesting support from the Logistics Section of the EOC coordination structure.

Shelter resources requests and evacuee transportation coordination needs should be identified by the Care and Shelter Branch and submitted on an EOC Form 213 Resource Request to the County/OA EOC Logistics Section for coordination. Item 1.11 Sheltering Resources and Supplies and Equipment catalog in the Care and Shelter Operations Toolkit is pulled from FEMA's Commonly Used Shelter Items (CUSI) index. It may be a useful tool to identify potential resources to address peoples' disaster care site needs. Item 1.12 Shelter and Site Staffing Tables in the Care and Shelter Operations Toolkit is a joint product from FEMA and the Red Cross that identifies recommended staffing patterns for Shelters and Evacuation Sites. Section 2 Templates of the Disaster Care and Shelter Operations Toolkit provides site planning templates for Short-Term Shelters, Long-Term Shelters, Evacuation Centers, Temporary Evacuation Points, Power Outage Resource Centers, Warming Centers and Cooling Centers. These templates capture resource recommendations, staffing patterns and basic operational checklists that the OA can use for advanced operational planning to identify staffing and resource needs during a response requiring disaster care sites.

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Within Santa Barbara County, local jurisdictions and the County have an MOU with American Red Cross to manage, staff and equip shelter sites. However, during large regional events, American Red Cross may not be able to support all jurisdictions or may need support. Additionally, it is the responsibility of local jurisdictions to manage, equip, and staff resource relief sites. Below is a summary of resources and the county process for requesting support.

Staffing: As the duration, scale and complexity of a disaster increase, finding the workforce to support disaster care site operations in the OA may be a significant challenge. Individual City, County, and State Employees in California may be lawfully reassigned from their primary job duties to serve as disaster service workers (DSWs) in shelters or at public safety sites. The authority for that support is the California Emergency Services Act, per Government Code §3100 Public employees as disaster service workers.

“It is hereby declared that the protection of the health and safety and preservation of the lives and property of the people of the state from the effects of natural, manmade, or war-caused emergencies which result in conditions of disaster or in extreme peril to life, property, and resources is of paramount state importance requiring the responsible efforts of public and private agencies and individual citizens. In furtherance of the exercise of the police power of the state in protection of its citizens and resources, all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law.”

The County of Santa Barbara Code of Ordinances addresses the requirement in Chapter 12.

“Emergency Management, Section-12-14. Disaster service workers, volunteers, and volunteer organizations.

- (a) Disaster Services Workers—County Employees. During a proclaimed local, state, or federal emergency, all county employees shall be considered disaster service workers (DSW) and shall be at the disposal of the director of emergency services to respond to the emergency.*
- (b) Disaster Service Workers—Volunteers. During a proclaimed local, state, or federal emergency, volunteers that are enrolled in the county’s disaster service worker (DSW) program may provide emergency services as directed by the director of emergency services. The volunteers will be assigned specific tasks according to approval or recognition of mission by the appropriate county department.*
- (c) Volunteers and Volunteer Organizations. The director of emergency management shall maintain communications with volunteer organizations to provide an organized approach and method of providing emergency and disaster services. Volunteers providing services to a volunteer organization are deemed to be DSW’s, only if; the director of emergency management has provided such designation in writing. (Ord. No. 4903, § 1, 11-4-2014)”*

6.3 Administration

All existing County and departmental operating procedures that apply to disaster care sites and activities will be adhered to unless modified by the Board of Supervisors or the DES.

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Within the County/OA EOC, any agreements or understandings for the purchase, lease, or any other form of procurement requiring payment for equipment and services for the purpose of sheltering or service at disaster care sites requires the approval of the EOC Director or EOC Deputy Director when the County/OA EOC is activated for a specific incident. Prior to the activation of the County/OA EOC non-incident related agreements or other contractual pursuits that impact care and shelter preparedness are subject to the specific department protocols and applicable County policies that apply to the specific resource and situation, including County General Services purchasing protocols and the expenditures policy in County Code Section 12-16. Agreements and understandings for procurement should be coordinated with the General Services Department, who serves as the County/OA EOC Logistics Section Coordinator and staffs most Logistics Section positions. All documentation supporting approved agreements should be maintained by the Finance and Administration Section at the EOC.

As of June 2022, the General Services Department, in coordination with the Department of Social Services, maintains agreements for the following locations:

- Lompoc Unified School District:
 - Cabrillo HS, Lompoc HS
 - Lompoc Middle School (in progress)
- City of Lompoc:
 - De Wee's Community Center
 - Anderson Rec Center (expired)
- Santa Barbara Unified School District:
 - Santa Barbara High School
 - San Marcos High School
 - Dos Pueblos High School
 - La Colina Junior High School
 - La Cumbre JSB Junior High School
 - Goleta Junior High School (exp 9/15/2026)
- City of Santa Maria:
 - Abel Maldonado and Minami Community Centers (exp 1/24/2027)
 - Page Youth Center: expired 3/24/2021 – to be renewed
- State of CA:
 - SM Fairpark (37th District AG Assn)
 - Earl Warren Showgrounds (19th District Agricultural Assn) (expired)
- Emergency Sheltering for the Unhoused
 - Good Samaritan / Bridgehouse Shelter: 2025 Sweeney Road, Lompoc
 - Good Samaritan / Dignity Moves: 1016 Santa Barbara St; (expires in 2025)
- County Veterans Buildings: contract provisions include County's right to use facility in an emergency
 - Carpinteria
 - SB
 - Lompoc

The Care and Shelter Branch should ensure that all jurisdictions record and document the hours of any employee and volunteer activity in support of sheltering or resource relief

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

site activity, ideally using Item 1.13 Staff Check-In/Out Roster and Item 1.19 SBC/OA EOC Form 214 in the Disaster Care and Operations Toolkit. NOTE: All personnel working in disaster care sites, including non-County employees such as American Red Cross personnel, MUST complete an EOC Form 214 for every day that they work in a disaster care site or the EOC regardless of how long their shift lasted. Disaster care site managers are responsible for collecting their site staff's completed EOC Form 214s. The EOC Care and Shelter Branch will develop a system for completed EOC Form 214s at disaster care sites to be physically delivered to the EOC's Finance and Administration Section. In the event of a state or federally declared disaster, these hours may contribute to the off-set for the cost-share that the OA is responsible for and support other public assistance opportunities. The Care and Shelter Branch Leader should consult with the County/OA EOC's Logistics and Finance and Administration sections for information on procedures to collect, consolidate and document this information from local jurisdictions. That process should then be communicated to the entity in the affected jurisdiction with responsibility for sheltering or disaster care sites.

Santa Barbara County OA is responsible for establishing administrative controls necessary to manage funds spent in support of OA level Care and Shelter operations. The OA is also responsible for reasonable accountability and justification for state and federal reimbursement in accordance with the established guidelines.

Santa Barbara County may seek financial assistance from the California Disaster Assistance Act (CDAA) fund, and from federal disaster funds through the state operations center in accordance with the Robert T. Stafford Act, as amended, when there is a federal disaster declaration. CDAA Public Assistance opportunities exist if the Governor declares a state of emergency for a local incident, even if the federal level does not declare the incident to be an "emergency" or "major disaster."

6.4 Finance

Any expenditure made in connection with emergency activities, including mutual aid activities, shall be for the direct protection and benefit of the inhabitants and property of the County of Santa Barbara. Blanket pre-established contracts are established and reviewed in the fall through General Services. Non-personnel costs, including services and supplies, ordered, or requested by the Care and Shelter Branch through the EOC process will be paid out of the EOC Disaster Fund.

DSS and other county departments associated with disaster care sites are responsible for tracking their own staff costs and all site costs. These should be tracked closely following standard County Disaster Finance Policies and processes. Departments may want to consider pre-establishment of departmental disaster coding protocols to enhance tracking and documentation. Each department is responsible for maintaining and producing all documentation that may be required for reimbursement processes, including but not limited to EOC Form 213 Resource Requests and EOC Form 214 Daily Activity Log for all staff, receipts, contracts, etc.

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Departmental costs will initially be borne by the supporting department. If these costs are eligible for State or federal reimbursement, the CEO Budget Office will facilitate this reimbursement process, but each department is responsible for submitting their appropriate project costs and required documentation. If there is a significant delay in state or federal reimbursement that impacts the Department's operations and FY budget, the Department may request in writing the CEO Budget Office an advancement of the expected reimbursement. Any state or federal reimbursement received after will be available to offset reimbursement already made by the General Fund. If State or Federal funding is not available and the costs of the response has an operational FY impact to the department, or the responding staff were grant or service fee funded, then the Department can request reimbursement in writing to the CEO Budget Office. Once requested, evaluation and determination of reimbursement will be in a timely manner (within the fiscal year in which the emergency response activities occurred).

State Grant Assistance Programs:

Individuals and Households Program (IHP): The Individuals and Households Program (IHP) is a joint Federal and State program. The program can provide assistance following a Presidentially declared disaster when the federal assistance to IHP is implemented. Under IHP, the Federal Emergency Management Agency (FEMA) may provide awards in the form of rent, home repair or replacement, transportation repair or replacement, funeral expenses, personal property, medical, dental, or other miscellaneous expenses. FEMA disaster assistance covers basic needs but does not normally compensate disaster victims for their entire loss. Each situation is unique and is handled on a case-by-case basis.

State Supplemental Grant Program: Program that may provide financial assistance to people who have suffered damages and losses in a disaster area declared by the President, when the FEMA Individuals and Households Program (IHP) is implemented.

Public Assistance for Warming and Cooling Centers: According to the California Governor's Office of Emergency Services 2022 Extreme Temperature Response Plan, extraordinary emergency costs (such as overtime or equipment rental) incurred by local government in response to an extreme temperature-related disaster may be recovered (on a cost share basis) under the California Disaster Assistance Act (CDAA) when the Governor has proclaimed a State of Emergency. Eligible costs may include the extra costs related to establishing cooling or warming centers, staffing the EOCs, renting generators, air conditioners, or heaters for the sheltering effort, emergency public information costs, fatality management costs, and overtime costs for police, fire/rescue, and medical activities related to extreme temperatures. Additionally, funding can be provided (on a cost-share basis) to repair publicly owned facilities or infrastructure if damaged by extreme temperatures. This includes damaged transformers and other electrical equipment owned by a public utility.

6.5 Santa Barbara County and Operational Area Logistics Request Requirements and Capabilities

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Procedures for coordinating care and shelter resources from within the SBOA are provided in Section 2.5 Concept of Support. Procedures for coordinating care and shelter resources from outside the SBOA, including state and federal entities and their capabilities, are provided in Section 4.2 Escalation: State and Federal Coordination and Support. This section describes the logistical capabilities and considerations of the County of Santa Barbara when coordinating disaster care operations within the SBOA while using the procedures described in Sections 2.5 and 4.2.

Basic information must be provided when jurisdictions within the SBOA request County or OA support of their disaster care operations. Table 12 identifies the information that must be provided to the Care and Shelter Branch when requesting resource support.

Table 12: Care and Shelter Branch Required Information for Resource Requests	
Incident type	Time of occurrence
Incident location	How long people will be affected
Shelter/Feeding/Reunification/Other	Additional support resources
Resource to serve how many people?	Site address
Site POC and contact information	Requesting jurisdiction point of contact assignment and contact information

Understanding common requests associated with disaster care operations may allow those supporting disaster care logistics to pre-identify what resources they may need to coordinate. This can allow logisticians to proactively become familiar with any pre-existing contracts or MoUs and start researching sources before requests for support are received. As a preparedness activity, this can also help prioritize the kinds of contracts and agreements that should exist before an emergency. Table 13 provides examples of commonly requested resources for support related to disaster care services.

Table 13: Commonly Requested Disaster Care Site Resources
Sanitation and Hygiene Resources (accessible toilets, hand washing stations and showers)
Public Safety (site security)
Resources that provide mobility or access support
Accessible, understandable messaging detailing the safety status and conditions in impacted areas.
Sufficient transportation for safe transit to mass public safety sites and operations (bus service, paratransit, etc).

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Table 13: Commonly Requested Disaster Care Site Resources
Culturally appropriate translation and dissemination of public information and outreach messaging about available disaster related services and how to access those services.
Staff to support sheltering or other activities at mass public safety sites.
Culturally appropriate meals and meals that comply with therapeutic diet requirements for medical and health conditions both for people and shelters and for community feeding programs.
Temporary fences and barriers for on-site traffic and security.
Resources to support internet access including temporary wi fi, mi fi hotspots or owner approved access to existing systems at sites.
Temporary accessibility and mobility support adaptations at sites and facilities including temporary ramps, materials to provide temporary privacy or quiet areas, and other temporary modifications to support ADA compliance.

Santa Barbara County Sheltering Capability:

Disaster Care Site Staffing

Local Red Cross resources can provide staffing for up to 2 shelters for 150 people each for the first 48 hours of an emergency. Within 72 to 96 hours, staffing to support up to 5 shelters providing support for a total of 800 people can be integrated from other levels of the Red Cross. There are some County employees who are shelter operations trained and any County employee may be asked to serve in some capacity at disaster care sites as a DSW. The local Red Cross can provide support in arranging just-in-time training resources to develop additional shelter staffing capability.

Equipment and Material for Shelters and Warming/Cooling Centers

Santa Barbara County maintains 2 shelter trailers with sufficient supplies to provide service for up to 125 people in each trailer. Shelter supplies and equipment (cots, blankets, and other supplies for shelter support) are pre-organized in pallets that support 25 people per pallet. OEM has also partnered with CA DSS to host a CA DSS shelter trailer within the SBOA capable of supporting 125 people.

These trailers also contain equipment to support warming and cooling center operations including an evaporative cooler unit, an air scrubber unit, a small generator with solar panels and other equipment such as partitions that can be used to create separate spaces within open facilities. Table 14 shows the location of each trailer and an overview of the resources they contain. Each trailer also contains 5 special needs cots. The trailers are staged at the OEM offices in Santa Maria, CA and Santa Barbara, CA. A detailed manual for deployment of these resources was prepared by OEM and is available for reference.

Table 14: Santa Barbara County and Operational Area Disaster Care Support Trailers
Santa Barbara Trailer

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Table 14: Santa Barbara County and Operational Area Disaster Care Support Trailers		
Located at County of Santa Barbara Office of Emergency Management 4408 Cathedral Oaks RD Santa Barbara CA 93110		
Equipment and Supply Support	AFN Compliant	Access Support Equipment
125 People	Yes	Air Scrubbers Evaporative Coolers Yeti 3000X Generator, 1
Santa Maria Trailer Located at the Santa Maria Fire Department 314 West Cook Street Santa Maria, CA 93458		
Equipment and Supply Support	AFN Compliant	Access Support Equipment
125 People	Yes	Air Scrubbers Evaporative Coolers Yeti 3000X Generator, 1
CDSS Trailer Tentative Location Los Alamos County Parks Office 500 Drum Canyon Rd Los Alamos CA 93440		
Equipment and Supply Support	AFN Compliant	Access Support Equipment
110 People	2 AFN Cots	Air Scrubbers Evaporative Coolers Yeti 3000X Generator, 1

The local Red Cross chapter also has resources available for deployment. Please see “Shelter and Resource Relief Site Staffing” for a detailed overview of Red Cross staffing capabilities. Red Cross equipment and material is typically not available for warming center use, nor will the Red Cross open or staff warming or cooling centers. However, the Red Cross may be able to provide equipment and material support for warming centers or other mass care sites on a case-by-case basis.

Facility Use Agreements

The Department of Social Services has pre-coordinated agreements with facilities in the OA. These agreements are administered by the Department of General Services.

The Red Cross maintains an inventory of shelter facility locations and has current use agreements and facility surveys with many of the identified locations in that inventory. Those agreements are administered by the local Red Cross Chapter. These locations are typically activated by the Red Cross once the local sheltering authority has requested Red Cross sheltering support.

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Additionally, contracts exist for transportation support of AFN needs. These should be coordinated through the Care and Shelter Branch in coordination with the Public Health and Medical Services Branch.

A detailed listing of the process and resources the Care and Shelter Branch may coordinate is provided in Item 1.21: Disaster Care and Shelter Branch Coordinated resources in the Disaster Care and Shelter Operations Toolkit.

SECTION 7: PLAN DEVELOPMENT, MAINTENANCE, AND DISTRIBUTION

This plan will be maintained by the Department of Social Services with support from the Santa Barbara County Office of Emergency Management and whole community stakeholders committed to the provision of mass care services. The document should be reviewed for revision and update at a minimum of every two years. Elements of the plan based on changes in state legislative and/or federal regulation may be updated as needed.

The Department of Social Services should consider reviewing and updating the plan with key stakeholders after the following events:

- A major incident
- A change in operational resources (e.g., policy, personnel, organizational structures, management processes, facilities, equipment)
- A formal update of planning guidance or standards
- A change in elected or executive officials, such as the DES or applicable County Department director.
- Each time the plan is used
- Major exercises
- Changes in the jurisdiction's demographics, hazard profile, or infrastructures
- Changes in the jurisdiction's tolerance of identified risks
- The enactment of new or amended laws or ordinances

Changes and updates should be recorded in the change log at the front of the document. The document should be shared with all stakeholders when it is updated.

SECTION 8: AUTHORITIES AND REFERENCES

This section of the plan documents the legal basis for disaster care site operations and activities. It provides lists of laws, statutes, regulations, ordinances, executive orders, and formal agreements relevant to emergencies (e.g., Mutual Assistance Agreements and Memorandum of Understanding) and disaster mass care services. It addresses documentation of the extent and limits of the emergency authorities of the senior official for Care and Shelter, including when these authorities become effective and when they terminate.

8.1 Authorities

This section identifies and describes the federal, state, and local laws that specifically apply to developing and implementing this plan.

County Code and Ordinances

- Santa Barbara County, CA Code of Ordinances, Chapter 2 Administration, Article VI. – Finance and Purchases, Section 2-43. – Emergency Purchases
- Santa Barbara County, CA Code of Ordinances, Chapter 12 Emergency Management
- Santa Barbara County, CA Code of Ordinances, Chapter 12a County-Owned Property
- Santa Barbara County, CA Code of Ordinances, Chapter 24 – Offenses- Miscellaneous
- Santa Barbara County, CA Code of Ordinances, Chapter 26- Parks and Recreation, Article IV.- Camping Parks
- Santa Barbara County, CA Code of Ordinances, Chapter 28- Roads, Article IX. Temporary Restrictions and Closure of County Roads

State Laws and Government Code

- Title 1 California Government Code, Division 4, Chapter 8, § 3100
- Title 1 California Government Code, Division 4, Chapter 8, § 3102,
- Title 2 California Government Code, Division 1, Chapter 7, Article 17, § 8657
- Title 2 California Government Code, Division 1, Chapter 7, Article 17, § 8659
- California Government Code, Chapter 7. California Emergency Services Act, Accessibility to information and services, Article 6.5 Accessibility to emergency information and services, section 8593.3, requiring counties to integrate access and functional needs into their emergency plans. (2020)
- California Government Code, Chapter 7. California emergency services act, Article 6.5 Accessibility to emergency information and services, section 8593.3 amended to require plans to integrate access and functional needs and identify how the access and functional needs population is being served. (2020)
- California Government Code, Chapter 7. California emergency services act, Article 6.5 Accessibility to emergency information and services, section 8593.3.5 (2020) amended to require integrating cultural competence into emergency plans by addressing at a minimum, how culturally diverse communities within its jurisdiction are being served. (2020)
- Public Utilities Code 99166 addressing pets on public transportation during disasters
- Title 19 Public Safety, Division 2. Chapters 1 through 6
- Labor Code 3211.92(b).
- California, Health and Safety Code, HSC, Division 24 Community Development and Disaster Housing, Part 1.6 Natural Disasters, Chapter 2.

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

- California Disaster and Civil Defense Master Mutual Aid Agreement (MMAA)
- Local Mutual Aid Agreements
- Medical/Health Mutual Aid Plan
- Information and Services
- Standardized Emergency Management System (SEMS)
- Health and Safety Code § 34070

Federal Authorities and Statutes

- Fair Employment and Housing Act
- Section 504 of the Rehabilitation Act
- Rehabilitation Act of 1973, Section 504, nondiscrimination provision applicable to FEMA programs
- National Response Framework, 2020
- Homeland Security Act of 2002
- Homeland Security Presidential Directive 5
- Post-Katrina Emergency Management Reform Act of 2006
- Pets Evacuation and Transportation Standards Act of 2006
- Public Health Service Act, as amended
- Social Security Act of 1935, as amended
- Americans With Disabilities Act of 1990
- Fair Housing Act of 1988, as amended
- Robert T. Stafford Disaster Relief and Emergency Assistance Act (Public Law 93-288, as amended)
- Stafford Act, Section 308, nondiscrimination provision applicable to FEMA Programs
- Stafford Act, Section 309, nondiscrimination provision applicable to FEMA Programs
- Executive Order 13166, “Improving Access to Services for Persons with Limited English Proficiency,”
- Executive Order 12898, “Environmental Justice in Minority and Low-Income Populations.”
- Title VI of the Civil Rights Act
- Title IX of the Education Amendments Act
- Age Discrimination Act

8.2 References

This section identifies and describes the reference manuals to develop the plan and/or help prepare for and respond to disasters or emergencies, including (but not limited to) general planning tools, technical references, and computer software.

Reference Documents	Year
Santa Barbara County References	
Santa Barbara County Emergency Operations Center Care and Shelter Branch, Plan for Essential Support Services and Resource Activation at General Population Shelters	2018
Santa Barbara County/Operational Area EOC Shelter Trailer Manual	2022

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Reference Documents	Year
County of Santa Barbara Multi Agency Disaster Feeding Plan	2020
Santa Barbara County Emergency Operations Plan (In-Draft)	2021
SB OEM EOC Explained, Presentation	2020
Santa Barbara County Office of Emergency Management EOC Position Checklist: Care and Shelter Branch Leader	2021
Santa Barbara County Office of Emergency Management EOC Position Checklist: Red Cross Branch Leader	2021
County of Santa Barbara Emergency Facility Use Agreement	2021
County of Santa Barbara Public Health EZ Lift Transportation Services MOU	2017
County of Santa Barbara and CDSS Mass Care and Shelter Supplies Mutual Aid	No Date
County of Santa Barbara and American Red Cross Santa Barbara Chapter, Memorandum of Understanding	2013
County of Santa Barbara Public Health & Santa Maria Organization of Transportation Helpers (SMOOTH)	2017
County of Santa Barbara Mass Care and Shelter, Temporary Evacuation Point Directory	2020
American Red Cross, Cascades Region, TEP Presentation	2021
External County and City Care and Shelter References	
Monterey Annex B Care and Shelter 2019	2019
Solano Mass Care and Shelter Annex	2017
Solano County 07 Mass care and Shelter Annex to the EOP	2017
San Bernardino County Mass Care and Shelter Plan	2012
San Diego OA 2018 Annex G Care and Shelter	2018
County of Orange and Orange County Operational Area Chapter 3 Mass Care and Shelter Annex	2016
Multnomah County Mass Shelter Equity Lens guidance	2017
Butte County Functional Annexes to the EOP	2011
Butte County Functional Annex F Care and Shelter	2011
CA County and City Emergency Plans	
Temporary Evacuation Point, Red Cross	2020
Bi-County Santa Barbara-Ventura Transportation Emergency Preparedness Plan	2020
Butte County Operational Area Emergency Operations Plan	2011
Sonoma County Operational Area Emergency Operations Plan	2014
County of Napa EOP	2017

**SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND
SHELTER PLAN 2022**

Reference Documents	Year
Sonoma County EOP Annex PSPS	2021
Ventura County Disaster Recovery Plan	2019
Alameda County Emergency Operations Plan	2012
Ventura County Draft EOP	2021
Bay Area Critical Transportation Paratransit Roles and Responsibilities TTX	2019
State References	
California Emergency Support Function 6 Mass Care and Shelter Annex to the California State Emergency Plan, CDSS	2022
Extreme Temperature Response Plan, An Annex to the State Emergency Plan (Includes Guidance for Local Government)	2022
Emergency Support Function 6 Executive Summary to the State Emergency Plan, California Health and Human Services Agency, California Department of Social Services	2013
State of California Emergency Management Mutual Aid Plan	2012
California Disaster Behavioral Health Plan	2020
After Action Review and Best Practice References (Statewide)	
Santa Barbara County Winter Storm AAR	2017, February
Butte County Camp Fire Response AAR	2020, August
Butte County Camp Fire Corrective Action Plan	
County of Sonoma Wildland Evacuation Exercise AAR	2021
Kinkade Fire After Action Report	2020
Napa Valley COAD AAR 10-11 2019 PSPS _ Kinkade Fire	2020
Sonoma County EOC Tubbs Fire AAR	2018
City of Santa Rosa 2018 Tubbs Fire Action Plan Status Update	2018
The Thomas Fire Emergency Response After-Action Review	2018
Fresno County Summary Creek Fire 2020	2021
Jackson County Fire Incidents After Action Report 2020	2021
Thomas Fire and 1/9 Debris Flow	2018
Recovering and Rebuilding from Oregon's 2020 Wildfires	2021
State EM Plans (Cal OES, SEMS Guidance)	Various
State of California Emergency Plan	2017
State Mass Care and Shelter Operations During a Communicable or Infectious Disease Environment	2020

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Reference Documents	Year
Guidance CAL OES Integrating AFN within the Emergency planning process	2020
Cal OES 2014 Excessive Heat Contingency Plan	2014
Draft State of California Planning Best Practices for Local Emergency Plans	2021
Federal/National Care and Shelter Reference	
Guidance on planning for Personal Assistance in General Population Shelters, FEMA	2010
Planning Considerations: Evacuation and Shelter-In-Place, Guidance for State, Local, Tribal and Territorial Partners, FEMA	2019
Planning Considerations for Disaster Housing, FEMA	2020
Covid19 Homeless System Response: Winter Planning Guide, CDC	2020
American Red Cross Wildland Fire Evacuation Congregate Shelter Operations in a Covid-19 Pandemic	2020
Disaster Preparedness to Promote Community Resilience: Information and Tools for Homeless Service Providers and Disaster Professionals	2017
Covid 19 Homeless System Response: Alternative Approaches to Winter Sheltering During Covid-19, CDC	2020
FEMA 2021 Individual Assistance Program and Policy Guide	2021
Public Assistance Program and Policy Guide V. 4, FEMA	2020
American Red Cross, Disaster Cycle Services Covid-19 Compendium, V.12.0.2021.09.27	2021
Individual Assistance Program and Policy Guide (IAPPG)	2020
Mega-Shelter Planning Guide, A Resource and Best Practice Reference Guide	2010
Strategies for Inclusive Planning in Emergency Management	2018
Sheltering Guidance Aid, joint FEMA, Red Cross, multi-agency publication	2010
White Papers and Other References	
Listos California Emergency Preparedness Campaign, Vulnerability Profile for Santa Barbara County sponsored by Valley Vision and Community Health Insights	2019
The Invisible victims of disaster: Understanding the vulnerability of undocumented Latino/a and indigenous immigrants	2020
The Use of Cooling Centers to Prevent Heat-Related Illness: Summary Evidence and Strategies for Implementation	2020
Review of California Wildfire Evacuations From 2017 to 2019, Institute of Transportations Studies, Berkeley.	2020
Establishing and Maintaining Inclusive Emergency Management with Immigrant and Refugee Populations, Institute for Diversity, and Inclusion in Emergency Management	2021

**SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND
SHELTER PLAN 2022**

Reference Documents	Year
LGBTQIA+ People and Disasters, DRR Dynamics	2021
LGBT (Lesbian, Gay, Bisexual and Transgender) Needs and Disaster Tip sheet, International Disaster Interfaith Network	2012
Housing Sex Offenders in Emergency Shelters, A memorandum developed for the International Association of Emergency Managers, Children in Disasters Caucus/Working Group	2015
Preventing and Responding to Sexual Violence in Disasters, a planning guide for prevention and response, A Joint Publication of Louisiana Foundation Against Sexual Assault and National Sexual Violence Resource Center	2008
Blue Campaign One Voice. One Mission. End Human Trafficking.: Faith-Based and Community Toolkit, Department of Homeland Security.	2018

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND
SHELTER PLAN 2022

APPENDIX A: GLOSSARY

Board of Supervisors (BoS): Elected officials representing the five districts in Santa Barbara County who together form the highest elected governing body of the County of Santa Barbara.

Care and Shelter: A coordinated grouping of capabilities that meets the food, clothing, and shelter needs of people on a mass scale.

Cooling Center: Facilities that are made available by public, private, and volunteer organizations that provide people a safe place to go to get relief from extreme heat conditions, typically equipped with air conditioning or other means for staying cool.

Cultural Competence: The ability to understand, value, communicate with, and effectively interact with people across cultures to ensure that the needs of all community members are addressed, with priority given to “culturally diverse communities.” “Cultural competence” includes, but is not limited to, being respectful and responsive to the cultural and linguistic needs of diverse population groups. California Government Code, Chapter 7, California Emergency Services Act, Article 6.5 Accessibility to emergency information and services, 8593.3.5 (2020) amended to require integrating cultural competence into emergency plans by addressing at a minimum how culturally diverse communities within its jurisdiction are being served.

Culturally Diverse Communities: Include but are not limited to, race and ethnicity, including indigenous peoples, communities of color, and immigrant and refugee communities; gender, including women; age, including the elderly and youth; sexual and gender minorities; people with disabilities; occupation and income level including low-income individuals and the unhoused; education level; people with no or limited English language proficiency; as well as geographic location. (California Emergency Services Act § 8593.3.5)

Diversity: The inclusion of various perspectives and views possessed by individuals from a range of different socio-economic, racial, and ethnic backgrounds, as well as different genders, sexual orientations, ages, religions, military status, levels of education, generations, disabilities, and points of views. (As cited on the Santa Barbara County Department of Human Resources website)

Emergency: Any incident(s), whether natural or human-caused, that requires responsive action to protect life or property.

Emergency Evacuation Shelters: A safe congregate care, environmentally protected facility used for durations typically not to exceed 72 hours by populations displaced by an incident or an event. (Sheltering Guidance Aid and Shelter Staffing Matrix, Joint Publication: American Red Cross, Dallas Convention Center, FEMA, International Association of Venue Managers, State of California, State of Florida, 2010)

Evacuation Center (also called Community Reception Center or Reception Center): An interim site along an evacuation route that provides mass care and other emergency services to evacuees arriving in a host location. An Evacuation Center/ Reception Processing Site may

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

be located within an impact jurisdiction (although outside the impact area) or in a host jurisdiction. These locations provide life-sustaining services, such as food, water, basic medical support, and assignment and transportation to a shelter. Additional services may include disaster and local weather information, reunification, and crisis counseling. Temporary sleeping space may also be provided while evacuee needs are evaluated or if evacuees arrive late at night. Jurisdictions should arrange separate areas for unaccompanied minors, people without identification, and individuals subject to judicial and/or administrative orders restricting their freedom of movement. These sites may also process evacuees returning to the impact jurisdiction. (Planning Considerations: Evacuation and Shelter-In-Place, FEMA, 2019)

Evacuation Order: Immediate threat to life. This is a lawful order to leave now. The area is lawfully closed to public access. (*California Statewide Evacuation Terminology, 2020*)

Evacuation Order(s) Lifted: The formal announcement of lifting evacuations in an area currently under evacuation. (*California Statewide Evacuation Terminology, 2020*)

Evacuation Warning: Potential threat to life and/or property. Those who require additional time to evacuate, and those with pets and livestock should leave now. (*California Statewide Evacuation Terminology, 2020*)

Extreme Temperatures: Environmental temperatures (low or high) that are often slower to develop, taking several days of continuous, oppressive extreme temperatures before a significant or quantifiable impact is seen.

Family Assistance Center (FAC): A central location where services and information are provided to the family members of people killed or injured in an incident or disaster. Family Assistance Centers can play a pivotal role in local governments effectively managing their responsibilities for individual and family reunification services. Services and planning for these facilities are beyond the scope of this plan.

Functional Assessment Support Team (FAST): A FAST consists of trained government employees and Community Based Organization (CBO) personnel ready to respond and deploy to disaster areas to work in shelters. FAST will work side by side with shelter personnel and other emergency response workers to assist in identifying and meeting essential functional needs so shelter clients can maintain their health, safety, and independence during disasters. The role of FAST is to conduct assessments of individuals and facilitate the process of getting essential resources needed by individuals in shelters that have access and functional needs. These may include durable medical equipment (DME), consumable medical supplies (CMS), prescribed medications or a person to assist with essential activities of daily living. The program is run by California Office of Emergency Services.

Hard Closure: Closed to all traffic except Fire and Law Enforcement. (*California Statewide Evacuation Terminology, 2020*)

Inclusion: The creation of an environment that is accepting of the unique needs of groups and individuals including but not limited to those with different socio-economic, racial, and ethnic backgrounds, as well as different genders, sexual orientations, ages, religions, military status, levels of education, generations, disabilities, and points of views. An inclusive environment is

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

one that promotes belongingness equally and equitably, regardless of one's background. (Adapted from a definition on the Santa Barbara County Department of Human Resources website).

Inclusivity: The practice of integrating those people and groups that otherwise might have been excluded or marginalized, such as (though not limited to) those with disabilities, access, and functional needs.

Local Assistance Center (LAC): A centralized location for critical services and resource referrals for unmet needs to communities following a disaster or significant emergency. Representatives from the whole community provide and share information about the resources their organizations/agencies/departments can provide to people impacted by the disaster. LACs are also known as Disaster Recovery Centers and may include provision of services to assist with replacing lost or destroyed vital documents (identification, financial information, etc). May also provide an opportunity to connect impacted people with support services. Planning for these facilities is beyond the scope of this plan.

Multi-agency Shelter Transition Teams: A shelter transition team, comprised of representatives from multiple local, state, federal, nongovernmental, and private organizations, helps shelter residents to prioritize needs and choose the most appropriate available housing solution.

No-Notice Incident: An incident occurring with little or no warning and requiring rapid assessment, decision making, communication, and implementation of protective action.

Notice Incident: An incident where jurisdictions have warning of an impending hazard. The officials have time to prepare in advance, assess, communicate, and implement protective action measures. Typically, initial preparation discussions regarding the impending hazard occur as soon as the jurisdiction receives first notice of impact.

Non-congregate Shelters: A nontraditional facility (e.g., home of family or friends, trailer, hotel, dormitory, cruise ship, recreational vehicle) that provides individuals and households with a level of privacy higher than that of a congregate shelter.

Pacific Gas and Electric Public Safety Power Shutoff Community Resource Centers: PGE Community Resource Centers open during the day in counties impacted by a PSPS or longer outage at the discretion of PGE. All centers provide an ADA-accessible restroom and hand-washing station, medical equipment charging, device charging, Wi-Fi, bottled water and snacks. Indoor centers also offer air-conditioning or heating, seating and ice. Link to the [PGE Community Resource Center Webpage](#) for current PGE Community Resource Center Information.

Personally Identifiable Information (PII): Defined by the federal Office of Management and Budget as "...information which can be used to distinguish or trace an individual's identity, such as their name, social security number, biometric records, etc., alone, or when combined with other personal or identifying information which is linked or linkable to a specific individual, such as date and place of birth, mother's maiden name, etc."

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Presidential Emergency Declaration: Under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, an emergency declaration in this context means any occasion or instance for which, in the determination of the President, federal assistance is needed to supplement state and local efforts and capabilities to save lives, protect property and public health and safety, or to lessen or avert the threat of a catastrophe in any part of the United States. The President may issue an emergency declaration prior to an actual incident to lessen or avert the threat of catastrophe in certain conditions.

Presidential Major Disaster Declaration: Under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, the President can declare a major disaster for any natural event, including any hurricane, tornado, storm, high water, wind-driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, or drought, or, regardless of cause, fire, flood, or explosion, that the President determines has caused damage of such severity that it is beyond the combined capabilities of state and local programs to respond. A major disaster declaration provides a wide range of federal assistance programs for individuals and public infrastructure, including funds for both emergency and permanent work. A Presidential Major Disaster Declaration may only be issued after an incident.

Resident only Closure: Soft closure with the additional allowance of residents and local government agencies assisting with response and recovery. (*California Statewide Evacuation Terminology, 2020*)

Resource Relief Site: The term used by the County of Santa Barbara and the Operational Area for sites other than shelters where mass care services and activities are provided to people displaced from the places where they work and live or need respite from extreme weather conditions because of an emergency or hazard. Sites include but are not limited to: Temporary Evacuation Points, Evacuation Centers Sites, Warming Centers, Cooling Centers, and Power Outage Resource Centers.

Shelter-In-Place: The use of a structure to temporarily separate individuals from a hazard or threat. Sheltering in place is commonly the primary protective action in situations where it is safer for individuals to shelter-in-place than to try to evacuate. Sheltering in place is appropriate when conditions require individuals to seek protection in their home, place of employment, or other location when disaster strikes. When ordered to shelter-in-place, people should go indoors, shut and lock doors and windows, and prepare to self-sustain until further notice and/or contacted by emergency personnel for additional direction.

Shelter: A safe, sanitary, and secure place that provides life-sustaining services in a congregate or non-congregate facility for individuals who have been displaced by an emergency or a disaster, usually designed to provide overnight and sleeping accommodations. (Planning Considerations: Disaster Housing, Department of Homeland Security, 2020)

Sheltering: The provision of short-term life-sustaining services in a safe, sanitary, and secure environment for disaster survivors who have been displaced from their homes and are unable to meet their own immediate post-disaster housing needs. (Planning Considerations: Disaster Housing, Department of Homeland Security, 2020)

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Shelter Demand: A planning assumption that identifies the estimated percentage or number of people in a population who will require mass care services in public shelters. A general rule of thumb is to plan for approximately 5-20 percent of the population, but this can vary widely based on socioeconomic factors, hazard specifics, and other variables. This figure is based on modeling conducted by the American Red Cross

Soft Closure: Closed to all traffic except Fire, Law Enforcement, and critical Incident resources (i.e., Utility, Caltrans, City/County Roads etc. or those needed to repair or restore infrastructure). (*California Statewide Evacuation Terminology, 2020*)

Southern California Edison Public Safety Power Shutoff Community Resource Centers: SCE has contracted with dozens of sites across high fire risk areas to serve as resource centers during PSPS events. Please find a list for all contracted sites at [SCE Potential SCE Community Resource Centers During PSPS Events](#) See sce.com/psps for a map of open locations during active events. Information is posted one day before sites are expected to open, when possible.

State of Emergency: As defined in Government Code Section 8558 (b), state of emergency means the duly proclaimed existence of conditions of disaster or of extreme peril to the safety of persons and property within the state caused by conditions such as air pollution, fire, flood, storm, epidemic, riot, drought, cyberterrorism, sudden and severe energy shortage, plant or animal infestation or disease, the Governor's warning of an earthquake or volcanic prediction, or an earthquake, or other conditions, other than conditions resulting from a labor controversy or conditions causing a state of war emergency, which, by reason of their magnitude, are or are likely to be beyond the control of the services, personnel, equipment, and facilities of any single county, city and county, or city and require the combined forces of a mutual aid region or regions to combat, or with respect to regulated energy utilities, a sudden and severe energy shortage requires extraordinary measures beyond the authority vested in the CPUC.

A state of emergency proclamation by the Governor is warranted when:

- There exists conditions of disaster or of extreme peril to the safety of persons, which, by reason of their magnitude, are or are likely to be beyond the control of the services, personnel, equipment, and facilities of any single county, city and county, or city and require the combined forces of a mutual aid region or regions to combat, or with respect to regulated energy utilities, a sudden and severe energy shortage requires extraordinary measures beyond the authority vested in the California PUC [Government Code Sections 8558(b) and 8625]; or
- The Governor is requested to do so by the mayor of a city or the chairperson of the county board of supervisors or the county administrative officer; or
- The Governor finds that local authority is inadequate to cope with the emergency; and
- Local emergency response costs are significant to make these costs eligible for reimbursable under the California Disaster Assistance Act or as a prerequisite for a request for federal disaster assistance for state and local governments.

Temporary Evacuation Points (TEPs): An area out of danger temporarily designated as a place for evacuees to gather and receive initial information, direction, and access to resources. This may be indoors or outdoors. The TEP concept is relatively new and similar to the Evacuation Point concept described in the FEMA Guide to Evacuation and Sheltering in Place.

SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND SHELTER PLAN 2022

Temporary Housing: Temporary housing is the intermediate phase of housing assistance that covers the gap between sheltering and the return of survivors to permanent dwellings. This phase provides displaced survivors with safe, habitable, and secure places to live with access to community services and the opportunity to begin the process of recovery. (*Planning Considerations for Disaster Housing, Guidance for State, Local, Tribal and Territorial Partners, May 2020*)

Warming Center: A short-term shelter that operates when temperatures or a combination of precipitation, wind chill, wind and temperature becomes dangerously inclement.

Wrap-around Services: Term refers to additional sustainment resource that are required during sheltering operations to support the population that cannot return to their home or place where they lived and will remain sheltered until temporary housing options can be identified. These additional resources are commonly referred to as “wrap-around” services and may include but are not limited to access to laundry services, connection with resources for support in identifying housing options, establishing transportation to support children’s return to school and adults’ transportation needs for work, and access to social services.

**SANTA BARBARA COUNTY AND OPERATIONAL AREA DISASTER CARE AND
SHELTER PLAN 2022**

[THIS PAGE INTENTIONALLY LEFT BLANK]