



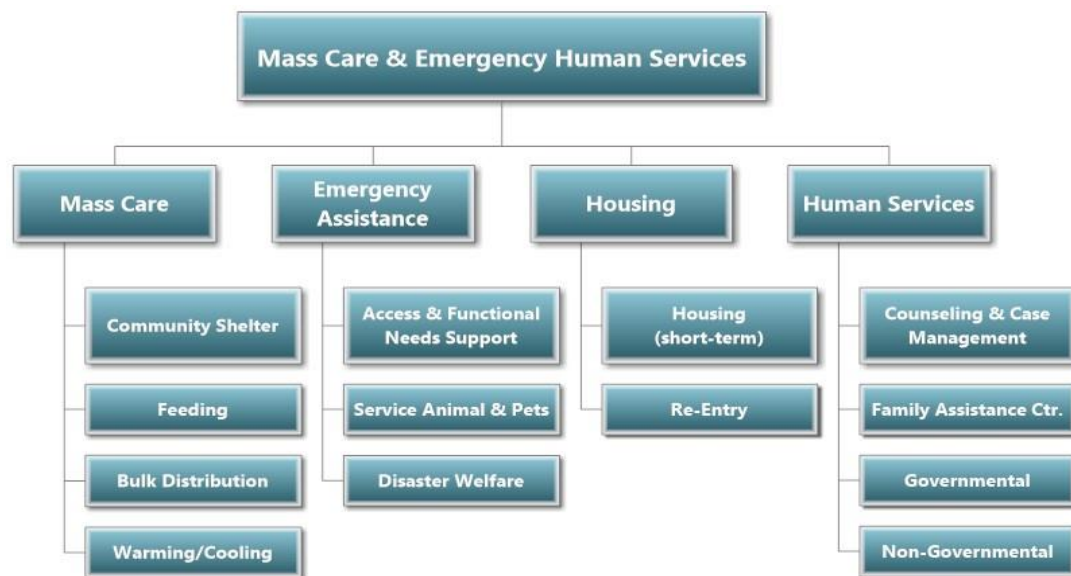
# Mass Care and Emergency Human Services Preparedness Guide Overview

## PURPOSE OF THE GUIDE

- Establish a **common understanding** of the complex roles local government must fulfill to meet the emergency human services needs of their residents during emergencies.
- Establish a **common understanding** of the complex roles and services community partners provide to meet the needs of their communities during and following a disaster.
- Assist local government and **the whole community** in their support of disaster survivors.
- Provide guidance in creating a system to ensure equal and fair treatment to all disaster survivors that includes **assessment and accommodations for people with access and functional needs**.

## TARGET AUDIENCE

This guide targets Wisconsin's *county human services authorities*, the departments that coordinate human services activities except in state and federal facilities, most likely serve as lead organizations for *Mass Care and Emergency Human Services*. Counties identify those departments by a number of different names.<sup>1</sup> The following chart illustrates the complex set of functions that you and your partners must address in *Mass Care and Emergency Human Services*.



<sup>1</sup> Some examples of ways such departments could be designated include County Human Services Department; Department of Community Programs; Unified Community Services; Department of Health and Human Services; Department of Social Services; or Human Services Center.

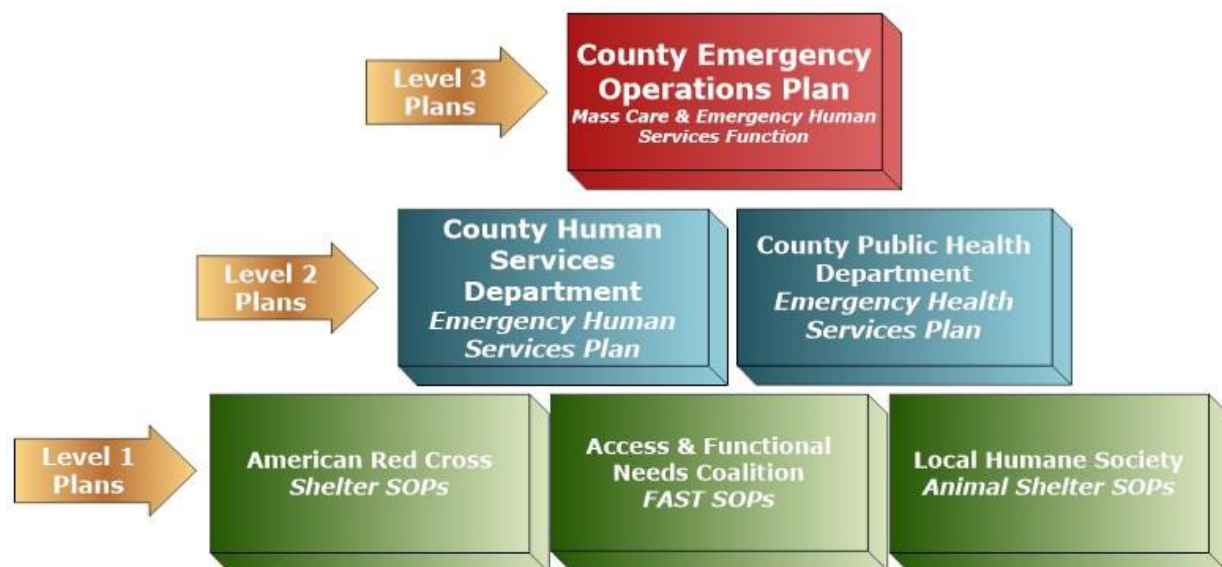
## LEAD ORGANIZATION

- **Lead organization** is the governmental agency or office that is **accountable** for developing and coordinating a functional element of the county emergency operations plan.
- **Primary organization** is a group or office, often voluntary, to which the lead organization delegates all or part of a functional element in the plan. It is **responsible** for a response/recovery activity.
- If the primary organization is unable to fulfill its responsibility, the lead organization remains accountable for ensuring the delivery of adequate emergency services.

## PLANNING AND RESOURCES

- **Introduction** – purpose, definitions, and recent developments in emergency management
- **Getting Started** – Describes how to navigate the planning process
- **Form the Core Team** – Discusses recruiting a committed core of planners
- **Recruit an Expanded Team** – Discusses bringing in new, committed partners to share responsibility for *Mass Care and Emergency Human Services*
- **Ensure Development of Level 1 Plans** – Provides worksheets for the plans and ground-level capabilities for the direct delivery of services to displaced people
- **Develop Level 2 Plans** – Provides management-level guidance to get your department ready to coordinate your staff and partner organizations
- **Strengthen Level 3 Plans** – Provides suggestions for working with your county emergency manager to keep your parts of the county plan up-to-date
- **Resources** – Lists supporting planning materials and toolkits available on our online document repository

### Planning Pyramid<sup>2</sup>



<sup>2</sup> Created for the Mass Care and Emergency Human Services Preparedness Guide, 2015, Wisconsin Department of Health Services.