

## Lesson 3: Mass Care and Emergency Assistance Resources

### Lesson Overview

The purpose of this lesson is to provide an overview of the processes and the resources used to support mass care and emergency assistance (MC/EA).

Upon completion of this lesson, you will be able to:

- Describe the MC/EA sequence of support.
- Identify resources used to support MC/EA.
- This lesson should take approximately 15 minutes to complete.

### MC/EA Sequence of Support

Although the sequence of support is a continuous loop, the process begins with monitoring because when you join the operation, you begin by gathering information, surveying, and monitoring what's occurring. Then you can begin to analyze the information by validating (or grounding) and determining whether to act on the information.

If action is needed, then resources are identified, and the sequence of support is completed by tracking the resources.

### Monitor

In the monitor phase of the MC/EA sequence of support, the following will occur:

- Data is gathered to contribute to situational awareness and reports.
- Stakeholders, partners, and points of contact are identified and MC/EA data is shared with them.
- Specific requests for support from organizations providing MC/EA services are received and tracked.

### Analyze and Validate

During the analyze and validate phase of the MC/EA sequence of support, the following will occur:

- Information and data are analyzed and validated to ensure accuracy.
- Situational awareness of MC/EA activities is developed and tracked.
- Resource requirements are anticipated and/or identified in coordination with other MC/EA stakeholders and the NIMS resource typing guidance.
- Changes in MC/EA resource needs are anticipated and options considered.
- MC/EA support requests are prioritized and appropriate action is recommended.

## **Support**

In the support phase of the MC/EA sequence of support, the following may occur:

- Provide and/or coordinate resource support and technical assistance.
- Track to ensure requests are fulfilled.

## **MC/EA Sequence of Support**

You may repeat the sequence of support multiple times to resolve a single request, and you will be engaged in all three tasks until MC/EA activities conclude.

MC/EA requests are initially addressed at the local jurisdictional level. If the request cannot be filled at the local level, the request is elevated to the next level of government. Support from the federal government may include a cost share with the State.

Next, you will learn about MC/EA resources.

## **Resources (1 of 2)**

There are many MC/EA resources that have been developed to support the whole community with planning and preparedness to successfully respond to disasters.

Visit the National Mass Care Strategy Resource Center at:

<http://nationalmasscarestrategy.org/resources/> for more information about resources for sheltering, feeding, distribution of emergency supplies, family reunification, household pets and other general resource documents. As additional resource documents and training courses become available, they will be posted on the site.

## **Resources (2 of 2)**

In addition to the resources listed on the National Mass Care Strategy Resource Center, there are several software applications available to support MC/EA activities.

### **National Mass Evacuation Tracking System (NMETS)**

FEMA has developed a tool for evacuation tracking called the National Mass Evacuation and Tracking System (NMETS) to support states if they do not have their own system.

NMETS can track household members, their possessions brought through the evacuation process, their household pets, and service animals, and durable medical equipment.

### **National Emergency Family Registry and Locator System (NEFRLS)**

FEMA has developed an online system, required by the Stafford Act, in which family and friends can search for displaced loved ones. NEFRLS also includes a toll-free phone number that people can use to aid in their search efforts. This system is only activated at the request of the state. Missing children, and individuals searching for children, are automatically redirected to the NECLC.

## **National Emergency Child Locator Center (NECLC)**

Individuals who access NEFRLS to report, register as, or search for a displaced child age 21 or younger are directed to NECLC, which is managed by the National Center for Missing & Exploited Children (NCMEC), with support from FEMA.

NECLC works with NCMEC to deploy Team Adam to disaster-affected areas. Team Adam gathers information about displaced children to facilitate State efforts to locate and reunite missing children with their families.

## **Safe and Well**

An American Red Cross online application that allows people affected by a disaster to list themselves as “safe and well.” Family members can also view the messages left by their loved ones who have self-registered on this site.

## **National Shelter System (NSS)**

FEMA and the Red Cross each have software applications that are able to input data about shelters, locations, capacity, current populations, as well as other data points.

The FEMA system can also report feeding locations, Points of Distribution (PODs) and other pertinent MC/EA information. The system is tied into mobile mapping applications to plot MC/EA locations in regards to shelters, pet shelters, and other locations.

## **Lesson Summary**

Let's summarize what you have learned in this lesson:

- The MC/EA sequence of support represents the fundamental tasks that are performed in coordination with and support of the State. It consists of three phases: monitor, analyze and validate; and support.
- The National Mass Care Strategy Resource Center website contains useful information about resources for sheltering, feeding, distribution of emergency supplies, family reunification, household pets and other general resource documents.
- In addition to the resources listed on the National Mass Care Strategy Resource Center, there are several software applications available to assist MC/EA activities, including the National Mass Evacuation Tracking System (NMETS), the National Emergency Child Locator Center (NECLC), the National Emergency Family Registry and Locator System (NEFRLS), Safe and Well, and the National Shelter System (NSS).