

**Presentation to the Joint Legislative Emergency Management Oversight Committee
Department of Health and Human Services (DHHS)
Division of Social Services
Operational Role in Responding to Emergency/Disaster Events**

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Division of Social Services (DSS) --- Lead Coordinator for the Department of Health and Human Services

Responsibilities: Communication

- Activate communication between NC DHHS and NC DPS/EM.
- Ensure DHHS Divisions emergency/disaster activities and NC Emergency Management activities are distributed to all DHHS Offices, US HHS Program Offices, and USDA Food and Nutrition Services Office (FNS) through daily situation reports.
- Participate in daily briefings with Emergency Management Human Services Section and Health Section within NC Emergency Operations Center.
- Translate all DHHS press releases and other DHHS information into Spanish and distribute to Latino media outlets.
- Staff the Governor's Emergency Bilingual Hotline to assist with calls for information and assistance through the DSS Latino Ombudsman.
- Notify Sensory and Foreign Language Interpreter Staff of NC DHHS and NC DHHS interpreter contracts to be on standby and ready to deploy if requested.

Responsibilities: Staffing

- Ensure all DHHS Divisions are staffed for Response, Recovery and Mitigation.

Responsibilities: Resources

- Ensure DHHS Divisions are on standby and are ready to deploy Division resources.

Along with NC Emergency Management, DSS is the Lead State Government Agency for Mass Care and Human Services During Response, Recovery and Mitigation (Reference: Mass Care Annex of the State EOP, Annex A, Appendix 3, Tab E-ESF6). Support Agencies are:

- American Red Cross
- Division of Adult Correction
- North Carolina National Guard
- Salvation Army
- Department of Public Instruction
- NC Baptist Men
- Other DHHS Agencies

Responsibility:

- Coordinate efforts to provide emergency shelters, mass care facilities, feeding, water, distribution of relief supplies for victims of a disaster, and disaster public assistance/information.
- Coordination/facilitation of the provision of sheltering during an emergency/disaster event includes those persons with functional needs (sensory, physical, mental limitations, and non-English speaking) with county departments of social services (county DSS).
- Coordination/facilitation of the provision of relief efforts provided by volunteer organizations with county DSS.
- Coordination/facilitation of the provision of mental health/crisis counseling to victims at shelters, mass care facilities, and fixed feeding sites with county DSS.
- Coordination/facilitation of the provision of emergency first aid to victims at shelters, mass care facilities, and fixed feeding sites with county DSS.

DSS Partners with FEMA to Perform Community Relations (CR) During Recovery.

Responsibility:

DSS CR teams go door-to-door, canvass in counties and speak with residents who have suffered damage or loss. They also communicate with citizens on the street in an effort to reach out to everyone, especially persons with specific needs (seniors, persons with disabilities, persons with limited communications skills, etc.) to provide information on emergency/disaster assistance. In addition, CR teams meet with representatives of community-based agencies, nonprofit organizations, faith-based organizations, business owners, community leaders and public officials. Whenever a CR specialist identifies an unmet need, that information is communicated to state and federal staff.

By order of the Governor of North Carolina, USDHHS, and USDHS, NCDHHS/DSS is the lead state agency for the Mass Emergency Repatriation Program.

Responsibility:

- The United States (U.S.) Repatriation Program was established in 1935 to provide temporary assistance to U.S. citizens and their dependents who experience unexpected and unavoidable problems abroad, and to assist them upon their return to the U.S.
- Authorization for the program is Title XI, Section 1113 of the Social Security Act (Assistance for United States Citizens Returned from Foreign Countries) [42 U.S.C. 1313] (a) (1), 45 CFR 212, Public Law 86-571, 45 CFR Part 211 (Hospitalization for mentally ill repatriates and other services) [24 USC Sec. 321-329], and Executive Order 11490 – National Emergency Repatriation Plan.
- Temporary assistance is defined as money payments, medical care, temporary housing, transportation, and other goods and services necessary for the health or welfare of individuals (including guidance, counseling, and other welfare services), furnished to U. S. citizens and their dependents who are without available resources in the U.S. upon their arrival from abroad and for such period after their arrival, not exceeding 90 days.
- **EXAMPLES OF PAST MASS REPATRIATIONS:**
 - HAITI-2010, 45,000 persons repatriated through NC
 - LEBANON-2006, 12,400 persons repatriated through NC