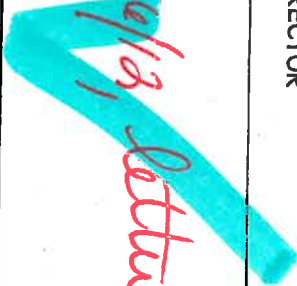


DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Hess</i>	DATE <i>1-23-12</i>
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DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER <i>000277</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR <i>CC: MW Tech</i> <i>Cleared 1/26/12, letter attached.</i> 	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>2-1-12</i> <input type="checkbox"/> FOIA DATE DUE _____ <input type="checkbox"/> Necessary Action

APPROVALS <small>(Only when prepared for director's signature)</small>	APPROVE	* DISAPPROVE <small>(Note reason for disapproval and return to preparer.)</small>	COMMENT
1.			
2.			
3.			
4.			

BOARD:
Allen Amaler
Chairman
Mark S. Lutz
Vice Chairman
Steven G. Kistner
Secretary



C. Earl Hunter, Commissioner

January 19, 2012

Promoting and protecting the health of the public and the environment

BOARD:
R. Kenyon Wells
L. Clarence Batts, Jr.
Ann B. Krol, DDS
John O. Hutto, Sr., MD

RECEIVED

JAN 23 2012

Department of Health & Human Services
OFFICE OF THE DIRECTOR

Mr. Anthony Keck
Director
S.C. Department of Health and Human Services
P.O. Box 8206
Columbia, SC 29202

Re: 2012 Revision to Emergency Support Function (ESF)-8 Standard Operating Procedures

Dear Mr. Keck:

The S.C. Department of Health and Environmental Control (DHEC) is designated in various state plans as the lead agency for carrying out ESF-8 Health and Medical Services functions during emergency responses. Your agency is designated as a supporting organization to ESF-8.

The Office of Public Health Preparedness is conducting an annual review and revision of the Standard Operating Procedures (SOP) for implementing ESF-8 responsibilities. According to the S.C. Emergency Operations Plan, Annex 8, your agency is responsible for the following actions:

1. Prepare for and conduct operations in support of ESF-8 as coordinated.
2. Assist in the coordination of local support to special medical needs shelter operations.

I would appreciate it if you would provide DHEC with a copy of your plans or SOPs that you have for implementing these actions.

Additionally, I need to confirm your agency Point(s) of Contact (POC) to whom questions about these responsibilities can be addressed during exercises or an emergency response. Please provide me with a name, a 24-hour contact number, an office number and an e-mail address.

If you have questions, please direct them to Samuel L. Finklea, DHEC Office of Public Health Preparedness, (803) 898-3734 finklesl@dhec.sc.gov. Thank you for your assistance.

Sincerely,

A handwritten signature in cursive script, appearing to read 'Max Learner'.

Max Learner
Executive Director
DHEC Office of Public Health Preparedness



2600 Bull Street
Columbia, SC 29201

Return Service Requested

Mr. Anthony Keck
Director
SC Department of Health and Human Services
P.O. Box 8206
Columbia, SC 29202

January 26, 2012

Mr. Max Learner, Executive Director
DHEC Office of Public Health Preparedness
2600 Bull Street
Columbia, S.C. 29201


Dear Mr. Learner:

As requested in your letter dated January 19, 2012, please find included in this response a copy of the South Carolina Department of Health and Human Services' Emergency Management Plan. Additionally, listed below is the Department's point of contact during exercises or an emergency response:

<u>Name</u>	<u>24 hr Contact Number</u>	<u>Office Number</u>	<u>E-mail Address</u>
Reggie Delaine	(803) 622-2591	(803) 898-2652	delaine@SCDHHS.gov

If you need additional information, please do not hesitate to contact me directly at 898-2508 or Mr. Delaine at the numbers listed above.

Sincerely,


Robert M. Cannon, Bureau Chief
Administrative Services

RMC/jym

SOUTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES

EMERGENCY MANAGEMENT PLAN

I. Purpose

The Purpose of this Plan is to describe the roles and responsibilities of employees of the Department of Health and Human Services (DHHS) in preparing for and responding to emergency conditions within the state of South Carolina. This Plan will establish procedures to facilitate joint emergency planning for emergency relief and to ensure that the agency's resources are applied in a coordinated manner during the time of the emergency.

DHHS recognizes that, pursuant to S.C. Code § 25-1-440, the Governor has the power to utilize all available resources of state government as reasonably necessary to cope with an emergency, and to transfer the direction, personnel, or functions of state departments, agencies and commissions, or units thereof, for purposes of facilitating or performing emergency services as necessary or desirable.

II. Emergency Preparedness

Emergency Preparedness shall mean the extraordinary actions of government in preparing for and carrying out all functions and operations, other than those for which the military is primarily responsible, when concerted, coordinated action by several agencies or departments of government and private sector organizations is required to prevent, minimize and repair injury and damage resulting from a disaster of any origin.

Emergency shall mean actual or threatened enemy attack, sabotage, conflagration, flood, storm, epidemic, earthquake, riot or other public calamity.

South Carolina Emergency Management (Civil Defense) Organization shall mean all officers and employees of state government, county government, and municipal government, together with those volunteer forces enrolled to aid them in an emergency and persons who may by agreement or operation of law be charged with duties incident to protection of life and property of this State during emergencies."

Certain emergency management and response functions have been integrated into various program areas and employees' job duties. These functions must be coordinated with other state agencies and organizations involved in emergency preparedness and operations. This is done largely through joint planning and exercises carried out under the State Emergency Operations Plan.

Under the State Emergency Operations Plan, DHHS' responsibilities are included in ESF-6 Mass Care. (See Appendix A for a copy of the State Emergency Operations Plan, ESF-6 Mass Care)

III.

Provision of Essential and Direct Care Services

During a declaration of an emergency, all essential and direct care services will be maintained. All employees who are considered "essential" during a declaration of emergency shall be identified by their supervisor by position, classification, or title. No change to the essential employee roster should occur after the declaration of emergency has been declared.

In accordance with Department of Health and Human Services (DHHS) Attendance and Leave Policy 3.03 (N), employees who 1) are non-exempt from the Fair Labor Standards Act (FLSA) overtime standards; 2) work shelter duty; and 3) work over forty hours (40) per workweek due to shelter duty will be paid for those hours worked at a rate of one and one-half times the regular rate of pay.

Upon the authorization of the Deputy Director, employees who 1) are exempt from the FLSA overtime standards; 2) work shelter duty; and 3) work over forty (40) per work week due to shelter duty will be awarded compensatory time. Supervisors will ask for the DHHS Time Sheet to record the overtime worked.

IV.

Department of Health and Human Services, Bureau of Long Term Care

Roles and Responsibilities

To facilitate response by staff from the Bureau of Long Term Care Services, in the event of a large-scale emergency, Disaster Teams are designated to maintain contact with and coordinate assistance to Community Long Term Care (CLTC) Area Offices. In the event that a disaster occurs in only one or two areas, team captains may call upon other teams that were designated for areas where no disaster occurred. DHHS will coordinate its activities with any other agencies/entities as needed.

1. Preparedness

DHHS Bureau of LTC will:

- a. Identify, train, and assign DHHS personnel to Disaster Teams.
- b. Ensure that the Community Long Term Care (CLTC) staff develops disaster preparedness plans for CLTC Area offices. (See Appendix B for copies of all current CLTC Area office disaster preparedness plans.)
- c. Ensure that the CLTC Area offices are prepared to activate disaster plans and have methods and procedures for identifying clients at high risk of needing disaster assistance.

- d. Develop procedures for protection and back up of client data to aid in response and recovery actions.
- e. Disseminate current disaster information to CLTC Area offices.
- f. Review emergency procedures to prepare to activate DHHS Disaster Teams for Initial Assessment of Need survey.

2. **Response**

- a. DHHS administration notifies and dispatches Disaster Teams to affected areas, and monitors their activities.
- b. Disaster Teams will perform Initial Assessment of Need to include reestablishing DHHS office operations, coordinating with other disaster response agencies, coordinating delivery of non-perishable meals, and coordinating volunteer activities.

3. **Recovery**

Disaster Teams will:

- a. Provide support in Disaster Recovery Centers (DRCs) to assist the elderly with applying for State and Federal assistance programs.
- b. Along with CLTC Area offices, assist with handling logistics for personnel working the recovery phase.
- c. Assist in providing information and referral services for disaster victims.
- d. Provide support and or assistance to the CLTC Areas offices and other local agencies or service providers in the distribution of food and commodities and identifying unmet needs.
- e. Assist CLTC Area offices in applying for State and Federal assistance and in re-establishing routing provisions of service delivery.

4. **Disaster Teams**

The following teams will be maintained in the event of any type of disaster where post-disaster assistance is needed. Counties are assigned to each team in the event of a hurricane. Other disasters may occur in other parts of the state that would require a team or teams to be dispatched to lend assistance. Activities remain the same regardless of the type of disaster. Team Captains are liaisons to the local Emergency Operations Command Center.

Staff assigned to disaster-relief activities are excused from their normal duties until they are relieved from their disaster assignment. They are also covered by Workers' Compensation guidelines and are entitled to travel reimbursement at the current State allowance rate. Staff will submit appropriate paperwork upon their return to the office.

a. Pre-Disaster

- Twelve (12) Hour Shifts
- Three (3) slots

b. Post-Disaster

- Twelve (12) hour shifts
- Two (2) slots

c. Post-Disaster Relief Teams

- Waccamaw (Horry and Georgetown Counties)
Two (2) Captains
Five (5) Team Members

- Trident (Charleston, Dorchester, Berkeley Counties)
Two (2) Captains
Seven (7) Team Members

- Low Country (Beaufort, Colleton, Jasper Counties)
Two (2) Captains
Six (6) Team Members

- Information Technology Team
Three (3) slots

- Floaters: persons who go where the need is determined to be greater than the assigned team can handle
Five (5) slots

5. **Disaster Team Activities**

- a. **Initial Assessment of Need** – As soon as feasible following the disaster, contact will be made with the CLTC Area Office(s) in the affected area(s). The following information will be ascertained:

- Status of CLTC staff operations
- Status of each CLTC provider staff and operations, including facility staff

DHHS will conduct emergency assessments on clients. Reports will be generated from information gathered to be used for federal and state financial aid applications; status reports on clients; to give to staff regarding client's needs and to be shared with the CLTC Area offices. Reports will be provided to the appropriate entity for follow-up on clients. The local Donated Resource Center will link goods/supplies to client needs. Collaboration with agencies/organizations providing clean-up, repairs and temporary sheltering will link clients needing these services to the agency providing them.

- b. If it is determined that the CLTC Area Office(s) need the assistance of CLTC staff, a team or teams will be dispatched as quickly as possible.

- c. The team(s) should be prepared to be self-supporting while in the disaster area. Motel arrangements will be made prior to a team(s) being dispatched. The following will be sent with teams:

- Boxes of supplies
- Computer workstation (monitor, CPU, printer, scanner, copy machine)
- Laptop computers
- Food
- Water and other beverages

- d. Individual team members should be prepared to take a minimum of a one-week (7 day) supply of some or all of the following:

- Food, nonperishable and manual can opener
- Paper plates and plastic utensils
- Water (1 gallon per person per day)
- Sleeping bags or cots
- Blankets and pillows
- Sun screen/insect repellant if needed
- Cash (automatic tellers will probably not be working for some time)
- Flashlights and batteries and candles and matches/lighters
- Extra clothes
- Toiletries/personal hygiene items
- Medicines (prescription and over the counter)
- Battery operated radio
- Walkie Talkies (if available)
- Cell phone (just in case towers are not down)

- e. The specific duties and responsibilities of the team will depend on the functional level of the CLTC Area Office. They might include:

- Outreach – helping identify CLTC clients and older adults needing assistance
 - Helping to re-establish operations, including taking in office supplies, laptops, etc.
 - Information, Referral and Assistance Disaster Intake: this could involve staffing phones, inputting data into the disaster software, etc.
 - Making contact with the long term care facilities, home health providers, Certified Residential Care Facilities (CRCF), hospice programs, aging service providers and other support agencies to assess needs and identify service delivery programs for clients
 - Coordinating with other disaster response agencies; e.g., local Emergency Management, Red Cross, Salvation Army, etc.
 - Coordinating delivery of non-perishable meals and water
 - Coordinating activities with the Disaster Assistance Center (DAC) if established
 - Coordinating volunteer activities
 - Coordinating assistance from other CLTC offices and other agencies/entities as needed.
 - Assisting with agency applications for disaster assistance funds
- f. The Team Captain(s) will be responsible for providing regular updates and reports back to staff at the CLTC Central Office and ensuring appropriate documentation of staff time and activities performed and coordinating with CLTC.
- g. Additional staff, including support staff, may be added to the terms as necessary.
- h. The Bureau of Information Technology (BITs) team will load the Disaster Software on laptop computers. Staff using this software will be trained in its use at that time. BITs staff will then be available for hardware and software maintenance, uploading of data from laptops at the end of each day, and generating needs reports for staff to use in gathering goods and supplies for clients.
- i. DHHS staff will work with other agencies as needed in the coordination of the disaster assistance application process.

V. Department of Health and Human Services, Local Eligibility Processing

Roles and Responsibilities

DHHS understands and agrees that during disaster activation, all county DHHS Medicaid Eligibility staff will operate under the direction of the DSS County Director. A mutually acceptable schedule between the DSS County Director and DHHS Regional Administrator will be used to deploy staff to shelter operations. DHHS staff will remain under the control of the DSS County Director until released. The DHHS Regional Administrator will ensure that the number of DHHS and DSS staff who open and maintain shelters will be proportional based on the total number of staff needed to man the shelters and the total number of county office filled positions within each agency. Employees working the first shift during emergency operations will be allowed time off from work to make preparations. Individuals not involved in emergency operations will be asked to volunteer during emergencies as needed. Volunteers will provide their name and contact number to their supervisor. Supervisors will forward these names to Central Office Management. (See Appendix C for copies of Local Eligibility County Emergency Disaster Plans.)

Regional Administrator Responsibilities

1. Preparedness

- a. The DHHS Regional Administrator (RA) and the DSS County Director will meet annually to review shelter staffing needs, team rosters, and to discuss issues of shelter work and management.
- b. DHHS RA will identify staff required to attend the Red Cross Shelter Operations training and other preparedness related activities.
- c. Ensure that all emergency plans are reviewed and points of contact/telephone numbers verified.
- d. Prepare an emergency backup schedule for staff that may be exempt from shelter duty.
- e. Ensure that the number of DHHS and DSS staff who open and maintain shelters will be proportional based on the total number of staff needed to man the shelters.
- f. Provide updated shelter plans to Central Office Management.

2. Response

- a. Upon notification by County Supervisor of pending shelter operations, RA shall notify Central Office Management of shelter openings and number of staff reporting.

- b. Ensure DHHS staff support shelter operations, as outlined in county shelter plans.
- c. Notify Central Office Management of any personnel issues relating to staff reporting for shelter duty.
- d. Maintain an accurate account of time staff spent on shelter duty.

3. Recovery

- a. Continue to update Central Office Management on shelter operations.
- b. Upon notification by County Supervisor of shelter closing, RA shall notify Central Office Management.
- c. Report personnel issues relating to shelter operations to Central Office Management.
- d. Ensure timesheets and other administrative documents are submitted to the appropriate office.

Medicaid County Supervisor Responsibilities

1. Preparedness

- a. Ensure DHHS staff attends the Red Cross Shelter Operations training and other preparedness related activities.
- b. Maintain an emergency backup schedule for staff that may be exempt from shelter duty.
- c. Ensure DHHS staff provides accurate points of contact/telephone numbers for shelter operations.
- d. Provide updated roster information to RA.

2. Response

- a. Upon notification by County DSS of pending shelter operations, Medicaid County Supervisors will notify staff and the RA of emergency and initiation of preparatory activities.
- b. Ensure DHHS staff supports shelter operations, as outlined in county shelter plans.

c. Notify RA of any personnel issues relating to staff reporting for shelter duty.

d. Maintain an accurate account of time staff spent on shelter duty.

3. **Recovery**

a. Continue to support shelter operations until staff is released.

b. Report personnel issues relating to shelter operations to RA.

c. Ensure timesheets and other administrative documents are submitted to the RA on a timely basis.

DHHS Eligibility Staff Responsibilities

1. **Preparedness**

a. Attend the Red Cross Shelter Operations training and other preparedness related activities as required.

b. Review shelter plans and provide updated information to Medicaid County Supervisor.

2. **Response**

a. Upon notification, report to shelter in county of assignment as instructed.

b. Notify Medicaid County Supervisor of any personnel issues relating to reporting for shelter duty.

c. Perform shelter duties as outlined in county shelter plan.

d. Maintain an accurate account of time spent on shelter duty.

3. **Recovery**

a. Continue support of shelter operations until released.

b. Ensure timesheets and other administrative documents are submitted to the Medicaid County Supervisor on a timely basis.

V1. **Department of Health and Human Services (South Carolina) Emergency Response Team (SERT) Responsibilities**

1. Preparedness

- a. Identify, train, and assign DHHS personnel to staff ESF-6 in the South Carolina Emergency Operations Center (SEOC). (See Appendix D).
- b. Attend required training, workshops, and other preparedness related activities.
- c. Review emergency procedures to prepare to activate State Emergency Response Team members to the SEOC.

2. Response

- a. Upon notification, report to the Emergency Management Division as required.
- b. Perform ESF-6 Mass Care duties as outlined in the South Carolina Emergency Operations Plan (See Appendix A).
- c. Communicate with DHHS Emergency Management Team information concerning the extent of the emergency and the status of response operations.

3. Recovery

- a. Continue to communicate status of response operations to DHHS Emergency Management Team.
- b. Continue to support Mass Care operations until released.
- c. Ensure timesheets and other administrative documents are submitted to supervisor on a timely basis.

VII. Donated Goods and Volunteer Services

The primary objective of the Donated Resources Management System is to effectively manage nonated resources of money, goods, and volunteer personnel to assist disaster victims during short-term and long-term recovery. DHHS is required to provide volunteers (two teams) to man the telephones and computer terminals to accept and record donations. Assistance performed is post-disaster.

Training: Training is provided by the Donated Resources Center.

Location: Donated Resources Center, 4430 Broad River Road.

Availability: Volunteers must be on call to respond when needed.

Number of Volunteers: 11

1. Preparedness

- a. Identify, train, and assign DHHS personnel to staff ESF-18 in the Donated Resource Center. (See Appendix D).
- b. Attend required training, workshops, and other preparedness related activities.
- c. Review emergency procedures to prepare to activate Donated Resources Team members to the Donated Resources Center.

2. Response

- a. Upon notification, report to the Donated Resources Center as required.
- b. Perform ESF-18 duties as outlined in the South Carolina Emergency Operations Plan (See Appendix A).
- c. Communicate with DHHS Emergency Management Team information concerning the extent of the emergency and the status of response operations.

3. Recovery

- a. Continue to communicate status of response operations to DHHS Emergency Management Team.
- b. Continue to support Donated Resources Operations until released.