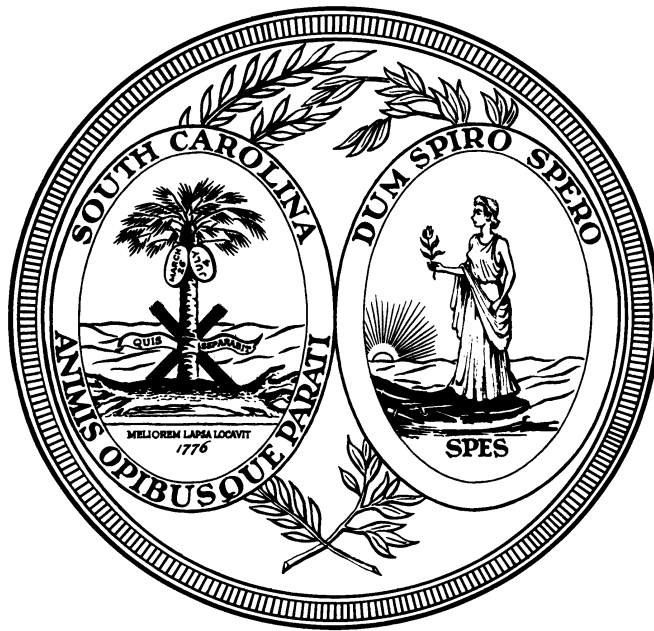


South Carolina Repatriation Plan

Appendix 12

South Carolina Emergency Operations Plan



January 2020

**APPROVAL, IMPLEMENTATION, AND PROMULGATION
SOUTH CAROLINA EMERGENCY REPATRIATION PLAN, APPENDIX 12**

The 2018 South Carolina Emergency Repatriation Plan was developed for use by Emergency Support Function (ESF) 6 (Mass Care), primary agency South Carolina Department of Social Services, and ESF-6 Supporting Agencies to provide a framework for the delivery of coordinated pre- and post- disaster health and human services support to United States citizens living abroad as defined by the Federal Department of Health and Human Services Emergency Repatriation Program. This plan is Appendix 12 to the South Carolina Emergency Operations Plan.

This plan, dated January 2020, supersedes the base South Carolina Emergency Repatriation Plan dated 09 April 2018, which should be discarded.

I hereby authorize the publication of this plan.



Anthony J. Sellers, Inspector General
SC Department of Social Services
Office of Inspector General

RECORD OF CHANGES

Record of Changes – South Carolina Repatriation Plan				
Change Number	Changes	Date of Change	Date Entered	Change Made By

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APPENDIX 12
(SOUTH CAROLINA REPATRIATION PLAN)
TO THE SOUTH CAROLINA EMERGENCY OPERATIONS PLAN

COORDINATING SC Department of Social Services

PRIMARY American Red Cross (Red Cross); Charleston Animal Society (CAS); Charleston County Emergency Management (CCEMD); Charleston/Dorchester Department of Mental Health (C/DDMH); Charleston County Aviation Authority (CCAA), dba, Charleston International Airport (CAI); Charleston County Aviation Authority Police Department (CCAAPD); Charleston County Emergency Medical Service (CCEMS); Charleston County Department of Social Services CCDSS (representing the Trident Area but also consisting of Berkeley and Dorchester County DSS offices); Charleston County Rescue Squad (CCRS); Charleston County; Sheriff's Office, Animal Control (CCSO); Clemson University Livestock & Poultry Health (CULPH); Low country Incident Management Team (LCIMT); SC Baptist Disaster Relief (SCBDR); SC Department of Agriculture (SCDA); SC Department of Health & Environmental Control (SCDHEC) ; SC Department of Natural Resources (SCDNR); SC Department of Probation, Parole and Pardon Services (SCDPPP); SC Department of Public Safety (SCDPS); SC Department of Transportation (SCDOT); SC Department on Aging (SCDOA); SC Emergency Management Division (SCEMD); SC National Guard (SCNG); SC State Guard (SCSG); SC Treasurers' Office; SC Voluntary Organizations Active in Disaster (SCVOAD); SC Department of Mental Health (SCDMH); State Law Enforcement Division (SLED); The Salvation Army (TSA); Triad VOAD

SUPPORTING Federal Bureau of Investigation (FBI); USDHS, Office of Refugee Resettlement (ORR); Office of the Assistant Secretary for Preparedness & Response (ASPR); Centers of Disease Control and Prevention (CDC); Substance Abuse & Mental Health Services Administration (SAMHSA); US Citizenship & Immigration Services (CIS); US Customs & Border Protection (CBP); US Department of Agriculture (USDA); US Department of Defense (DOD), FORSCOM, Ft. Jackson/Joint Base Charleston/Savannah Rapids District Veterinary Command; US Department of Health & Human Services, Administration for Children & Families (ACF); US Department for Homeland Security, Federal Emergency Management Agency (FEMA), Region IV; US Department of Housing & Urban Development (HUD); US Department of Justice (DOJ); US Department of State (DOS); US Department of Transportation (DOT); US General Services Administration (GSA) ;US Public Health Services (PHS); US Veterans' Administration (VA)

I. INTRODUCTION

- A. This plan defines state emergency repatriation roles and responsibilities of County, State and Federal agencies in response to emergency repatriation situations, necessitating the mass movement of U.S. evacuees from overseas areas to the Charleston International Airport.
- B. In addition, this plan describes how the State will play a critical support role in establishing an Emergency Repatriation Center (ERC), coordinating with other state and local agencies (including the designated airport entity) and providing for the reception, temporary care and onward transportation to final destination of repatriates, accompanying dependents, service animals and pets and property who arrive at the Charleston International Airport in an emergency repatriation event

II. PURPOSE

- A. The purpose of this plan is to describe the State systems for coordination, notification, deployment and delivery of Emergency Repatriation Services, in support of the U.S. Department of Health and Human Services (USDHHS) Repatriation Program, during an emergency repatriation event, in the State. These services ensure private U.S. citizens, their dependents and other U.S. Department of State (DOS)-authorized persons are adequately assisted in an expedited, safe and successful return to their communities in the Continental United States (CONUS).
- B. This plan also describes State assistance to the Department of Defense (DOD) Non-Combatant Evacuation Operations (NEO).
 - 1. Depending on the type of event, if USDHHS needs to establish a Joint Repatriation Center (JRP) with DOD, identify an area within the ERC/nearby, for DOD to process and service their personnel and family members.
 - 2. DOD is responsible for conducting NEO, for the dependents of military personnel and DOD civilians.
 - 3. In the event DOD is unable to support NEO (i.e., - reception operation), they may request the assistance of HHS/State resources.
 - 4. In the event of a request for assistance, the State will utilize this Plan (with the exception of personnel tracking and reporting) to conduct repatriation assistance, to the DOD.
 - 5. Whenever requested by ACF, DOD will provide the hardware, software and training for the DOD Noncombatant Evacuation Operation Tracking

System and the Automated Repatriation Reporting System (ARRS), to process evacuees' information, at the ERC.

III. SCOPE

- A. The State Emergency Repatriation Plan (SERP) applies to state agencies and personnel as well as organizations and individuals, identified as having a support role in coordinating and executing a federally-led emergency repatriation operation, in the State.
- B. Operations under this plan are limited to evacuations of U.S. citizens, their dependents and other DOS-authorized persons from abroad, to the State's POE, due to war, threat of war, invasion, civil unrest/similar crises occurring in conjunction with:
 - 1. A Presidential Declaration of National Emergency, or;
 - 2. Without a Declaration, in response to DOS' notification to the U.S. Department of Health and Human Services, of its' authorized evacuation to the Continental U.S.; or;
 - 3. Emergency repatriation procedures in South Carolina would be the same, for an evacuation not involving a Declaration of National Emergency, as it would under a formal Presidential Declaration of National Emergency; except the DOS is more likely to require that South Carolina care for all non-combatant evacuees (military dependents), during an evacuation, not involving a Declaration of National Emergency.
- C. The SC Emergency Operations Plan (SCEOP) forms the basic framework, for all emergency management activities, in the State. The SERP augments the SCEOP by addressing the specialized knowledge, skills and procedures needed, to respond to an emergency repatriation operation. In addition, this plan:
 - 1. Does not supersede existing local/state emergency management plans, rather is designed to supplement and support such existing plans.
 - 2. Builds on established capabilities, capacities, contracts and plans that may exist, at the local and state level.
 - 3. Expands on and adheres to planning guidance, provided in the National Emergency Repatriation Plan (2016) and the National Emergency Repatriation Operational Guide (2016).

4. The South Carolina Department of Social Services (SCDSS) develops and maintains the SC Emergency Repatriation Plan (Appendix 12, SCEOP), and coordinates all state, federal and volunteer assistance required, for emergency repatriation evacuee processing.
5. This plan defines the roles and responsibilities of county, state, federal and volunteer agencies in response to emergency situations that necessitates the mass movement of non-combatant U.S. evacuees from overseas areas, to the Charleston International Airport (CAI), North Charleston, South Carolina.

IV. FACTS AND ASSUMPTIONS

A. Facts

1. Large numbers of U.S. citizens and their dependents live, work, study and travel abroad.
2. South Carolina is designated as one of the states to support a federal effort to repatriate U.S. citizens/others, evacuated from overseas areas, including the U.S. Department of Defense (DOD) non-combatants.
3. South Carolina has one designated POE, located at Charleston International Airport (CAI), North Charleston, SC. Control of Emergency Repatriation Operations will be conducted from the Emergency Repatriation Center (ERC), located either at Joint Base Charleston (JBC)/Charleston International Airport/North Charleston Convention Center or Coliseum.

B. Assumptions

1. The repatriation event will be a large-scale event. It is possible that 4-5 flights of 300 - 500 + repatriates could arrive 1-5 hours apart at Charleston International Airport (CAI), per day – equivalent to 1800/day. Twelve hundred per day is considered a large group.
2. The scope of the event will be beyond the capability of agencies normally involved in repatriations to manage as part of their normal day-to-day operations.
3. Agencies involved in the implementation of this plan are familiar with its contents and have developed internal plans and procedures to carry out responsibilities assigned to them as part of the plan.

4. ACF, directly/through the USDHHS Secretary Operations Center (SOC)* will provide advance notice of an impending emergency repatriation event.
5. DOD evacuation of private U.S. citizens, their dependents and other DOS-authorized persons under the NERP may occur without a Presidential Declaration of National Emergency.
6. The State will receive notification at the point an evacuation is being considered and should have no later than 48 hours to one (1) week to activate its' plan before the first flight arrives.
7. Emergency repatriation operations may begin prior to a declaration of national emergency. A State Declaration of Emergency may be necessary.
8. The State will conduct Repatriation Operations with 24-hour coverage for the duration of the emergency and will continue until all evacuees have secured travel to their final destination/otherwise have been processed and been provided assistance.
9. The State may not have all the info it needs and may have to make some planning assumptions assuming a worst case scenario.
10. The Emergency Repatriation Phase occurs in the first 24 hours of the operation and the temporary assistance can be up to 90 days
11. The U. S. Department of Health and Human Services (USDHHS) will provide flight manifests and/or repatriation information to the State.
12. Repatriates may arrive without identification, with little/no money or with few or no personal items and suffering considerable stress and anxiety.
13. Some may have an illness/be infected with transmittable diseases/other medical condition requiring medical attention.
14. Some may be elderly, wounded or have a disability/other access and functional needs (AFN) and may require additional assistance. Some may have small children.
15. Some may speak languages other than English.
16. Federal regulations authorize the evacuation of service animals and pets.
17. Repatriates cannot be required to go to an ERC. (The ERC is a service, for those who want to receive this federal repayable assistance. Some

repatriates may have their arrangements made prior to arriving in the U.S. and will continue onward, without stopping, at the ERC).

18. Repatriates will continue to travel to their final destination, as quickly as possible.
 19. An emergency repatriation operation will be a major media event.
 20. While the State will be reimbursed by the HHS for expenses incurred as part of the emergency repatriation process, HHS is not expected to provide funding in advance of emergency repatriation operations.
 21. Temporary financial assistance is not an entitlement but a service loan, repayable to the U.S. Government.
 22. The DOD will provide temporary services to its personnel and family members. However, if DOD is not present at the ERC, DOD personnel and family members will be treated as regular repatriates, for the purpose of establishing eligibility and receiving repatriation temporary assistance.
 23. All evacuees will have appropriate documentation for legal entrance, to the U.S.
 24. Individuals with criminal records will be processed by the U.S. Department of Homeland Security (DHS) or other authorized agency.
-

*The Secretary's Operation Center (SOC) operates 24/7/365, at the ERC. The mission of the SOC is to be the focal point for synthesis of critical public health and medical information, on behalf of the United States Government. The SOC maintains real-time situational awareness of incidents and events of public health significance.

V. SITUATION

- A. In the event, the DOS determines a significant threat to the health and safety of its citizens abroad exists/is imminent, DOS may recommend citizens leave the foreign country/countries impacted by the event.
- B. In certain situations, DOD may evacuate U.S. citizens, their dependents and other DOS-authorized persons to a foreign safe haven/to a Port of Entry (POE), in the Continental U.S. (CONUS). If the safe haven is in the CONUS, the U.S Administration for Children and Families (ACF) is the lead Federal agency, responsible for the coordination and provision of reception and temporary services to all non-combatant evacuees returned from a foreign country.

- C. While ACF is responsible for the planning, coordination and implementation of the National Emergency Repatriation Plan (NERP) and Program, states and territories, through ACF-established repatriation agreements, carry out the operational responsibilities for the reception, temporary care and onward transportation of the non-combatant evacuees. During emergency repatriations, whenever necessary and upon state request, ACF, through interagency assignments works with other federal agencies to assist with the provision of needed temporary services.
- D. In December 2016, ACF signed a Memorandum of Understanding (MOU) with the USDHHS Office of the Assistant Secretary for Preparedness and Response (ASPR). Through this MOU, ACF will continue to retain overall decision-making authority and responsibility for the U.S. Repatriation Program requirements and as needed, ASPR will support by leading and performing the emergency and incident management activities related to coordination and operations during certain emergency repatriation incidents.

VI. CONCEPT OF OPERATIONS

A. General.

- 1. Emergencies may take place under a Presidential Declaration of National Emergency related to escalating international tensions or hostilities overseas, or may occur under conditions not involving a declaration of national emergency. A State Declaration of Emergency may be necessary, Emergency repatriation procedures in South Carolina are the same for an evacuation not involving a declaration of national emergency as for an evacuation under a formal Presidential declaration of national emergency.
- 2. Not all individuals will require every service available, but the program is prepared to provide effective and efficient needed services to eligible individuals. Dependent upon the scope of the emergency situation, repatriates may be immediately processed at the airport or transported to the nearby ERC.
- 3. Emergency Repatriation.
 - a. Activation and Notification.

Types of Activation Notices: General Overview.

The DOS will notify the HHS when it appears an emergency repatriation will occur. In the event the State is designated as a POE by USDHHS, an internal HHS meeting is scheduled with designated regional and headquarters' staff,

to share information and determine federal operational direction. Following this meeting, HHS-authorized staff will send an activation notice to the Governor, the State Emergency Repatriation Coordinator, and the Backup Emergency Repatriation Coordinator of the possible implementation the Emergency Repatriation Plan.

- (1) Notification.
 - (a) Upon receipt of the activation notice from the Governor's Office, SCEMD's Director/Designee will conduct a meeting/conference call with the State's Executive Group to determine if the State can serve as a POE for an emergency repatriation operation. The SCDSS Director/designee will notify HHS of the State's decision.
 - (b) Activation of the SERP will require the following:
 - [1] Notify CCEMD of SERP activation.
 - [2] Establish direct contact with the CAI Manager/Designee, to establish the ERC and provide notice of the number of incoming evacuee flights. The NER UCG will also provide incoming flight information, to designated state personnel. The Boarding List will consist of the number of passengers, their medical needs, the number of unaccompanied minors and the number who have access and functional needs.
 - (c) Give activation dates to the FEMA Regional Administrator and coordinate deployment of HHS personnel to South Carolina, to support SEOC and ERC operations. At a minimum, the following functions are staffed by federal personnel, who have decision-making authority:
 - [1] HHS representative, to serve in the state's UCG;
 - [2] ERC Travel Officer;

- [3] ERC Loan Approving Officer;
- [4] ERC Referral Officer
- (d) Upon the DOS formal notification to HHS of an imminent evacuation of U.S. citizens and their dependents from overseas, HHS will send an activation notice to selected states. Through existing ACF state agreements, states designated as potential POE's will be asked to activate their State Emergency Repatriation Plan.
- (e) SCDSS Director/designee will coordinate with Charleston International Airport (CAI) to activate the ERC. The ERC will activate within 48 hours. CAI will determine the location of the ERC. Local and state personnel assigned to the ERC will report directly to the ERC as directed.
- (f) HHS in coordination with the SCDSS Director/designee will be responsible for designating and assigning federal personnel to the ERC.
- (g) SCDSS and CCEMD will coordinate all alternate POE/ERC plans with Joint Base Charleston/North Charleston Convention Center or Coliseum.
- (h) In the event the State is selected as a POE, there may be different types of notices provided. The types of notices are as follows:
 - [1] Stand By. Upon receipt of information from DOS, advising that a large-scale repatriation may materialize, HHS will send a standby notice to the State Emergency Repatriation Coordinator. (The State may/may not receive a Stand-by Notice, for POE Ops). This is not an activation notice. Upon receipt of this notice the state must provide a formal response to HHS, indicating their ability to support emergency repatriation operations. Conference calls will be scheduled by HHS, as needed.

- [2] Cancel Previous Notice. HHS will provide this notice to the State Emergency Repatriation Coordinator, if the state has, subsequently, not been selected as a POE/if a federal decision has been made not to use the U.S., as a safe haven.

- [3] Activate the State Emergency Repatriation Plan (SERP). HHS will provide this notice to the Governor's Office, SEOC and the State Emergency Repatriation Coordinator (SERC), after sufficient information is obtained from DOS, advising that an evacuation has materialized and HHS has selected the state as a POE, for repatriates. The notice will contain information regarding the Initial National Emergency Repatriation Coordination meeting, which will take place shortly after the notice is issued. HHS will follow up with a State Leadership phone call and an updated briefing, on the situation. The briefing will include the possible number of evacuees and POC's. HHS asks that the CAI Manager be included on the call because the briefing is unclassified.

- [4] Demobilization. This notice will be provided (1) after sufficient information is obtained from DOS, advising that the emergency has ended, or; (2) the State requests closing of the ERC, due to other State contingencies/upon reaching service capacity, or; (3) a Federal decision is made by an authorized NER UCG official, to close the ERC. This notice will come from the NER UCG, to the Governor's office, SERC and SEOC.
 - (i) Federally-staffed positions within the ERC ICS are represented, in Figure 2: Sample ERC ICS Organizational Chart.

 - (j) SCDSS, Financial Services will decide where the funds will come from, to initiate Repatriation

Operations, for up to 120 days. It may require a Waivers approach. (Some states declare States of Emergency, which allows funds to be resourced). HHS has agreements that allow for “reasonable and allowable” reimbursements and can review State documents.

B. Federal

Clearing by Federal Agencies

a. Processing Center.

At the processing center, U.S. Customs and Immigration Services, (USCIS), U.S. Customs and Border Protection (CBP) and U.S. Department of Agriculture will clear each repatriate their family members, as well as personal and household goods.

b. Clearing of Animals.

The United States CBP conducts initial processing of animals. United States Department of Agriculture-Animal and Plant Health Inspection Service-Veterinary Services (USDA-APHIS-VS) inspects pets for foreign animal diseases/conditions. The Centers for Disease Control and Prevention (CDC) is responsible for the Issuance of "Notice to Owners and Importers of Dogs" for rabies vaccination and confinement.

c. Health Clearing.

The Department of Health and Human Services, Public Health Service (PHS) may assist in the screening of repatriates, if requested by the local repatriation coordinator.

d. Postal Support.

The process center will provide Repatriates with U.S. Postal Service forms to complete and mail to their former post office so their mail can be forwarded to the appropriate destination.

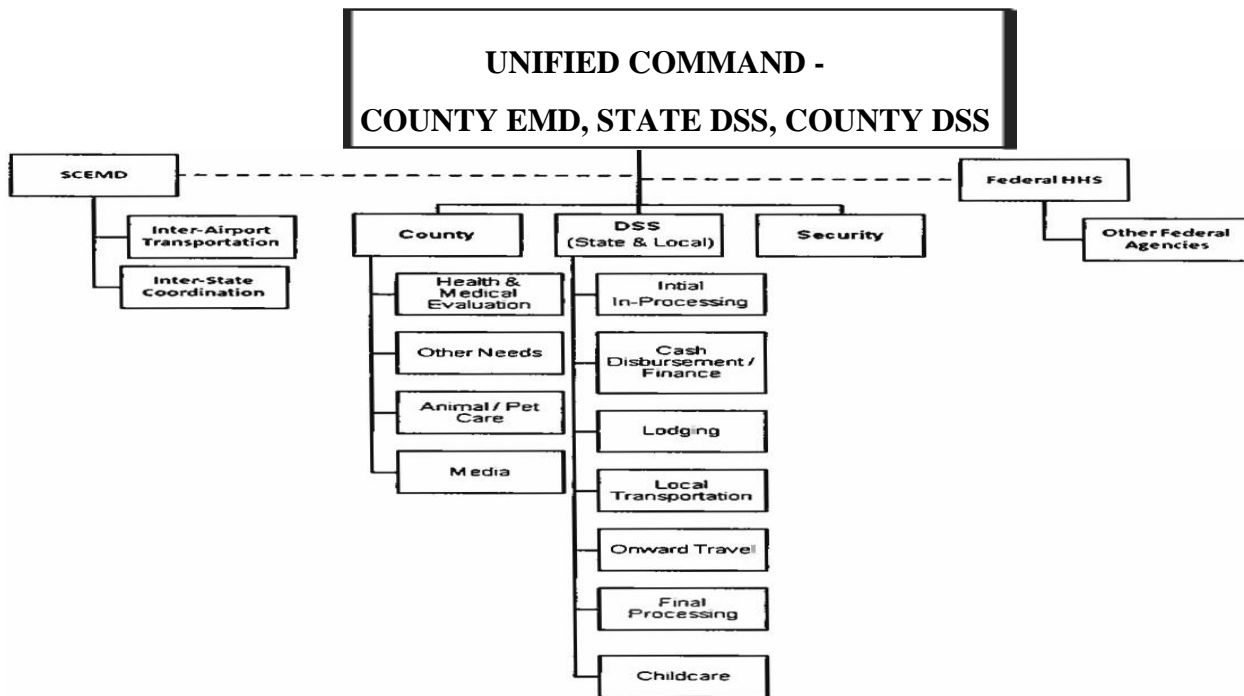
e. After completing Federal clearance, repatriates will complete a State Registration Form concerning the repatriates' physical and mental state. This will permit access to medical care, temporary shelter, transportation, feeding/clothing, communication with family, family reunification, counseling and other necessary services. Other

available services may include snack areas, childcare/nurseries, and travel agency assistance.

- f. If the repatriate lacks funds to pay for any of these services, the Federal Government will provide assistance but the repatriate will be billed by the Federal Government for repayment at a later date.
- g. Once registered and services are provided, the repatriate is free to leave the ERC once travel arrangements to their destinations are made.

C. State.

- 1. The overall Repatriation Operation will function under a Unified Command structure including representatives from SCDSS, County DSS and Charleston County Emergency Management.
- 2. State and County DSS, with direct input from federal HHS, will control Emergency Repatriation operations within the ERC, located at either Charleston International Airport/Joint Base Charleston/North Charleston Convention Center or Coliseum, located in North Charleston, SC.
- 3. Charleston County Emergency Management will control operations for all functions occurring outside the ERC.



4. SEOC Activation (See Annex K for SEOC Activation Levels)
 - a. The SCEMD Director or his/her designee will determine the appropriate activation level (OPCON) for the SEOC.
 - b. SCEMD Director/Operations Chief will coordinate support from the appropriate Emergency Support Functions (ESFs).
5. ERC Incident Command Structure.
 - a. The ERC will operate under the Incident Command Structure (ICS). Federal, State, County personnel and Non-Governmental Organizations (NGOs) are assigned to serve in activated positions. The ERC ICS may consist of the following organizational elements, all of which are managed by SCDSS:
 - (1) Coordination
 - (2) Operations
 - (3) Planning
 - (4) Logistics
 - (5) Finance
 - b. As needed, branches and divisions/groups/units may be added under each section, to maintain span of control and organize functional areas of responsibility. See Section 6.4, Figure 2: Sample ERC ICS Organizational Chart.
 - c. ICS positions and operational elements will be stood up in an emergency repatriation operation.
 - d. Under Command, an ERC Manager will exercise overall direction and control of ERC operations in support of emergency repatriation activities and will report to the SEOC Ops Chief. The Deputy ERC Manager is responsible for assisting the ERC Manager in implementing the full scope of emergency repatriation activities, in the ERC.
 - e. General Branches and Sections will include:
 - (1) Operations Section managed by the Operations Section Chief. The Operations Section is responsible for the

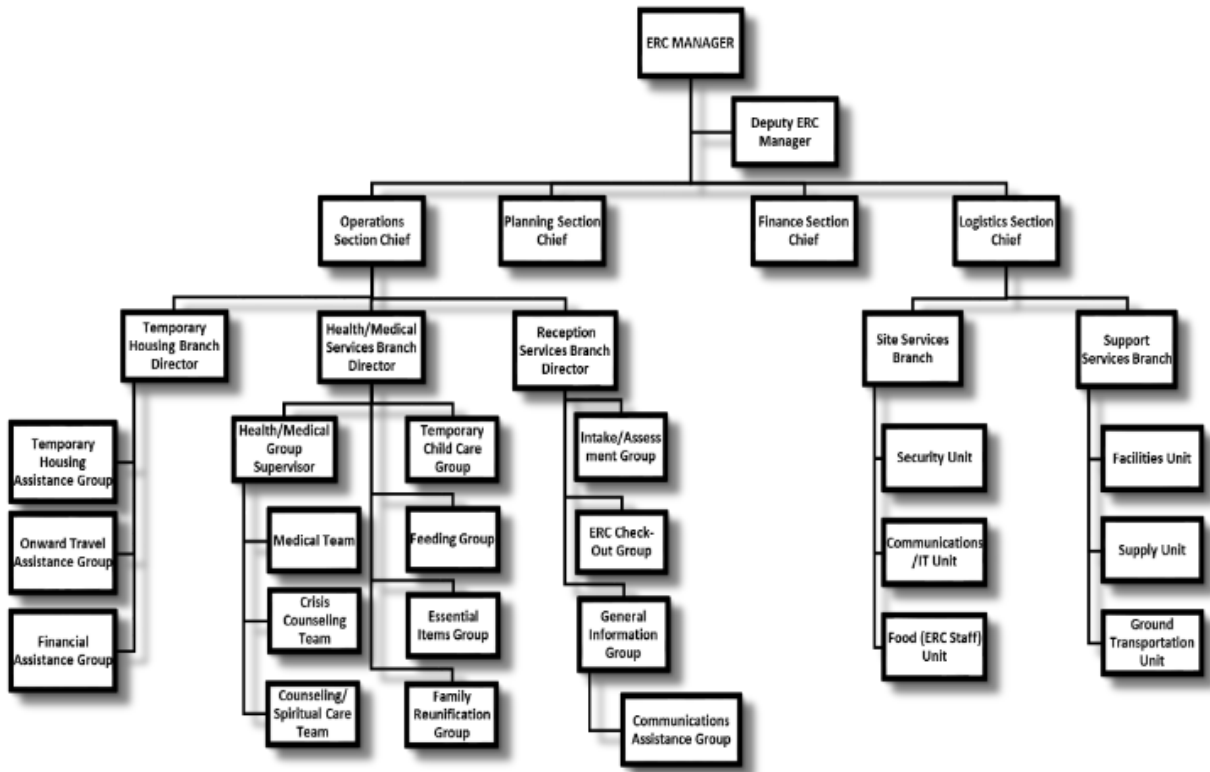
oversight and coordination of temporary assistance and reception services to repatriates and the allocation of resources to support ERC operations and services.

- (2) The Operations Section is also comprised of the Temporary Assistance Branch. This branch is led by the Branch Director for Temporary Assistance. It may be comprised of Groups, each representing a specific temporary form of assistance by which evacuees must be deemed eligible, by HHS (temporary assistance descriptions are detailed in Concept of the Operation, Section D, Emergency Repatriation 6. Temporary Assistance, in this plan.) These Groups will be overseen by a federal representative from HHS and supported by personnel from state agencies and non-governmental organizations. The following Groups may be represented under this Branch include Onward Travel Assistance, Financial Assistance and Temporary Housing Assistance.
- (3) The Social Service Branch is also part of the Operations Section. This Branch is led by the Branch Director for Social Services (Charleston County DSS Director). It may be comprised of several Groups, each representing a specific social service. These services are available to all evacuees, despite their eligibility status for temporary assistance (service descriptions are detailed in Concept of the Operation, Section D., Emergency Repatriation Process, 4. General Information, of this plan). Each Group will be served by personnel from state agencies and non-governmental organizations. The following Groups represented under this Branch include Health and Medical (Crisis Counseling, Medical Services, Spiritual Care), Feeding, Essential Items, Temporary Child Care, Pet Care and Processing, Family Reunification, and Communications Assistance.
- (4) The Operations Section also contains the Reception Services Branch. This Branch is led by the Branch Director for Reception Services (American Red Cross). It may be comprised of several groups, each representing a specific service, to ensure all evacuees entering and exiting the ERC are appropriately checked in and out of the ERC and provided with general information about ERC services and

support (service descriptions are detailed, in Concept of the Operation, Section D. Emergency Repatriation Process, 2 - 4, of this plan). Each Group will be served by personnel from state agencies and non-governmental organizations. Groups under this Branch include Intake/Assessment, General Information, and ERC Check-Out.

- (5) The ERC Planning Section is responsible for development of the ERC staff roster and Incident Action Plan (IAP). In addition, it will gather and share information with the SEOC regarding ERC operations and activities for situational awareness purposes. Depending on the scale of the operation, this section may include a Documentation and Situation Unit.
- (6) The ERC Logistics Section is responsible for providing resources. It is comprised of the Site Services Branch led by the Branch director for Site Services and is comprised of Security, Communications and Information Technology (IT), and Food (ERC staff, only). The Support Services Branch is responsible for Facilities, Ground Transportation (for ERC staff and repatriates), and Supply. The ERC facility and all ERC service areas will require logistics support, from CAI (e.g. provide tables, chairs, phones, etc.). Additional resources may be requested through the Lowcountry Incident Management Team, first, then the SEOC, if necessary.
- (7) The ERC Finance Section is responsible for ERC operations, related finance and administrative support services. It coordinates and maintains close communications with ESF-7 on tracking operational costs, resource procurement and tracking and recording time for ERC personnel and hired equipment.

Figure 2: Sample ERC ICS Organizational Chart



6. Health and Medical Response.

The State has primary responsibility for meeting the public health and medical needs of the emergency repatriation operation. In the event of an identified shortfall/State request for federal public health and medical assistance, the Office of the Assistant Secretary for Preparedness and Response (ASPR), upon NER UCG approval, will coordinate and provide personnel, teams and other assets, as needed. In addition, the CDC will determine if there is any need for additional CDC personnel/other assets at the POE and will deploy personnel, as required.

7. The following are additional services available if needed/required:

a. Temporary Shelter.

- (1) If the evacuee is unable to continue to his/her final destination on the date of arrival and cannot make his/her own arrangements, the State is responsible for providing temporary shelter.

- (2) Temporary shelter might be provided at commercial establishments (hotels and motels) or it may be necessary to provide shelter on a congregate basis.
 - (3) During the pre-operational phase of the event, ACF, in consultation with the SCDSS, will determine the number of hotel/motel rooms that might be necessary to accommodate the number of potential individuals requiring transitional shelter.
- b. Transportation. Transportation to temporary sheltering, airports and other necessary locations is the responsibility of the State.
 - c. Feeding/Hydration. SCDSS will coordinate provisions for feeding/hydration to evacuees in conjunction with and following their arrival at the ERC, as permitted by the Charleston Airport Aviation Authority or temporary shelter location.
 - d. Care of Unaccompanied Children.
 - (1) It is likely in a mass evacuation that unaccompanied children will be returned to the United States without their parents, or they may become separated during evacuation operations.
 - (2) SCDSS will make arrangements for the care and protection of such children at the ERC, temporary shelter or other suitable location while attempting to locate the parents or other family member(s), or while making plans under State child welfare policies for permanent arrangements such as placement in foster home or institutions.
 - (3) SCDSS, Child Care Licensing, will follow established procedures while caring for unaccompanied minors.
 - e. Essential Needs. SCDSS will plan for and coordinate with the Trident VOAD to provide essential clothing and toilet articles suitable for immediate needs.
 - f. Information & Inquiry Service.
 - (1) SCDSS will provide services or help to evacuees who request assistance in contacting relatives, friends or their employers, in locating family members from whom they

have become separated, or aid in making personal transportation arrangements to their final destinations.

- (2) SCDSS, through ESF-2, will coordinate for additional telephone and telecommunication services that will be required at the ERC or temporary shelter locations to provide the needed communication services.

g. Family Reunification.

- (1) SCDSS will assist in determining the location of the separated family member(s).
- (2) After the family member is located, SCDSS will assist in establishing telephone contact and assist the individual(s) in arranging for onward travel to the place of final destination.
- (3) SCDSS will coordinate with the American Red Cross (ARC) for access to the "Safe and Well" website.

h. Transportation to Final Destination

- (1) For those evacuees who request help in making transportation arrangements and are not eligible for repatriation assistance, the State should assist them in making those arrangements.
- (2) The State may coordinate with airlines or travel agencies and/or have a self-travel booking area equipped with computers, telephones and travel information for those individuals who want to make their own arrangements.

i. Counseling (non-medical/mental) & Other Services

- (1) As circumstances permit, SCDSS will provide assistance in counseling and other services.
- (2) These services may include counseling on travel and transportation arrangements, determination of suitable community of destination, care and protection of children, and similar unmet needs at reception areas.

- (3) In addition, there may be some dependents of U.S. citizens who do not speak English and will require translation services.
- j. Provision for the exchange of foreign currency should also be made.
- k. Public Information Sharing/Dissemination Services. The State will establish a Joint Information Center (JIC) at an isolated area outside of the ERC.

D. Emergency Repatriation Process

1. Processing Evacuees.

a. Arrival at the POE

- (1) The repatriation event will be a large-scale event. It is possible that 4-5 flights of 300 - 500 + repatriates could arrive 1-5 hours apart at Charleston International Airport (CAI), per day – equivalent to 1800/day. Twelve hundred per day is considered a large group.
- (2) Once the plane lands at CAI, it's considered a federal area and operational control transfers from the USDOS to USDHHS. USDHHS, ASPR oversees the State-level operations.
- (3) A small team of authorized federal officials, including the DOS/HHS, the Customs and Border Patrol (CBP), the US Public Health Service (PHS) and when possible, a State of South Carolina representative will enter the plane. The DOS/HHS official will have a Welcome Script and will brief the evacuees on the Repatriation Program (to include temporary assistance available to them at the ERC). The State representative will provide a Welcome Packet, to all evacuees. The welcome packet will consist of a Welcome Letter and information on ERC Services and other amenities and facilities, within CAI (e.g. locations of ATMs and currency exchange counters, transportation systems available, etc.).
- (4) The briefing will include an explanation of the Pet Repatriation Process. Owners, pets and kennels will be

tagged with the same identification tags, to ensure pets are returned to the right owners.

- (5) Following the briefing, evacuees will debark and be directed to the U.S. Citizenship and Immigration Services (USCIS), Customs and Border Protection (CBP) area. One must clear Customs before accessing ERC services.
- (6) No one can be forced to go to the ERC because Repatriation is a service that is being provided. The government can't track a US citizen, unless they present a public health risk. However, if a person declines the services, they must sign a "Refusal of Service" form. (RR-06)
- (7) Evacuees requiring immediate medical attention/hospitalization will be treated, on-site/transported to an area hospital.
- (8) HHS will notify the ERC if anyone is referred to the hospital before they get an assessment at the ERC, if someone is disabled or a criminal is taken by the CBP/FBI.
- (9) CBP will know about any situation where a person gets sick/is detained. If a person gets sick the Chain of Communication will be: CBP to CAI Manager, to the ERC (ICS Command), to DSS Manager. The DSS Manager will find out which hospital the person was sent to and have local EMS follow up.
- (10) Deceased evacuees will be managed by CAI and Office of the County Coroner in accordance with airport regulations and applicable federal, state, and local laws.

b. U.S. Customs & Border Protection Processing

- (1) Subject to change based on evacuee flight time arrivals and the number of evacuees arriving at the POE, the CAI Manager and U.S. Customs & Border Patrol (CBP) officials at CAI have determined the location of the Customs Processing Area and the ERC will be Concourse B. (see Annex J)

- (2) Identified federal law violators, fugitives from U.S. laws or military/naval force deserters will be taken into custody, by the FBI.
- (3) U.S. CBP will detain persons without proper immigration clearance.
- (4) Unaccompanied minors will be held, at the U.S. CBP area. The Department of Social Services (SCDSS) will be notified of an unaccompanied minor in need of temporary care/supervision.
- (5) According to CBP a US citizen can come back into the county without documents if CBP believes the person is who they say they are. The CBP Regional Combatant Commander (CCDR) can approve entry, with the aid of the Consular Office and by checking the American Registry System.
- (6) A DOS representative/HHS, ACF Branch Supervisor can provide a phone number to DOS, to ID people, on an individual basis, who can't be found but are on the Boarding List.
- (7) Once evacuees clear Customs, the State of South Carolina assumes operational control and the Triage process begins. Those who are interested in ERC services are taken by CAI, to the ERC to refresh, eat and arrange temporary child care.
- (8) There is no requirement that evacuees make use of services/temporary assistance offered at the ERC.
- (9) If the evacuee refuses ERC services they will need to sign the Refusal of Service Form (RR-06).
- (10) Let the person who refuses know they have 90 days to request assistance using the Welcome Packet.
- (11) If they don't want the Packet give them a small card with the phone number for the State SEOC, in case they change their mind.
- (12) Charleston County EMD will inform Charleston County Consolidated Dispatch Center about the Repatriation Plan,

in case someone calls wanting services that they declined, at the Airport.

- (13) Evacuees who do not need assistance/services may retrieve their baggage and CAI personnel will escort them to get tickets, in a group, so they can proceed to their final destination.

c. Baggage Handling & Retrieving

- (1) Luggage will be deposited and secured in a Baggage Holding area designated by CAI.
- (2) Luggage tagging will be coordinated with and conducted by CAI personnel.
- (3) Luggage will be inspected by SCDPS and by City of North Charleston Police Dogs, before repatriates enter the ERC.
- (4) If illegal substances are found in the luggage, the SCDPS will detain the owner.
- (5) If biological agents are found, some people will have to be separated and the North Charleston Fire Department will be notified.
- (6) Any similar situations will be handled by the City of North Charleston/other appropriate entity.
- (7) Evacuees will not be allowed to bring their luggage into the ERC.
- (8) CAI will take custody of any unclaimed baggage and handle it, according to established Lost and Found procedures.
- (9) If DOD evacuates their own personnel and their dependents, a list of DOD-contracted baggage handlers will be provided to SCDPS.
- (10) If the ERC is a Joint Operation between DOD & HHS, DOD has their own baggage handlers but it is not a reimbursable expense to DOD.
- (11) Luggage retrieval occurs once a person has checked out of the ERC.

(12) CAI will escort the repatriates to get tickets, in groups, when they are ready to leave the ERC.

2. ERC Security.

- a. SCDPS will be in charge of ERC security and will ensure responders and repatriates, only, are allowed in the ERC.
- b. Each Responder (ERC Staff) will provide 2 forms of ID, initially, for access to the ERC. They will receive a badge and get their name put on a Responder List. They will leave the badge when exiting.
- c. Responders will use sign-in sheets for entry and exit.
- d. Repatriates will be verified by the Boarding List.
- e. Special attention should be assigned to the Financial Assistance Area, if they are dispensing cash.
- f. SCDSS should provide Directional and Information Signs and Flow Charts, in consultation with the CAI Manager.

3. Intake & Assessment (Triage)

- a. The Assessment process must determine who are eligible, before Repatriation Services are provided.
- b. Repatriates must come to Intake and Assessment (I&A) with some ID. If the person has no documents, they can be given a wristband by CBP and referred to HHS; if HHS issues some form of ID, then the State will accept them.
- c. In the event a Welcome Packet is not provided to evacuees before debarkation, it will be provided at the ERC. Interpreters/translators may be needed.
- d. After completing Federal clearance, repatriates will complete a State Registration Form, concerning the repatriates' medical and mental state. This will permit access to medical care, temporary shelter, transportation, feeding/clothing, communication with family, family reunification, counseling, child care/nurseries and other necessary services. Other services may include travel assistance.
- e. Each repatriate must state whether they want medical care/not. Evacuees may have insurance which will pay for any medical care

needed at the ERC. However, if an evacuee does not have medical insurance, and does not have sufficient available resources to pay for medical care, arrangements for medical care shall be made by CCEMS and paid for, by USHHS.

- f. It is recommended that repatriates use any other insurance they have, (i.e., Medicaid, etc.), first and use Repatriation Services as the payee of last resort. Individuals receiving medical care will be required to repay the United States for the medical care costs.
- g. If a repatriate gets sick while in the Triage process, CCEMS procedures will be followed and the ambulance information will be tracked to the CAI Manager, ERC (ICS Command) and the DSS Manager.
- h. CCEMS will track the medical cases of persons taken to the hospital, according to their procedures, until the evacuee comes back to the airport.
- i. CAI will match the patient's name with their luggage and inform CCEMS, who will match the wristband/HHS-issued ID and sign a statement that it matches the person being taken to the hospital.
- j. If a person is disabled/has functional access needs, CAI will provide appropriate equipment.
- k. State personnel, assigned to the I&A Area, will assist the Federal Loan Approval Officer with processing and assessing evacuees for temporary assistance eligibility, by utilizing U.S. HHS Form RR-01. Concept of the Operation, Section D, 5, of this plan, describes how eligibility for temporary assistance is determined.

4. General Information.

- a. The ERC coordinates Repatriation operations, which provides both reception services and temporary assistance and makes referral to the State of Final Destination. The types of temporary assistance and other services that may be available at the ERC includes:
 - (1) Money payments
 - (2) Medical care
 - (3) Temporary lodging

- (4) Transportation
 - (5) Animal care
 - (6) Other goods and services necessary for the health and welfare of individuals, including guidance, counseling and other social services.
 - b. Following the Intake/Assessment process, evacuees will be directed to a General Information area within the ERC, where they will can access information on the ERC facility and services, the Family Reunification Area and CAI facilities and amenities (e.g. locations of ATMs etc.). General information will be provided to evacuees and for evacuee use through the following means:
 - (1) An Information Desk
 - (2) General Information announcements
 - (3) Message boards, to post information pertinent to evacuees
5. Determining Eligibility for Temporary Assistance. Evacuees may have the financial means to arrange their own transportation and may not need temporary assistance/other services, upon arrival in the U.S. For U.S. citizens and their dependents requesting assistance, without resources, temporary assistance through the Repatriation Program may be provided. Repatriates who do not have sufficient funds may apply for temporary assistance, at the ERC Intake/Assessment (I & A) area but they will be billed by the Federal Government for repayment, at a later date.
- a. In I & A, no investigation will be performed to confirm that an evacuee has resources. The U.S HHS Emergency and Group Repatriation Processing Form (RR-01) will be completed by evacuees with assistance from state personnel, to determine their eligibility for temporary assistance.
 - b. The Federal Loan Approving Officer will make the final eligibility decisions based on the information provided on the RR-01 Form.
 - c. To qualify for assistance, persons must be U.S. citizens, or their dependents, returned from a foreign country or have been returned because of destitution or illness of such citizens or their dependents, war, threat of war, invasion, or similar crisis.

- d. Cash/debit card shall be provided to evacuees at the ERC when it is determined that they have no such resources immediately available to them.
 - e. Cash/debit card will be provided for personal items. Monetary requirements will be nominal if the evacuee's needs for temporary shelter and food are being met on a congregate basis.
 - f. If it is necessary to use commercial facilities for lodging and food, the State may negotiate payments directly to these facilities or may provide the evacuee with cash/debit card, to cover these costs.
 - g. Repatriation services, generally, don't pay for hospital care for US citizens. Only eligible repatriates are generally eligible for this type of assistance; decisions about hospital care are made on a case-by-case basis and the Program is the payer of last resort.
 - h. If hospital care is approved a Repatriation Letter will be available for hospitals, indicating how the repatriation program works and how they will be able to claim the medical costs, which are generally reimbursed by the program, at the Medicaid/Medicare rates.
 - i. Cash/debit cards, needed for meals and lodging while heading to final destination, shall also be provided to eligible evacuees.
 - j. Copies of completed forms and any copies of supportive documentation (e.g. copy of U.S. passport) will be filed and maintained by the assisting state personnel.
 - k. Lawful Permanent Residents (LPRs), Visa Holders and other non-US citizens are not eligible for assistance but will be able access the ERC Reception Services and go to shelters.
 - l. Non-US citizens can ask their embassies about help with transportation and their hospital bills may be paid for hospital visits.
6. Temporary Assistance.
- a. Temporary assistance, requiring approval from the Federal Loan Approving Officer, may take the form of emergency cash loans, temporary accommodations costs, hospitalizations, referral to state of final destination for continuation of repatriation services, onward travel costs and other goods and services, needed for the health and welfare of evacuees. Assistance provided at the ERC usually covers

emergency services, for the first 24 hours. Depending on the type of evacuation, evacuee's condition and unforeseen circumstances, (e.g. weather conditions) there may be a need for evacuees to remain at the immediate POE/ERC for more than 24 hours.

- b. Repatriation Services can extend for 90 days and costs are reimbursable because they are reasonable and allowable. Send HHS operations estimates, for the cost of operations. During this 90-day period, try to use public versus private buildings.
- c. Continuation of Program temporary assistance up to 90 days of services is, generally, provided for those who stay in-State and at the State of final destination, through non-emergency activities of the Program.
- d. Temporary assistance will be provided to eligible evacuees after the Federal Loan Approving Officer approves the emergency repatriation case. HHS may be able to remotely approve cases, until a person arrives. And Regional Federal staff are nearby, in Atlanta.
- e. The assistance is a loan and not an entitlement. Although no force is used and there is no requirement to apply, it must be repaid to the U.S. Government. However, one can apply for a Loan Waiver/Deferment.
- f. SCDSS will be responsible for coordinating and providing temporary assistance to eligible evacuees. DOD coordinates their own evacuation and includes their DOD-affiliated individual's finance and cash assistance services.
- g. The general types of temporary assistance are listed, below. For additional information, see the 2016 NERP Operational Guide and Annex C, in this Plan: Matrixes of Emergency Repatriation Services.
 - (1) Onward Travel Assistance
 - (a) HHS will provide State personnel assigned to the Onward Travel Assistance area, with in-time training and authorizations needed to make remote travel reservations with an HHS/ACF-contracted agency (OMEGA).

- (b) Information on transportation systems available in the area, will be provided.
- (c) The Travel Arrangement process takes from 10 – 50 minutes but evacuees need 3-4 hours lead time before their flight takes off.
- (d) Onward travel from the ERC may take place via automobile, bus/train or air travel.
- (e) Arrangements for evacuee travel by surface will be made by the Onward Transportation Section staff in coordination with local travel agencies.
- (f) State personnel, at the Onward Transportation Section, will confirm the evacuee's final destination, as identified during the initial ERC intake process and will be responsible for arranging onward transportation, to the final destination.
- (g) For onward travel to final destinations via plane/Amtrak, state personnel shall complete a Request for Transportation and refer the evacuees to the federally-contracted travel company (OMEGA) to provide remote booking assistance, to eligible repatriates.
- (h) If an evacuee is without available resources, OMEGA shall complete the transportation arrangements section of the Request for Transportation Form and forward copies of the completed forms to HHS/ACF as documentation to support the direct billing. HHS/ACF shall reimburse the travel agency directly.
- (i) Telephones, computers and printers will be made available to evacuees, to make travel arrangements/print itineraries and boarding passes.
- (j) The process is done by phone and only a Federal contractor can make the call.
- (k) Evacuees able to pay for the requested transportation shall do so using cash or credit card. If the repatriate

has a credit card OMEGA (U.S. HHS Contractor) can establish an email account for the person, to receive the ticket(s).

- (l) SCDSS is responsible for referral to final destinations.
- (m) Evacuees being picked up at the airport will be directed to a designated pickup area/Family Reunification Area outside of the ERC.
- (n) For Evacuees wishing to rent a car to travel to their final destination, a CAI Shuttle will run between the ERC and CAI Rental Car Center, located in the terminal by baggage pick-up.
- (o) For evacuees traveling onward by bus/train, Charleston Area Rapid Transit Authority (CARTA) will run between the ERC and Greyhound and Amtrak.
- (p) For evacuees travelling onward by air, a CAI Shuttle will run between the ERC and the terminal area.
- (q) As needed, transportation services will be made available by CARTA Tel – A -Ride to accommodate individuals with disabilities and others with access and functional needs (AFN).
- (r) The State may coordinate with airlines/travel agencies and/or have a Self-travel Booking Area, equipped with computers, telephones and travel information, for those individuals who want to make their own arrangements.
- (s) For unaccompanied minors reunifying with parent(s)/guardian, either in state/out-of-state, SCDSS will coordinate the necessary release, using established state laws and procedures.
- (t) Parents/guardians will be responsible for the cost of arranged Escort Services and other associated travel costs. If the parent/guardian does not have the resources to travel to the ERC/pay for the minor's

onward, travel, DSS will coordinate Travel Services (with assistance from HHS), to include escort services, where appropriate, through the HHS-contracted travel agency (OMEGA).

- (u) For those evacuees who are not eligible for repatriation assistance, the State should assist them in making transportation arrangements to their final destination.
- (v) Receipts are required for reimbursement for OMEGA (Amtrak and airplane tickets only), public transportation and taxis.

(2) Financial Assistance

- (a) The Loan Approving Officer will indicate and approve the amount of cash to be provided to the eligible individual/family in need of emergency cash assistance.
- (b) The Loan Approving Officer will sign off on the form authorizing the evacuee to receive all temporary services, available. For cash assistance, HHS/ACF will determine the amount of cash that will be provided to the person/family. It will be a set amount (e.g. \$25 per person and up to \$150 for a family of 7/more).
- (c) Financial assistance will be provided in a nominal amount, based on the needs of the individual/family and should be spent, within the first 24 hours.
- (d) Assistance can be in the form of cash, EBT (most popular) or debit card.
- (e) HHS suggests using a pre-loaded card (similar to the EBT Card), registered with the person's name and linked to a bank. After 90 days, the bank will collect unused funds.
- (f) If the decision is made to utilize the banking system, let HHS know which system the State is using. The Card user will be billed for the money they get.

- (g) In the event commercial facilities for lodging and food are necessary, the amount of cash provided will take these costs into consideration.
 - (h) Cash may also be provided for meals and lodging while traveling to the final destination.
 - (i) Provision for the exchange of foreign currency should be made.
 - (j) Medical care will be provided and paid by the U.S. Repatriation Program, if the evacuee does not have medical insurance/other available resources to pay for the care.
- (3) Temporary Housing Assistance (THA)
- (a) Evacuees may be eligible for (commercial) housing/shelter assistance costs, if they are unable to continue to their final destination on the date of arrival and are without available resources to secure their own lodging.
 - (b) During the pre-operational phase of the event, ACF, in consultation with the SCDSS, will determine the number of hotel/motel rooms that might be necessary to accommodate the number of potential individuals requiring transitional shelter.
 - (c) THA will assist, by arranging short-term accommodations at a nearby hotel - generally, for no longer than one day.
 - (d) The duration of short-term accommodations may be extended on a case-by-case basis, depending on the evacuee's individual situation, subject to HHS approval.

7. Inquiry & Communications

- a. SCDSS, through ESF-2, will coordinate for additional phone, telecommunications and internet services that will be required, at the ERC/temporary shelter locations.

- b. SCDSS will provide services/help evacuees who request assistance to contact family, friends/employers, in the US/overseas and locate family members from whom they have become separated or aid in making personal transportation arrangements, to their final destinations. Red Cross will provide “Safe and Well” website.
 - c. Auxiliary aids and services, materials in accessible formats and assistive technology (AT) may be accessed by other ERC service areas, to accommodate both evacuee and personnel functional access needs (e.g. request for a magnifying reader, at the Intake & Assessment Area). All equipment temporarily leaving the area will be tracked: “checked – out/checked – in.”
8. Health & Human Services. Various health and human services will be available to all evacuees who arrive at the ERC, regardless of their eligibility status. The agencies and organizations responsible for health and human services are detailed, in Annex C, of this plan.
- a. Health & Medical. Co-located with SCDHEC, SCDMH, and The American Red Cross. This Section will consist of:
 - (1) Medical Services. A Medical Area will be established within the ERC and supported by Medical Services staff. This area will operate as the central point of service, to meet the minor health and medical needs of both children and adults who enter the ERC. Basic medical services will be provided and may include services, such as:
 - (a) First aid (e.g., treating minor wounds)
 - (b) Provision of basic health and medical services, including first aid materials (bandages, etc.) and as resources are available, provision of equipment and supplies such as durable medical equipment, consumable medical supplies, health information and urgent prescription medications.
 - (c) Providing a refrigerated area, to keep prescriptions.
 - (d) Support with administering medication.
 - (e) No narcotics will be provided.

- (f) The level and type of medical services offered will depend on available staff and material resources. As additional resources and staff are obtained, the level and types of health and medical services may expand.
 - (g) Any requests for additional staffing assistance will be made to the Health and Medical Group Supervisor.
 - (h) Any requests for additional staffing assistance outside of the Health and Medical Group will be requested and coordinated through Emergency Support Function (ESF) 8, Health and Medical, at the SEOC, as needed.
- (2) Medical screening will be kept to a minimum. Individuals with critical needs—will be transported to an area hospital. EMS will follow up and provide information.
 - (3) Coordinate additional EMS transport, as needed. For air ambulance service, coordinate w/HHS; it is a reasonable and allowable expense.
 - (4) Transportation will be arranged to take persons to local pharmacies, under agreements/contracts. Pharmacies will be paid/reimbursed.
 - (5) In all instances, the Medical Services Staff will defer to their specific level of training, when responding to an emergent case, to determine the appropriate course of action and care.
 - (a) Isolation. In the event an evacuee(s) exhibits signs/symptoms of infectious/communicable diseases, at the ERC, personnel assigned to the ERC Medical area will report the concern, immediately, to the Regional Epi staff, on-call, the ERC Branch Director and HHS, FERS for Reception Services and SC ESF 8, at the SEOC. Guidance and response activities will be consistent with the SC Infectious Disease Plan.
 - (b) Pharmaceutical Services (pharmacy/pharmacy cache). A limited supply of on-site medications, for

emergency short-term use, may be available and provided by licensed and credentialed medical personnel.

- (c) Temporary Substance Abuse Support. If substance abuse is detected/addiction recovery support services are required, the Medical Services Staff is responsible for coordinating with ESF 8, at Charleston County EOC or DHEC Regional Coordination Centers (RCCs). If the request exceeds local capacity, the request will be sent to ESF 8, at the SEOC. ESF 8 will coordinate any requests for services, to the State’s Department of Alcohol and other Drug Abuse Services (DAODAS), as needed. If services are located off-site, transportation will be provided to location(s), whenever possible.

- [1] DAODAS is the single state authority in charge of funding, licensing and overseeing substance abuse prevention and treatment services, across the state. DAODAS does not, however, provide these services, directly.

- [2] The role of DAODAS, in the event of an emergency is twofold: (1) ensuring the substance abuse service needs of the community continue to be met and (2) coordinating substance abuse services for affected individuals, as part of the state’s behavioral health disaster response.

9. Feeding

- a. A Feeding Services station, to include a meal feeding area, will be established in a designated area of the ERC, accessible to everyone. It will be sourced to provide snacks, beverages and potentially “ready-to-serve” meals, (depending on throughput time of evacuees, through the ERC), to evacuees. Considerations will be made for food and food preparation restrictions, guidelines and the needs of:

- (1) People with medically necessary dietary requirements;

- (2) People with allergies and food sensitivities;
 - (3) Cultural and religious groups;
 - (4) Children and infants (e.g. formulas and foods).
- b. Feeding services at the ERC may be provided by The Salvation Army and the Red Cross, utilizing pre-positioned resources, mobile kitchens brought outside of the ERC (in a parking lot/blocked off area), food transported from S.C. Baptist Disaster Relief locations to the ERC, or a combination of these options.
 - c. Outside feeding would require security and clearance from the CAI Manager, to use generators and propane. Trash collection would need to be arranged, too.
 - d. If the capacity of initially activated feeding resources is exceeded, requests for additional or expanded feeding services will be made to the SEOC. Additional resources may include:
 - (1) Food supplies and vendor support.
 - (2) Private sector vendors, including caterers and restaurant and hotel associations.
10. Essential Items.
- SCDSS will plan for and coordinate with Trident VOADs to provide evacuees with adequate clothing or personal toiletry articles and hygiene items, before departure. These items may be made available to all evacuees.
11. Temporary Onsite Childcare
- a. On-site temporary child care will be provided to evacuees who wish to leave their child in a supervised, safe and secure area while they navigate through the ERC. Personnel supervising children must have child care related training and a current Background Record Check (BRC); within the last year.
 - b. SCDSS Division of Early Care and Education, Child Care Licensing Director/Designee will coordinate with the appropriate entities necessary and provide staffing and supervision for the temporary on-site supervised child care while Repatriation is activated, as necessary.

12. Counseling & Spiritual Care. Evacuees who request religious, pastoral counseling and spiritual care will be informed about/connected to The Salvation Army/American Red Cross, either in person/remotely.
13. Crisis Counseling. A Crisis Counseling Area will be established, within the ERC, staffed by Crisis Counselors. This station will function as the central referral point of service to meet the emotional and mental health needs of evacuees, who enter the ERC. As needed, crisis counselors will provide support and services to both children and adults. Crisis counseling services will be provided, through the provision of Psychological First Aid (PFA).
14. Additional Mental Health Services and Emergency Services.
 - a. There may be individuals with needs that exceed the services provided by the Crisis Counseling Staff, within the ERC. In the event an individual presents with critical mental health needs/needs that surpass the capabilities of the Crisis Counseling staff, they will defer to their specific level of training in responding to a request/need for additional assistance and determine the appropriate next steps.
 - b. If an individual is experiencing a mental health crisis, the Crisis Counseling Staff will coordinate with the ERC Medical Services Staff and if needed, local EMS/local Mobile Crisis Intervention (if available), to further evaluate the individual and provide transport, to an alternate care facility.
 - c. If an individual poses a danger to themselves/others, Crisis Counseling Staff will communicate and coordinate with ERC on-site security personnel, as needed.
15. ERC Checkout.
 - a. Once registered, services are provided and travel arrangements to their destination are made, the repatriate is free to leave the ERC.
 - b. Evacuees will go through a brief checkout process before exiting the ERC. This process ensures the repatriation package, with signed forms and supporting documents are retained by the State and necessary copies provided to evacuees who have sought temporary emergency repatriation assistance (e.g. travel itinerary, signed U.S. HHS Repayment Agreement Form, etc.).

- c. Pets will be reunified with their owners, at the Reunification Area, if on-site/requested to be returned to their owner, if the pet is off-site.
16. Other Services. There are other types of emergency repatriation services that may not have a designated service area, within the ERC. These services may be located elsewhere on the grounds of CAI (e.g., Family Reunification) or only activate, upon need/request.
- a. Care of Unaccompanied Minors.
 - (1) In the likely event children are returned to the U.S. without their parent(s)/legal guardian (P/LG), it will be necessary for SCDSS to make arrangements for the temporary care and protection of this population, at the ERC, temporary shelter; and/or other suitable location. SCDSS will follow established procedures, while caring for unaccompanied minors and attempt to locate the minors' P/LG or make plans, under state child welfare policies, for more permanent arrangements.
 - (2) Note: Some family members may become separated during the evacuation overseas and may be transported to different POEs.
 - (3) US HHS will work with SCDSS, on a case-by-case basis, to gather pertinent information on the child and facilitate any assistance/services needed, (e.g., onward travel assistance).
 - (4) A DOS representative can escort up to 14+ unaccompanied minors per flight, for US citizens and dependents of US citizens. Others categories of children are not eligible.
 - (5) If the parent(s) died/one parent is in the US/there is no identified person to take care of the US child, badges should be put on them and the public can't have access to them. They are to be escorted to CBP by DOS personnel.
 - (6) Once Customs is cleared, the child becomes a State responsibility.
 - (7) CBP will hold the child until SCDSS, Child Protective Services (CPS) arrives/the parents(s) shows up, or CBP will go the ERC and release them to a State-designated person.

- (8) SCDSS' Division of Early Care and Education, Child Care Licensing Director/Designee will provide staffing and supervision for temporary on-site supervised child care, as necessary.
- (9) Unaccompanied minors can be taken care of in this area, supervised by Child Care staff, provided space is adequate.

b. Categories of Unaccompanied Minors.

- (1) Minors with no parent(s)/legal guardian overseas/in US:
 - (a) DOS has a system to identify minors as US citizens, if neighbors/others bring them to our embassy, overseas.
 - (b) Notification and identification should be made beforehand, by DOS to HHS.
 - (c) At the ERC, they should be processed as if they were abandoned in the airport.
 - (d) Try to get the P/LG's contact information in the US/identify family willing to be the child's guardian, in the US.
- (2) Minors' parents(s)/legal guardian in the U.S. but DOS evacuates them home:
 - (a) Identify P/LG's information, given to DOS
 - (b) SCDSS could escort the child for the parent(s), who can't come to the airport
 - (c) The State needs to coordinate for pickup by giving the parent(s) a reasonable time (within 72 hours) to pick up the child, if they can't meet the child when he/she exits the plane.
 - (d) The State can take the child to the airport, in another state, where the parent(s) lives. The Escort will have to coordinate with local law enforcement in that state, to release the child to the identified parent.

- (e) OMEGA can be used for the child's travel, to another state.
- (f) The State must coordinate Escort Services.
- (3) If the parent(s) can't afford transportation to the POE, the State can coordinate with their appropriate state agency to get them there. The parent(s) must sign a (faxed) Waiver (HHS RR-01) stating they will reimburse the costs of the services provided, on behalf of the minor; the State can use the signed waiver to bring the parent(s) to the ERC, to get the child.
- (4) Minor has a parent(s) overseas/parent is with the minor but isn't a US citizen.
 - (a) The record must show "parent is the escort of the minor."
 - (b) The State can support Onward Travel, on behalf of and in the minor's name.
 - (c) Cash Escort Services can be provided, on behalf and in the minor's name and covers hotel stays and transportation to the final destination.
 - (d) The non-US parent can't escort the minor to the final destination and must return to their country of origin.
- (5) HHS, ACF personnel will be present;
 - (a) The State, with Security input, will provide Child Care Services, until the parent(s) arrive(s).
 - (b) After 72 hours, the SCDSS will take the child into Protective Custody, until the parent(s) arrives.
 - (c) The State will follow appropriate procedures, to release the child to the parent (s).

17. Family Reunification.

- a. SCDSS will assist in determining the location of the separated family members.

- b. After the family is located, SCDSS will assist in establishing telephone contact and assist the individual(s) in arranging onward travel to the place of final destination.
- c. SCDSS will coordinate with Red Cross for access to the “Safe and Well” website.
- d. A Family Reunification Area will be established by SCDSS and Red Cross, at a location outside and as far away as possible from the ERC. Liaison with County Sheriff’s Office and County PD/SCDPS will be coordinated. Repatriates will be escorted to this area by Airport personnel - to include the Charleston County Aviation Authority Police (CCAAPD). This area will be utilized to:
 - (1) Facilitate evacuee pick-up.
 - (2) Protect families from the media and curiosity seekers.
 - (3) Facilitate information-sharing to support family reunification.

18. Mortuary Services.

- a. Deceased individuals will be addressed, in accordance with CAI’s and the County Coroner’s existing procedures and in compliance with Federal, state and local laws.
- b. If someone dies on the plane, CBP will handle the situation & will notify HHS, who will notify the ERC, who will notify, the CAI’s Manager, CCEMS and the County Coroner. Assistance with mortuary services will be paid/reimbursed, on a case-by-case basis by HHS/ACF.
- c. The County Coroner will provide death notification to a family of an evacuee, when the identity is known.

19. Service Animal & Pet Care Veterinary Assistance.

- a. The Stafford Act of 2006 provides for reimbursement for service animals and household pets (see Annex B, Definitions and Terms, Household Pets) and the ERC should plan, accordingly. Evacuees will be asked to reimburse costs of veterinary medical supplies used in veterinary treatment, if any is performed.

- b. Reimbursement may not be required for certain import/regulatory test requirements carried out by federal animal health officials.
- c. Service animals and pets will need to be cleared for entry into the US, by Federal personnel such as CBP and U.S. Department of Agriculture, Veterinary Staff (USDA, VS). Service animals remain with their handlers once cleared for entry.
- d. CAI has 2 Pet Relief areas, located at each end of the terminal. They may locate a Temporary Area on the tarmac and plan to designate a Pet Reception Area, on Concourse A, in the future.
- e. Rabies vaccination entry requirements will be determined by SCDHEC. If further care of pets (such as bathing/kennel cleaning or veterinary medical evaluation and treatment) is needed before families travel to their home destinations, Charleston County will provide resources to assist. If Charleston County needs assistance finding local veterinary personnel, Clemson University Livestock Poultry Health (CULPH) will assist them by requesting help from volunteers.
- f. If service animal/pets are quarantined and die, the service animals, only, can be reimbursed.

20. Temporary Shelter.

- a. For planning purposes, SCDSS should assume 50% of each flight will need hotel accommodations for 1 night. If the repatriate is unable to continue to his/her final destination, on the date of arrival and can't make his/her own arrangements, the State is responsible for providing temporary shelter.
- b. During the pre-operation phase of the event, ACF, in consultation with SCDSS, will determine the number of hotel/motel rooms, around the airport, that might be necessary to accommodate the number of potential individuals requiring transitional shelter. .
- c. CAI's Sheltering Plan is in place for other purposes. If evacuees shelter at the Airport, no services are provided.
- d. If large numbers of evacuees require temporary sheltering/if lodging, at commercial establishments is unavailable, the ERC Operations Section Chief will coordinate with SC ESF6 (Mass Care) and the Red Cross can open a congregate shelter facility. Food must

be provided, too. Transportation will be coordinated with ESF1 (Transportation).

- e. If long-term sheltering is required at another location outside the area, Red Cross will manage and maintain it, with support from SCDSS, as needed.

21. Continuation of Program Services.

Temporary Assistance in the State of Final Destination can consist of medical services, including cash for medical bills but must also include the TANF Medicaid option, housing assistance (e.g. 1 months' rent for a 1 bedroom apartment), HUD Section 8 housing, training, a food and transportation voucher, employment assistance, school enrollment for minors, community services and hospitalization.

22. Demobilization: Transition to Steady State Operations.

- a. Demobilization follows the completion of initial temporary emergency repatriation services, to eligible evacuees. The duration of some of the processes in this phase will be variable - particularly financial processes - and may unfold, over a period of weeks/months.
- b. Demobilization notification will occur when:
 - (1) The SERC/designee (in consultation with the UCG) provides formal notice to the NER UCG, indicating that it has reached capacity and/or is facing other contingencies and needs to close the ERC.
 - (2) NER UCG (in consultation with the State) determines that initial temporary emergency repatriation services in the ERC, are complete.
- c. As the Response Phase operations wind down, personnel and other staff will be released from the ERC and SEOC when they are no longer needed to support Response efforts. The SEOC Operation Section will continue to track deployed resources and ensure they are returned to their owners/otherwise accounted for. These actions signify the transition from Response to Steady-state Operations (SEOC Operations return of Level 1 – Steady State/Monitoring).

VII. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. General.

1. Each agency is responsible for establishing a generic tracking system to accurately account for personnel, time, and resources involved.
2. Each participating State and local agency and supporting non-governmental agency will conduct an After Action Report (AAR), publish an organization AAR and forward the report to SCDSS for inclusion in final Repatriation AAR.
3. Each participating State, local, and supporting non-governmental agency will document matters for inclusion in agency or State/Federal briefings, situation reports and action plans.
4. Emergency Repatriation agencies will work to educate citizens on disaster preparedness and disaster mitigation activities.
5. Emergency Repatriation agencies will support requests and directives resulting from the Governor and/or Federal Government concerning mitigation and/or re-development activities.
6. After termination of ERC operations, participating State and local agencies will conduct a financial review and submit expenditures, with documentation for payment/reimbursement.

B. Assignment of Responsibilities.

1. USDHHS is the federal agency which the State of South Carolina and SCDSS will rely upon to coordinate the federal response and federal support to the State's Repatriation Plan and operations.
2. In the event that DOD requests assistance with a NEO, the 437th Airlift Wing (Joint Base Charleston) is responsible for processing DOD-related personnel.
3. The federal agencies listed below, are not an all-inclusive list of agencies that can provide support. The NERP identifies additional federal agencies that may be able to provide resources, as requested.
 - a. Federal Bureau of Investigation (FBI).

As necessary, perform required security clearances at the POE.

- b. US Citizenship & Immigration Services (CIS).
 - (1) Coordinate with HHS/ACF in the review of the State Emergency Repatriation Plan.
 - (2) Participate in repatriation exercises as scheduled by SCDSS.
 - (3) Conduct statutory processing of evacuees.
 - (4) Issue clearances for U.S. citizens and their alien dependents to proceed to final destination.

- c. US Customs & Border Protection (CBP).
 - (1) Perform 24/7 required customs clearances at the POE, by agreement with the State.
 - (2) Coordinate with HHS/ACF in the review of the State Emergency Repatriation Plan.
 - (3) Participate in repatriation exercises as scheduled by SCDSS.
 - (4) Perform required customs clearances at POE.
 - (5) Keep the ERC Federal site manager informed of any unusual situation with arriving repatriates (e.g. criminals, etc.).
 - (6) Perform required security clearances at points of entry.
 - (7) Provide security plane-side and within the Federal Inspection Area of the Repatriation Processing Center.
 - (8) Assist with approval of flights as well as the location and manner of clearance.
 - (9) Initiate contact with arriving passengers and conveyances.
 - (10) Unaccompanied minors:
 - (a) Hold unaccompanied minors in CBP custody and notify HHS-designated field staff and the SC Department of Social Services (SCDSS) of a child in need of care and supervision.

- (b) Release the child to DSS and shares any pertinent information about the child with DSS and HHS-designated field staff.
- d. US Department of Agriculture, Animal & Plant Health Inspection Service – Veterinary Service (USDA-APHIS-VS).
 - (1) As needed, request assistance from Charleston County EMD and Clemson University Livestock-Poultry Health (CULPH, ESF-17), to identify veterinary personnel and local facilities that can provide appropriate care for service animals and pets cleared for entry into the U.S. before they travel to their home state with their handlers and owners.
 - (2) Coordinate with HHS/ACF in the review of the State's emergency repatriation plans.
 - (3) Participate in repatriation exercises as scheduled by SCDSS.
 - (4) Coordinate with CBP to arrange for and perform agricultural screening clearances, including those for animals if needed.
 - (5) Coordinate with other Federal agencies (USFWS, NOAA, and CDC/HHS) regarding animal species-specific or public health issues.
- e. US Department of Defense (DOD), FORSCOM, Fort Jackson/Joint Base Charleston/Savannah Rapids District Veterinary Command.
 - (1) Under the FORSCOM Plan for Non-Emergency DOD Non-Combatant Repatriation, Fort Jackson {ATZJ-AG) will provide personnel for Joint Service Processing Support Teams at the ERC.
 - (2) Under non-emergency conditions, the Air Force will provide facility and personnel support as available.
 - (3) In the event of a declared National Emergency, DOD support may not be available.
 - (4) In the event DOD requests assistance with NEO, the 437th Airlift Wing (Joint Base Charleston) is responsible for the following:

- (a) In coordination with SCDSS, act as the primary military coordinating agency for processing evacuees after they have received Federal Inspection Service clearance.
- (b) Coordinate with other DOD agencies to reduce duplication of effort and facilitate support to repatriating personnel. OPR: 437 AW/XP.
- (c) Provide DOD military and/or civilian personnel to conduct initial briefings, provide information to evacuees, and conduct entry and exit interviews for all repatriation flights arriving at Charleston International Airport. OPR: 437 SPTG/CC; OCR 437 MSS/CC.
- (d) In coordination with the Charleston International Airport officials, arrange and provide ticketing for all necessary travel (air and surface) for evacuees. OPR: 437 SPTG/CC; OCR: 437 SVS/CC.
- (e) In coordination with SCDSS, provide care for unaccompanied children or assist families with children during repatriation process as required. OPR: 437 SPTG/CC; OCR: 437 SVS/CC.
- (f) When onward transportation cannot be immediately arranged, the 437th Services Squadron will coordinate commercial lodging for evacuees requiring overnight accommodation. OPR: 437 SPTG/CC; OCR: 437 SVS/CC.
- (g) In coordination with SCDSS, arrange transportation for evacuees, as necessary. OPR: 437 SPTG/CC; OCR 437 SVS/CC.
- (h) Assist SCDSS in maintaining Lodging Rosters, indicating the evacuees by name, the hotel/motel where lodged, and the time the evacuees must have local transportation to make their travel connections. Provided copies of this list to the Local Transportation Section, and the Records Control Section. OPR: 437 SPTG/CC; OCR: 437 SVS/CC.

- (i) Provide personnel to conduct Interview, Temporary Lodging, Medical, Legal, Security, Finance, Personnel, Communications, and Chaplain Service's functions of the Emergency Repatriation Processing Center as requested by SCDSS. OPR: 437 SPTG/CC; OCRs: 437 AW/SD, 437 MDG/CC.
 - (j) Coordinate US Army Veterinary Services if required. OPR: 437 SPTG/CC; OCRs: 437 SVS/CC, 437 AWIXP.
 - (k) Provide exit briefings as required and ensure evacuees are provided all necessary services. OPR: 437 SPTG/CC; OCR: 437 MSS/CC.
- f. US Department of Health & Human Services (USDHHS), Administration for Children & Families (ACF).
- (1) USDHHS is the lead federal agency in CONUS to provide temporary assistance during emergency repatriation. It is the federal agency which the State of South Carolina and SCDSS will rely upon to coordinate the federal response and federal support to the State's Repatriation Plan and operations. The USDHHS Operating Division in charge of the Repatriation Program is the Administration for Children and Families (ACF).
 - (2) ACF has the primary responsibility for planning, coordinating and executing emergency repatriation under Executive Order 12656, Assignment of Emergency Preparedness Responsibilities. As part of this the lead responsibility, ACF will:
 - (a) Receive along with the HHS Secretary Operations Center (SOC), information from DOS regarding potential evacuation and the necessity to implement repatriation plans.
 - (b) Assist states in coordination with ASPR in the review of State Emergency Repatriation Plans. ACF also provides final approval of SERPs.
 - (c) Activate the National Emergency Repatriation Plan (NERP).

- (d) Receive information from DOS and other applicable agencies regarding potential evacuations and the necessity to implement Emergency Repatriation Plans.
- (e) In consultation with DOS and other applicable federal agencies, determine the different POEs within the Continental US.
- (f) Serve directly/through ASPR as overall coordinator of the activities of all federal agencies to ensure the required support is provided.
- (g) Coordinate, approve and reimburse state for allowable, reasonable and allocable costs associated with the emergency repatriation.
- (h) Approval authority for any contracts submitted by the State.
- (i) Provide cash, advance credit and reimbursement of State expenses for repatriation operations (contingent on available funds).
- (j) Provide a Federal Emergency Repatriation Branch Supervisor (FERS) when the activation notice is issued.
- (k) Provide the designated state(s) an HHS staff to review and determine final eligibility of repatriates.
- (l) As necessary, establish initial contact and coordination activities with travel agencies operating under federal contract to provide onward movement assistance to evacuees.
- (m) Provide state ERC staff directly/through arrangements with the necessary U.S. HHS repatriation assistance forms.
- (n) Provide directly/through arrangements, in-time training to state ERC staff on applicable U.S. HHS repatriation assistance forms.

- (o) Assist with Public Affairs.
 - (p) Participate in repatriation exercises scheduled by SCDSS
 - (q) Assist in the State development of emergency repatriation plans, training and exercises.
 - (r) Review and recommend revisions to the State's Repatriation Plan.
- (3) Division of Emergency Coordination.
- (a) Assist as overall coordinator of HHS emergency preparedness planning and operations.
 - (b) When notified by DOS to implement emergency repatriation, go on alert status and ensure coordinated FEMA-HHS communications are activated.
- (4) Administrator for Children and Family Services.
- (a) Coordinate with FEMA Communications Center; transmit information to Federal agencies, States and national volunteer agencies.
 - (b) Provide funds to the State for planning and implementation of emergency repatriation.
 - (c) Assume lead Federal responsibility for Public Affairs/Information.
- (5) US Public Health Services (PHS).
- (a) If needed, arrange for medical teams at the ERC to provide medical screening for alien dependents of U.S citizens, and for U.S. citizens who may have a contagious disease.
 - (b) PHS official will board the plane to assess any potential health issues that might affect the public. May assist in the Public Health screening of repatriates in the ERC if requested through USDHHS by the ERC Manager.

- (6) Other USDHHS Divisions that provide support to ACF:
 - (a) Assistant Secretary for Preparedness and Response (ASPR): Through an MOU with ACF as needed, ASPR will provide support by leading and performing the emergency and incident management activities related to planning, coordination and operations during steady-state and certain emergency/group repatriations. ACF will continue to retain overall decision-making authority and responsibility for U.S. Repatriation Program requirements.
 - (b) Program Support Center (PSC): PSC is responsible for budgetary assistance, in the procurement and administration of funds for emergency repatriation operations.
 - (c) Centers for Disease Control and Prevention (CDC): Provide public health services, including disease control, epidemiology, medical assessment for infectious diseases and if required, quarantine operations. Conduct pre-debarkation visual assessment of arriving evacuees to monitor for signs of potential public health significance. Assist the State in developing plans for providing medical aid at the ERC.
 - (d) Substance Abuse and Mental Health Services Administration (SAMHSA): SAMHSA will coordinate the provision of behavioral health care for evacuees. This role will become active only if requested by an authorized state representative upon HHS's reasonable assessment that the state does not have the necessary mental health resources to respond to such events. Upon finding that the state is in need of this assistance, an HHS-authorized representative will notify NER UCG to convene a meeting with the state to discuss and possibly arrange for this assistance from USDHHS.
- g. US Department of Homeland Security (USDHS), Federal Emergency Management Agency (FEMA), Region IV.

- (1) Coordinate with HHS/ACF on the review of State emergency repatriation plans.
 - (2) Assists in the coordination of emergency communications systems to notify national and local partners of the need for assistance.
 - (3) Provide support only if requested by HHS. The state can also send a request to HHS requesting assistance.
 - (4) Participate in repatriation exercises scheduled by SCDSS.
 - (5) Provide communication services to notify Federal, State, and voluntary agency officials concerning emergency repatriation.
- h. US Department of Housing & Urban Development (HUD).
- (1) Identify available HUD-assisted housing at/near the POE which may be used for evacuees who cannot be moved in a timely manner to a final destination.
 - (2) Identify available HUD-assisted housing at/near the POE for longer stays, commercial housing facilities and congregate facilities.
 - (3) HUD will provide support only if requested by HHS. The state can also send a request to HHS for assistance.
- i. US Department of State (USDOS).
- (1) In an emergency situation, notification from the DOS that an evacuation has been ordered serves as the basis for DOS identification.
 - (2) Inform USDHHS as the situation changes and provide updated information regarding potential evacuees and affected areas.
 - (3) Provide a list of the manifests (or equivalent), including arrival times and health conditions (if available).

- (4) Report the estimated number of evacuees in the affected area.
 - (5) Discuss with USDHHS the POEs where evacuees may arrive.
 - (6) Inform USDHHS when the operation reaches completion.
 - (7) Determine who is eligible to be repatriated from overseas.
- j. US Department of Transportation (USDOT).
- (1) Adds evacuees to the transportation priority list following notification from ACF.
 - (2) Advise the Federal Aviation Administration, the Interstate Commerce Commission, and the Federal Railroad Administration of the priority of movement for evacuees and for inter-city motor services.
 - (3) Federal agencies (FAA for air service, FRA for rail service and ICC for all rail services other than AMTRAK and intercity motor services) inform the concerned civil carrier that preference shall be afforded all evacuees to their final destination, including allocation of equipment when essential to expedite movement.
 - (4) USDOT will provide support only if requested by HHS. The state can also send a request to HHS.
- k. US General Services Administration (GSA).
- (1) Provide facility support services (building space, communications, protection, supplies, motor pool and contractual service communications, protection, supplies, contractual services) to requesting agencies on a reimbursable basis.
 - (2) In accordance with the National Plan for Communications Support in Emergencies and Disasters, the GSA Regional Federal Emergency Communications Coordinator serves as the sole communications coordinator to receive and process requests for emergency communications services from all agencies and major private relief organizations.

- (3) The Federal Emergency Communications Officer is the GSA action communications carrier to provide communications services.

1. US Postal Service (USPS).

The Process Center will provide repatriates with U.S. Postal Service forms to complete and mail to their former post office to facilitate forwarding of mail to the appropriate destination.

4. State Agencies and Organizations.

- a. Clemson University Livestock & Poultry Health (CULPH).

- (1) Provide a liaison at the SEOC to coordinate with local, State and Federal agencies and organizations involved in the processing of service animals and pets during emergency repatriation.
- (2) Assist Charleston County as needed to identify local veterinary personnel, volunteers, or facilities to provide care (food, bathing, temporary shelter) for service animals and pets cleared for entry into the US, at or near the ERC while awaiting onward transport.
- (3) Collaborate with federal animal officials following their examination and screening of service animals and pets should any state animal health regulatory assistance be needed.
- (4) In collaboration with SCDHEC (rabies regulation), assist as needed with coordination of animal screening processes to ensure proper rabies administration status before returning to homes in the U.S.

- b. SC Department of Health & Environmental Control (SCDHEC).

- (1) Provide personnel for health and medical evacuee processing.
- (2) Establish and manage medical triage at the ERC.
- (3) Provide a liaison with the Charleston County Emergency Management Division.

- (4) Provide technical assistance to County Coroner with initiating Burial Removal Transit Permits (BRTP) and death certificates.
 - (5) Identify and coordinate facilities and provide management and staffing in Medical Needs Shelters(s) (MNS).
 - (6) Provide appropriate public health notices as required.
 - (7) Provide public health information to the Joint Information Center.
 - (8) Coordinate referral to local emergency services teams for formal in-patient evaluation, if in-patient hospitalization is necessary.
 - (9) Charleston County EOC will coordinate with the County Coroner. If Charleston County's capabilities are exceeded, requests will be sent to ESF-8 at the SEOC.
 - (10) Coordinate referral to local emergency services teams for formal in-patient evaluation if in-patient hospitalization is necessary.
 - (11) Conduct disease assessment and surveillance in support of federal-related activities as required.
 - (12) Participate in the UCG.
 - (13) Maintain files on staff and hours, resource and medical supply utilization and cost, and medical triage notes.
- c. SC Department of Mental Health (SCDMH).
- Provide behavioral health support and psychological first aid as needed.
- d. SC Department of Natural Resources (SCDNR).
- (1) Assist Charleston County in law enforcement and security operations to support repatriation operations as requested.
 - (2) Support security operations for alternate points of embarkation as necessary.

- e. SC Department of Probation, Parole and Pardon Services (SCDPPP).
 - (1) Assist Charleston County in law enforcement and security operations as requested.
 - (2) Support security operations for alternate points of embarkation as necessary.

- f. SC Department of Public Safety (SCDPS).
 - (1) Provide traffic control to and from the Ports of Debarkation, the ERC and shelter locations as required.
 - (2) Provide traffic control for movement of evacuees to alternate points of embarkation as necessary.
 - (3) Assist ESF-13 (Law Enforcement) in security and law enforcement operations as requested.
 - (4) Provide security and traffic control for the ERC and the designated Family Reunification Area as requested.

- g. SC Department of Social Services (SCDSS).
 - (1) For US Repatriation Program General Agreement between US Department of Health and Human Services Administration for Children and Families Office of Refugee Resettlement and the State of SC Department of Social Services please refer to:
 - (a) Section 1113 of the Social Security Act, 42 U.S.C. 1313.
 - (b) 24 U.S.C. Sections 321 through 329.
 - (c) Executive Order 12656 as amended.
 - (d) Program regulations in 45 C.F.R. Parts 211 and 212.
 - (2) Disaster Response Services.
 - (a) Forward copy of the SC Repatriation Plan to Federal HHS for review.

- (b) Verify that major agencies have been notified to conduct repatriation operations.
 - (c) Coordinate with the SCDSS Director of the Division of Finance Services to request operational funding from HHS.
 - (d) In coordination with the County DSS, provide command, control, and management of repatriation operations occurring within the ERC.
 - (e) Provide staff from Charleston County DSS and additional staff from surrounding county DSS offices, or state office, to assist with ERC staffing.
 - (f) Assist Charleston County DSS with repatriation operations, to include local purchase of emergency items.
 - (g) Assist with lodging reservations.
 - (h) Coordinate with ESF 13 (Law Enforcement) for additional security as necessary.
 - (i) Coordinate direct financial payments to repatriates and vendors from HHS funds.
- (3) State Office, Division of Finance Services.
- (a) Coordinate with the Director of SCDSS to request operational funding from HHS.
 - (b) Ensure funds are received no later than three hours prior to scheduled arrival of repatriates.
 - (c) Coordinate with ESF-13 (Law Enforcement) for escorts for funds pickup and transport.
 - (d) Disburse funds as necessary in accordance with repatriation process guidelines.
 - (e) Designate staff to work at the ERC.
- (4) State Office, Division of Early Child Care.

- (a) Consult internal SCDSS Child Care manual for operational procedures for Emergency Repatriation Processes.
 - (b) Ensure personnel supervising children have child care-related training and a current Background Record Check (BRC) within the last year.
 - (c) Provide temporary child care staffing and supervision for children while parents/guardians access emergency repatriation services.
 - (d) Provide essential items to infants/toddlers (diapers, formula, clothing, etc.) and older children as necessary.
 - (e) Assist local county DSS in the care of unaccompanied minors and other services as needed.
 - (f) Deploy staff from appropriate regional and SCDSS Child Care Offices and secure volunteers with assistance from the Child Care Resource and Referral Agency.
 - (g) Coordinate with VOAD, The Salvation Army, and the Child Care Resource and Referral Agency to secure basic supplies/items necessary to conduct emergency child care.
 - (h) Adhere to policy when accompanying children outside the child care area if they are not accompanied by parents/guardians.
- h. SC Department on Aging (SCDOA). Coordinate elder services through the state-wide Elder Network via Area Agencies on Aging (AAAs) and Councils on Aging (COAs) as requested.
 - i. SC Emergency Management Division (SCEMD).
 - (1) Receive notification of repatriation operations from SCDSS or the Governor and alert appropriate State agencies and Charleston County Emergency Management Department of impending repatriation operations.

- (2) Support coordination of establishing IT and communications backbone at the ERC.
 - (3) Maintain a liaison at the ERC to facilitate agency coordination.
 - (4) Develop Incident Action Plan and staff roster for SEOC operations.
 - (5) Establish a Joint Information Center (JIC) and coordinate State Public Information Office (PIO) support.
 - (6) Disseminate situational awareness products and maintain a Common Operating Picture (COP) for the event.
 - (7) Assist SCDSS in the development of the After-Action Report. This report is to be submitted to ACF 60 days after the closing of the ERC (see the NERP Operational Guide for more information).
 - (8) Coordinate and provide resources to support ERC operations and activities as requested.
 - (9) Assist SCDSS in gathering and recording all local and state emergency repatriation operational cost claims.
- j. SC National Guard (SCNG).
- (1) Provide National Guard representative in County EOC, SEOC, and ERC to determine and report flight manifests.
 - (2) Support repatriation operations as requested.
- k. South Carolina Law Enforcement Division (SLED)
- (1) Assist Charleston County in law enforcement and security operations in support of repatriation operations as requested.
 - (2) Support security operations for alternate points of embarkation as necessary.
- l. Other state agencies/organizations considered for future inclusion into this plan but have no defined direct role or responsibility at this time are as follows:

- (1) SC Department of Agriculture (SCDA).
 - (2) SC Department of Transportation (SCDOT)
 - (3) SC State Guard (SCSG)
 - (4) SC Treasurers' Office
5. Emergency Support Functions (ESF) Responsibilities.
- a. ESF-1 (Transportation).
 - (1) Assist ESF-6 (Mass Care) in obtaining notification of incoming flights.
 - (2) Coordinate transportation of evacuees from the military or civilian airfield POE to the ERC, temporary shelters, and to transportation departure points.
 - (3) Coordinate commercial or public onward transportation (air, rail, and/or bus) to evacuee's final destination as required.
 - (4) Develop a detailed protocol to use other major airports as an alternate follow-on transportation site.
 - b. ESF-2 (Communications).
 - (1) Assist ESF-6 (Mass Care) in establishing communications in order to obtain notification of incoming flights.
 - (2) Coordinate establishing telephone and other communications (i.e., internet, email) assistance as required to/from the ERC or temporary shelter locations as needed.
 - (3) Coordinate the provision of communications services to evacuees enabling them to contact relatives and friends concerning personal status and onward transportation plans.
 - c. ESF-6 (Mass Care).
 - (1) Lead ESF for Repatriation operations.
 - (2) In cooperation with the Charleston County EMD and Charleston County DSS, develop Standard Operating Procedures for the ERC and its functions.

- (3) Coordinate all support for Repatriation operations at the ERC through the SEOC and other ESFs.
 - (4) Assist SCDSS in identifying the need for, locating, and coordinating for translators/interpreters.
- d. ESF-7 (Finance & Administration).
- (1) Coordinate with SCDSS, Division of Finance Services, to assist in developing standardized forms consistent with Federal requirements to track finances in order to allow for rapid reimbursements.
 - (2) Coordinate with SCDSS to assist in requesting advanced funding from the Administration for Children and Families' Regional Office upon implementation of the Emergency Repatriation Plan.
 - (3) Assist SCDSS in maintaining an accounting system of all funds expended.
 - (4) Assist SCDSS in completing claims to the ACF for State, county and other non-government agencies concerning repayment of administrative expenses.
- e. ESF-8 (Health & Medical).
- (1) Coordinate emergency medical services transport as needed.
 - (2) Coordinate the provision of behavioral health and psychological first aid.
 - (3) Coordinate with DAODAS to support any request from the ERC related to evacuee substance abuse services.
- f. ESF-11 (Food Services).
- If required, coordinate provision of food to disaster response organizations for mass feeding.
- g. ESF-13 (Law Enforcement).
- (1) Assist Charleston County in coordinating law enforcement and security operations in support of repatriation operations as requested.

- (2) Coordinate security operations for alternate points of embarkation as necessary.
- h. ESF-15 (Public Information).
 - (1) See Annex 15 (Public Information) of the SCEOP.
 - (2) Coordinate media coverage of repatriation activities to include evacuee arrival and an initial information briefing at the aircraft or during transportation to the ERC.
 - (3) Establish a Joint Information Center (JIC) outside of the ERC and provide press conferences with volunteers from among the evacuees.
 - (4) Provide opportunities for Joint Base Charleston (JBC) Public Affairs to participate once ERC activities are initiated.
- i. ESF-16 (Emergency Traffic Management).
 - (1) Coordinate traffic control to and from the Ports of Debarkation the ERC and shelter locations as requested.
 - (2) Coordinate traffic control for movement of evacuees to alternate points of embarkation as necessary.
 - (3) Coordinate assistance to ESF-13 (Law Enforcement) in security and law enforcement operations as requested.
- j. ESF-17 (Animal/ Agriculture Emergency Response).
 - (1) Provide a liaison at the SEOC to coordinate assistance with resources involved in processing of service animals and pets as requested by local, state and Federal agencies.
 - (2) As requested assist Charleston County in identifying local veterinary personnel, volunteers, or facilities to provide care (food, bathing, temporary shelter) for service animals and pets cleared for entry into the US at or near the ERC while awaiting onward transport.
 - (3) Coordinate with federal animal officials following their examination and screening of service animals and pets should state animal health regulatory assistance be needed.

- (4) In coordination with SCDHEC (rabies regulation), assist as needed with coordination of animal screening processes to ensure proper rabies administration status before returning to homes in the U.S.
- k. ESF-18 (Donations, Goods & Volunteer Services).
 - (1) Assist SCDSS in identifying the need for, locating and coordinating of translators/interpreters.
 - (2) Coordinate provision of volunteer evacuee escorts.
 - (3) Coordinate the provisions for clothing, diapers, formula, etc.
- l. ESF-19 (Military Support).
 - (1) Assist ESF-1 (Transportation) in obtaining accurate flight and manifest information.
 - (2) Support repatriation operations as requested.
- 6. County Agencies and Organizations
 - a. General.
 - (1) Provide command, control, and management of repatriation operations occurring outside the ERC.
 - (2) Coordinate for Emergency Medical Service (EMS) coverage for repatriation operation and the ERC.
 - (3) Coordinate with local/county agencies and organizations to support repatriation operation.
 - b. Charleston Animal Society (CAS).
 - (1) Provide for the needs of returning pets, to include but not limited to feeding, water, cleaning of pets and the kennels.
 - (2) Coordinate with Charleston County Emergency Management Department (EMD) and Charleston County Sheriff's Office Animal Control (County ESF-17) to activate the Emergency Animal Processing Center.

- (3) Receive assigned duties by Charleston County EMD or designee at the Command Post.
 - (4) Assist in the care and processing of animals.
 - (5) Receive animals at the CAS facility; evaluate, bathe, and treat animals as necessary.
 - (6) House and feed animals until they can be returned to owners for onward travel.
 - (7) Clean and disinfect animal transport kennels as needed.
- c. Charleston County Emergency Management (CCEMD).
- (1) Provide overall coordination for requesting and deployment of county resources, to include coordinating ground transportation through agreements with local transit agencies and school districts.
 - (2) Participate in the UCG and assist with ERC activation.
 - (3) Coordinate radio communications through the Consolidated Dispatch Center and County Radio Communications.
 - (4) Assist with the development of the Incident Action Plan and contingency plans.
 - (5) Notify county and municipal partner agencies of plan activation and where support personnel report for duty.
 - (6) Assist in the JIC and coordinate with State PIO.
 - (7) Assist in the development of the After-Action Report.
- d. Charleston County Aviation Authority (CCAA), dba, Charleston International Airport (CAI).
- (1) Conduct airfield management.
 - (2) Notify and coordinate with federal partners, to include CBP and the Federal Aviation Administration (FAA) regarding plan activation.
 - (3) Determine the location of the ERC.

- (4) Upon plan activation, set up the ERC with locally provided equipment and resources needed to support the operation.
 - (5) Provide facility maintenance and logistical support to the ERC.
 - (6) Coordinate with the SEOC for resource support, as needed.
 - (7) Coordinate with CCSO and SLED to provide security for the ERC.
 - (8) Provide timely notice of incoming flights to the SERC and UCG.
 - (9) Coordinate parking and ground transportation for ERC staff.
 - (10) Arrange deplaning and transport of evacuees to the ERC.
 - (11) Provide secure storage of evacuee baggage.
 - (12) Designate a family reunification area (separate from the ERC).
 - (13) Participate in the UCG.
 - (14) Designate a media area (separate from the ERC).
 - (15) Coordinate evacuee transportation to commercial establishment/shelters, including accommodations for people with access and functional needs as required.
- e. Charleston County Emergency Medical Service (CCEMS).
- (1) Coordinate with Charleston County Coroner's Office. If number of decedents exceeds the Coroner's Office capability, request support from ESF-8 at the SEOC.
 - (2) Coordinate with SCDHEC to provide emergency medical transportation to area hospitals as required.
 - (3) Coordinate and provide medical-related resources and services to the ERC.
 - (4) Coordinate with DAODAS to support any request from the ERC related to evacuee substance abuse services.

- f. Charleston County Sheriff's Office, Animal Control (CCSO).
 - (1) Assist with pet repatriation in conjunction with Charleston County Rescue Squad Large Animal Rescue Team resources.
 - (2) Provide kennels and pet transportation to the Charleston Animal Society.
 - (3) Provide security and control for repatriated pets at CAI and Charleston Animal Society.

7. Non-Governmental and Volunteer Organizations

a. Trident VOAD.

Charleston County DSS will coordinate with the Trident Regional VOAD to ensure communication and coordination with ERC management regarding unmet needs.

b. American Red Cross (Red Cross).

- (1) Provide support to the State and USDHHS (ACF) in accordance with the American National Red Cross and HHS (ACF) (ORR) MOU.
- (2) Assistance with immediate needs may be made available in accordance with Red Cross Disaster Cycle Services (DCS) program guidance and after consultation with the appropriate state and ACF representatives and other services, as agreed to at time of incident.
- (3) As requested, provide basic first aid services in support of emergency medical service personnel after state and federal entities have conducted initial medical screenings.
- (4) Distribute essential emergency items as requested.
- (5) Provide mobile and/or fixed feeding.
- (6) Assist and/or coordinate child care services as requested and in coordination with partner agencies.
- (7) Provide disaster mental health services and spiritual care, as requested and in coordination with partners.

- (8) Provide follow-up and referral assistance with evacuees from point of entry to their final destinations by a local chapter.
 - (9) Provide family reunification assistance, to include communication assistance, for individuals and families through the Red Cross “Safe and Well” website.
 - (10) Provide assistance at the ERC registration desk as requested.
 - (11) Coordinate and provide temporary shelter services as required. Shelter facilities will be managed and operated by the American Red Cross, using standard policies and operating procedures. A congregate shelter may be required to be established at a nearby facility.
 - (12) Assist with registration and family inquiry for evacuees housed in general population shelters.
 - (13) Review, revise and exercise the ERP as requested.
- c. The Salvation Army (TSA).
- (1) Provide personnel to conduct interviews for basic assistance as requested.
 - (2) Provide referrals and information for potential follow-up by a Salvation Army unit nearest the evacuee's final destination.
 - (3) Coordinate with ERC Manager and UCG.
 - (4) Assist with ERC feeding operations as requested.
 - (5) Provide support to address unmet needs (clothing, personal care items) as requested.
 - (6) Provide emotional and spiritual care as requested.
 - (7) Maintain case files on staff and volunteer hours, resources/assets and supplies utilized for inclusion in the AAR.

VIII. DIRECTION, CONTROL, AND COORDINATION

A. The coordinating structure for federal operations is detailed in the 2016 National Emergency Repatriation Plan (NERP). The primary coordinating and command entities, within this structure are:

1. Federal.

a. U.S. Department of State (DOS).

Overseas, DOS is the lead for emergency repatriation activities and accomplishes this responsibility through arrangements with federal and non-federal agencies. Evacuations of U.S. citizens, their dependents and other DOS-approved personnel are arranged through joint agreements with commercial carriers. Evacuations may take place under a Presidential Declaration of National Emergency, due to escalating international tension or outbreak of hostilities overseas or, they may occur under conditions not involving a Presidential Declaration of National Emergency.

b. Administration of Children and Families, Office of Refugee Resettlement (ACF).

(1) In the CONUS, HHS, under the authority of Executive (E.O.) 11490, as amended (E.O.) 12656 acts as the lead federal agency for the provision of temporary assistance to U.S. citizen residing/traveling abroad in the event of their emergency repatriation to the CONUS.

(2) HHS has delegated this responsibility to the Administration for Children and Families (ACF). ACF is responsible for planning, assessing, coordinating and leading directly/through federal arrangements, the national response and services that need to be provided to eligible repatriates and others. ACF accomplishes this responsibility through: (1) arrangements with federal and non-federal agencies; (2) the agreements it holds with all states and applicable U.S. territories, to assist with operations during repatriate emergencies and; (3) MOU with HHS/ASPR, to assist as needed with the emergency and incident management activities related to coordination and operations, during an event.

- (3) SCDSS is the designated Lead Agency for Repatriation Operations for South Carolina. SCDSS develops and maintains Appendix 12 (SC Emergency Repatriation Plan) to the SCEOP and coordinates all State, federal and volunteer assistance required for emergency repatriation evacuee processing.
- c. National Emergency Repatriation Unified Coordination Group (NER UCG). The National Emergency Repatriation (NER) Unified Coordination Group (UCG), based in Washington D.C., is the body responsible for coordination and management of the federal interagency response, consistent with the National Emergency Response Plan (NERP) and principles of the National Incident Management System (NIMS). The NER UCG exercises overall authority and direction for federal emergency repatriation activities in the U.S., during the event. In addition:
 - (1) Field operations, which are managed by the State at the ERC, functions as an NER UCG Branch.
 - (2) The NER UCG clears all information for internal and external distribution, gathered before, during and/or after the event. This information includes but is not limited to:
 - (a) Number of evacuees;
 - (b) Number of flights and destinations, within the U.S.;
 - (c) Demographics, if available;
 - (d) Flight information and manifest;
 - (e) Federal resources being activated and/or deployed
- d. National Emergency Repatriation Operations Sections Chief. Oversees the operation, executed at the NER UCG Branch (State POE/ERC) and supervises the execution of the NER UCG Incident Action Plan, for Operations. The Operations Section Chief is responsible for the direct management of all incident-related, operational activities.
- e. Federal Emergency Repatriation Branch Supervisor (FERS).

- (1) HHS will deploy a federal person to serve as a Federal Emergency Repatriation Branch Supervisor, at the State's POE/ERC, to coordinate and oversee all federal emergency repatriation activities, performed at the field level.
- (2) In addition, HHS will assign federal personnel (e.g. ERC Loan Approving Officer), to manage each activated Division, under the Branch. A description of each federal coordinating structure is described, in the NERP Base Plan. These positions will fold into the State's ERC Incident Command Structure (see Concept of Operations, State, Section, 5, of this plan).

2. State.

- a. The South Carolina Department of Social Services (SCDSS) serves as the lead agency, for assisting HHS/ACF, in coordinating emergency repatriation activities in the State. The primary coordinating and command entities, required to support the SERP, are described, below.
- b. State Emergency Repatriation Coordinator (SERC).

The SERC is the State-designated person responsible for coordinating the development, implementation and execution of the SERP. In the event the SERP is activated, the SCDSS Director/designee shall serve as the SERC. He/she will also serve in the State's Unified Command Group (UCG), providing direction and control. In addition, the SERC:

- (1) Serves as the State's main Point of Contact (POC) before, during and after an emergency repatriation event;
- (2) Ensures proper planning and coordination of all involved local and state agencies;
- (3) Advises the Governor on the need to declare a State of Emergency, as required;
- (4) Ensures the State's resources are efficiently used in responding to an emergency repatriation operation;
- (5) Assures each involved element of the State and other local support - including designated commercial airports - is

alerted and positioned to carry out its' duties, under the SERP;

- (6) Serves as a liaison between HHS and the State, during emergency repatriation activities.

c. Unified Command Group.

(1) An emergency repatriation operation will require coordination and collaboration among the key stakeholder agencies involved in emergency repatriation activities. In order to facilitate a coordinated and unified approach to the event, a Unified Command Group (UCG) will be established by the Director of SCEMD/designee to serve as a strategic decision-making body.

(2) The UCG will be comprised of the following persons/positions, or executive-level representatives, of the following agencies and organizations:

- (a) USDHHS Repatriation designated staff;
- (b) Charleston International Airport (CAI);
- (c) SCEMD
- (d) SCDSS, Disaster Response Division, SERC
- (e) SCDHEC
- (f) CCEMD Director
- (g) SCDSS, Region 3 Director

d. State Emergency Operations Center Manager (SEOC Manager).

The SCEMD Director/designee will designate a State Emergency Operations Center (SEOC) Manager to serve as the lead coordinating authority for the SEOC.

e. Emergency Repatriation Center Manager (ERC Manager).

The ERC Manager (State DSS) and Charleston County DSS, with direct input from federal HHS, will control operations and activities, within the ERC.

f. Charleston County Emergency Management (CCEM).

Charleston County Emergency Management will control operations for all functions occurring outside the ERC.

3. Dependent on the scope of the emergency situation, repatriates may be immediately processed at the airport/transported to the nearby ERC.

B. Emergency Repatriation Support Facilities.

1. State Emergency Operations Center (SEOC). The SEOC will serve as the central hub for coordination, communications, and resource support. In addition, it serves as a central clearinghouse for information collection, assessment and analysis and is responsible for maintaining a common operating picture (COP) and providing timely and accurate situational awareness, during the event.

2. Joint Information Center (JIC).

- a. Consistent with the National Incident Management System (NIMS), local, state, Federal and volunteer agencies involved in emergency repatriation will coordinate their release of information, through a Joint Information Center (JIC).

- b. In the event the SERP is activated, the JIC is established at the SEOC and in an isolated area, outside of the ERC. The function of the JIC will be to monitor issues and activities of the emergency repatriation operation and share data and information, via the Joint Information System (JIS).

3. Emergency Repatriation Center (ERC).

- a. An ERC will be established, at Charleston International Airport (CAI), to coordinate the reception, temporary care and onward movement of evacuees and pets. The U.S Customs Area, Concourse B, is designated as the primary ERC location. However, CAI will determine the terminal to be utilized, based on the event and operational needs.

- (1) Utilization U.S. Customs Area, Concourse B. In the event this terminal is activated as an ERC, CAI will coordinate ERC staff parking and transportation to the terminal.

(2) Pet Reception Center, on the tarmac, as designated by CAI and Charleston County Aviation Authority Police Department (CCAAPD). The purpose will be to evaluate and establish further care for the pets.

b. The ERC will operate under a basic Incident Command Structure (ICS) and will be coordinated and directed, by the ERC Manager, (see Concept of Operations, Section C, State and Figure 2: Sample ERC ICS Organizational Chart or Annex H, of this plan).

IX. ADMINISTRATION, LOGISTICS, AND FINANCE

A. Administration.

1. Case Records Management.

a. Charleston County DSS will maintain individual/family case records for each individual/family provided cash loan assistance, medical assistance, onward transportation/and other temporary assistance, for which they must repay the federal government. CCDSS is to utilize the RR-01 Form and other available forms, to track the services provided.

b. The case record should contain a signed ERC Processing Check Sheet (DD Form 2585) and a Repayment Agreement as a minimum.

c. Subsequent to ERC processing, County DSS Offices providing further temporary assistance to evacuees who claim county residency will adapt their customary case recording methods for this purpose.

2. Personal Resources Consideration. (look at moving to later in the section)

a. Personal resources to be considered will be only those which are immediately accessible to the repatriate at the time temporary assistance and services are required at the ERC/when arrangements are made for onward transportation, to the final destination.

b. Resources are considered as immediately accessible only when they are in the possession of and under the control of the repatriate and he/she can draw upon them, to meet immediate/temporary needs.

- c. The individual's declaration that he/she is without available resources will be accepted, unless the initial assessment reveals that resources are available.
- d. Many of the repatriates will have their own resources at their final destination/through their public/private employing organizations/agencies, which are not immediately accessible to them, at the ERC. Such persons shall be eligible for temporary assistance, as needed, for onward transportation.
- e. These individuals shall be required to repay the United States the cost of such assistance and services once their own resources become accessible to them.

B. Financial Responsibilities.

1. General.

- a. Administrative and Finance duties begin upon U.S. HHS/ACF activation of the State Emergency Repatriation Program (SERP) and end when all repatriates have left, for their final destination. During an emergency repatriation operation, administrative and finance functions will be coordinated by the ERC Finance Section and supported, by the ESF 7.
- b. The main function of the ERC Finance Section will be tracking emergency repatriation operational costs, to include accepting requests for reimbursement, from state and local government and volunteer agencies.
- c. Requirements for advance funding will be coordinated by the ERC Manager, with the SERC.
- d. Costs are reimbursed to state and local government and volunteer agencies, following guidance from ACF (Form RR-02).

2. Repatriation Program Finances and Funding

- a. Available Funds. Title XI, Section 1113 of the Social Security Act authorizes U.S. HHS to provide federal funds to states for the reception, temporary care and onward transportation of U.S. citizens and their dependents, returning from a foreign country due to destitution, illness, war, threat of war/similar crisis. For most

emergencies, HHS will reimburse the state for reasonable, allowable and allocable costs, associated with emergency repatriation.

- b. Request for Advanced Funds. At the time of notification of an impending emergency repatriation operation, the State (i.e., SCDSS) may request an advance of funds from HHS/ACF to cover estimated program expenses. Upon receipt of the State's request, HHS/ACF will coordinate funds transfer to the State (i.e. – SCDSS) via available systems.
 - c. Repayment of Temporary Assistance. Monies and temporary services provided to eligible evacuees must be repaid. All funds will be provided directly to the repatriate in the form of temporary services, which must be repaid to the U.S. Government. Repayment by a recipient/recovery from subsequent available resources must be made to U.S. HHS, for deposit to the U.S Treasury. States are not involved during the collection process but are responsible for providing HHS/ACF with all the necessary forms, supporting documents and information, necessary for the timely and accurate collection of repatriation loans.
 - d. All funds provided for assistance to individual evacuees must be repaid. PHS/HRSA will actively pursue collection of monies for all assistance provided through its Accounts Receivable Capability system.
3. Administration and Financial Responsibilities.
- a. SCDSS, with assistance from SCEMD, will work with participating local and state agencies and non-governmental organizations to ensure all claims for reimbursement are complete and accurate. SCDSS's staff will prepare all state claims and submit to U.S. HHS for reimbursement, using the U.S. HHS-specified form(s).
 - b. Report On Referral (Form RR-01).
 - (1) SCDSS will use Form RR-01 to report Repatriation expenses incurred subsequent to ERC expenditures (i.e., expenses not reported on an ERC Processing Sheet).
 - (2) SCDSS must submit the RR-01 to HHS/ACF within 5 days of initial contact with the repatriate. The Report on Referral form is the basis for the obligation of repatriation funds. HHS/ACF

must process the form before they can process claims for reimbursement.

- (3) The State will submit an Emergency and Group Repatriation Financial Form RR-02 for each expenditure reported on an RR-01.
- (4) In addition, they will be responsible for managing any humanitarian donations received from individuals and/or entities. Humanitarian donations - in the form of cash/in-kind - will not be considered a donation, to the Federal Government. Agencies/individuals seeking to make a donation to the U.S Repatriation Program will need to contact HHS/ACF.

c. Cost Tracking.

- (1) Each supporting agency will document and track their SERP-related costs, from the onset of the operation. The tracking of costs will include time sheets, travel vouchers, invoices, etc., that document the agency's total expenditures.
- (2) To ensure all support agencies are reimbursed for actual costs incurred, it will be the responsibility of each agency to track and document all of its' SERP-related costs and provide the information to SCDSS, as required/requested.

d. Reimbursable Expenses. Repatriation Program funds will cover all reasonable, allowable and allocable costs associated with the provision of temporary assistance to eligible evacuees. Temporary assistance includes cash payments, medical care, temporary lodging, transportation and other goods and services necessary for the health and welfare of individuals, including guidance counseling and other social services.

- (1) The State may claim reimbursement for temporary assistance provided to evacuees.
- (2) In addition, the State can claim administrative expenses, provided that the State performs the following:
 - (a) Identifies the time spent;

- (b) Converts identified time into an equivalent amount of money;
 - (c) Deducts this amount from staff providing services, in connection with other programs; and
 - (d) Follows procedures for allocation of joint expenses.
 - (3) SCDSS, with support from SCEMD, is responsible for requesting reimbursement from U.S. HHS for all approved costs associated with an emergency repatriation operation, in the State.
 - (4) Voluntary Relief Agencies Reimbursement.
 - (a) Voluntary relief agencies may provide a significant amount of assistance, which is beyond the scope of Federal agencies as defined in this Plan.
 - (b) The Federal Government will reimburse each agency for expenses incurred during an emergency repatriation operation.
- e. Submittal of Claims for Reimbursement. SCDSS, in coordination with SCEMD, shall submit a Summary Report of Expenditures to U.S. HHS, within 30/120 days, following the completion of an emergency repatriation operation. The report will show the amount of funds advanced, amount of funds expended, an estimate of outstanding debts and the balance to be returned to U.S. HHS, or the amount due the state. SCDSS will attach all applicable processing Check Sheets to substantiate expenditures.
 - (1) Expenditure Statement and Claim for Reimbursement (Form RR-01)
 - (a) Form RR-01 serves as the basis for reimbursement to the State and for accounting for funds advanced to the State. The State must submit claims monthly but not later than 15 days after the close of the month.
 - (b) The State will use Form RR-01 to report expenditures on each case individually, unless, or until, the volume of the cases assisted is such that group reporting is indicated.

- (2) HHS/ACF will negotiate agreements with national Voluntary Agencies which will specify procedures for reimbursement.
- (3) Agreements will require agencies to submit detailed expenditure reports to substantiate each claim for reimbursement.
- (4) If the Summary Report is full and complete, the State will be reimbursed within 30 days. Procedures to return funds to U.S. HHS will be negotiated, at the time of submission of the summary report. For additional information, see Section 12.7 of the 2016 NERP Operation Guide.

f. Repayment.

- (1) All funds provided directly to repatriates are given in the form of a loan which must be reimbursed to the U.S. Government. Repayment by a recipient or recovery from subsequently available resources must be made to the HHS Program Support Center (PSC) for deposit to the U.S. Treasury.
- (2) Repayment is required for all assistance provided evacuees through the Emergency Repatriation Program.
- (3) The State is responsible for informing the individual of the repayment requirement and the amount of the repayment.
- (4) In addition, the State shall recommend to HHS/ACF whether repayment or a waiver is warranted.
- (5) HHS/ACF is responsible for seeking repayment.

g. Emergency Repatriation Forms.

ACF will provide all necessary HHS forms and documents required, for an emergency repatriation operation. The State will need to make copies of other forms, as appropriate. The State will be responsible for safeguarding signed forms. In-time training will be provided by HHS, on all applicable forms. The following HHS forms, listed below, are to be used during emergency repatriation activities:

- (1) Emergency and Group Repatriation Processing Form (RR-01): This form is used to determine evacuee's eligibility for repatriation assistance, during an emergency evacuation.
 - (a) Completed upon arrival in the U.S. and before receiving repatriation assistance.
 - (b) Completed by U.S. citizens/dependents of U.S. citizens who have returned to the U.S. during an authorized DOS evacuation and do not have resources immediately accessible, to meet their needs.
 - (c) State representative(s) performs the initial eligibility assessment using this form.
 - (d) State representative(s) assists evacuee in completing this form and will gather any necessary supportive documents (e.g. copy of passport).
 - (e) Processed and approved by an authorized federal staff, for final eligibility determination.

- (2) Emergency and Group Repatriation Financial Form (RR-02): This form is to be used by the state, to request reimbursement for all reasonable, allowable and allocable costs, incurred during an emergency repatriation operation.
 - (a) Completed by a state-authorized representative, after the evacuation has commenced.
 - (b) The appointed/authorized state agency will gather financial information and provide a comprehensive financial summary of actual costs, to ACF.
 - (c) Supportive documentation and a signature from the state-authorized official is required.

- (3) Privacy and Repayment Agreement Form (RR-05): This form is used to obtain consent from eligible evacuees, on privacy and repayment of the repatriation loan.
 - (a) Completed upon arrival in the U.S and before any temporary assistance is provided. Exemptions may

apply to unaccompanied minors and persons with a mental health/medical condition, which limits their ability in making personal decisions.

- (b) Completed by the evacuee/an authorized legal representative (e.g. the repatriate's legal guardian).
 - (c) State representatives(s) provides information to the evacuee and collects the signed form, prior to providing repatriation services.
 - (d) No supportive documentation is required, however, a signature from the evacuee/authorized legal representative is needed.
- (4) Refusal of Temporary Assistance Form (RR-06): This form is used to maintain a record of the evacuee's refusal decision, for temporary assistance.
- (a) Completed upon arrival in the U.S. by evacuee/authorized legal representative.
 - (b) State representative(s) maintains a copy of the signed form.
 - (c) Is completed by repatriates who do not want to go the ERC/after being determined eligible, refuse to accept the services.
- (5) State Request for Federal Support Form (RR-08): This form is used by the state, to request support and assistance from any federal agency, using appropriate HHS channels.
- (a) An authorized state representative will gather and submit timely requests.
 - (b) Can be submitted prior to/during an emergency repatriation operation.
 - (c) Completed by an authorized state representative.
 - (d) Must be signed by a state-authorized office and must include supportive documentation.

- (6) All forms listed above, include instructions. PDFs of these forms can be accessed through the Office of Refugee Resettlement webpage at <http://www.acf.hhs.gov/programs/orr/programs/repatriation>
- h. Temporary Assistance (Final Destination).
- (1) When an eligible evacuee claims residency in South Carolina and the Emergency Case is cleared and closed with the repatriation program, the State will provide temporary cash assistance, medical assistance, and related social services, under established state standards and policies of the SCDSS in the community in which the evacuee establishes residence.
 - (2) SCDSS will apply current established SCDSS standards for the Temporary Assistance for Needy Families (TANF) in determining the amount of financial assistance payments, with such adaptations as may be necessary due to the composition of the family.
 - (3) The State will provide Temporary Assistance to all individuals without sufficient resources under the State standard, without regard to age, disability, or single disabled parental status. Such temporary assistance may be continued for a period of 90 days following arrival in the United States.
 - (4) If situations arise where evacuees still have insufficient resources after 90 days, and are unable to attain self-support or self-care because of age, physical condition or lack of vocational preparation, and does not qualify for aid under a federal, state or local assistance program, SCDSS shall refer the case(s) to U.S. HHS/ACF for authorization to continue temporary assistance, for up to an additional nine months.
 - (5) All requests for extensions of assistance beyond 90 days must be submitted to HHS/ACF, at least two weeks prior to the 90 days eligibility expiration.
- i. Safeguarding Information.

- (1) The operation of this plan as well as the Repatriation Program, under normal conditions, are subject to the provisions of the Privacy Act of 1974 (Public Law 93-579).
 - (2) The use of information concerning persons who receive temporary assistance under this Program is strictly limited to the purposes for which such information was received.
- j. Non-discrimination. No eligible persons shall be excluded from participation, or be denied any benefits or otherwise be subject to discrimination under this Plan, because of their race, color, religion, sex, age, handicap, or national origin.

C. Logistics

1. Supplies and Equipment.

See Annex D (matrices of Emergency Repatriation Services).

2. Staffing.

Organizations will be responsible for their own staff planning and implementation in order to ensure that they can fulfill their repatriation commitment.

X. PLAN DEVELOPMENT, EVALUATION, AND MAINTENANCE

A. Plan Development.

Plan development is based on Federal HHS guidelines and planning assumptions. This section discusses the overall approach to the planning process and the assignment of plan development and maintenance responsibilities. SCEMD is responsible for the contents of the State Emergency Operations Plan (SCEOP), including the schedule for evaluation, maintenance, and revision. Agencies and organizations in this plan will be familiar with the contents and are responsible for contributing to the revision and maintenance of this plan.

B. AAR/Evaluation.

1. Each participating State and local agency and supporting non-governmental agency will conduct an After Action Report (AAR), publish an organization AAR and forward the report to SCDSS for inclusion in final Repatriation AAR.
2. SCDSS will on a bi-annual basis evaluate the Plan.

C. Maintenance.

SERP Maintenance.

SCEMD Preparedness Section facilitates the development and maintenance of all plans associated with the State Emergency Operations Plan. This plan will be reviewed and updated periodically taking the following elements into consideration:

- a. Formal updates of planning guidance/standards.
- b. Change in agencies/personnel, assigned to the Unified Command Group.
- c. Changes in response resources (e.g. policies, personnel, organizational structures, leadership/management processes, facilities/equipment).
- d. After-action report and improvement plans, for exercises/actual events.
- e. Enactment of new/amended laws/Executive Orders.
- f. SERP distribution to local, state and federal stakeholders.

D. Training and Exercise.

All agencies/ Organizations identified within this plan are responsible for familiarity with it along with active participation in identified training & exercise events in order to validate the plan and identify any resource gaps within their agency/organization.

1. Training. Real-time training for certain positions, within the ERC, are conducted at the time of the event/incident. Homeland Security Exercise and Evaluation Program (HSEEP)-compliant training on SERP operations should be conducted, annually.
2. Exercise. The SERP should be exercised, periodically. Exercises will follow HSEEP standards for development and evaluation.

XI. AUTHORITIES AND REFERENCES.

- A. Executive Order 11490, Section 1104(4) of Part II;
- B. Title XI, Section 1113, of the Social Security Act;

- C. Title 45, Chapter II, Part 212, Code of Federal Regulations;
- D. Letter from the Governor, March 6, 1984, to the DSS Commissioner, designating DSS as Coordinator of State Emergency Repatriation Planning;
- E. South Carolina Emergency Operations Plan, current copy.
- F. Federal Laws, Executive Orders, Homeland Security Presidential Directives & Public Law.
 - 1. 42 U.S.C. §1313 – Assistance for United States Citizens Returned from Foreign Countries;
 - 2. 45 C.F.R Part 212 – Assistance for United States Citizens Returned from Foreign Countries;
 - 3. HHS/ACF U.S. Repatriation Program agreements with all the U.S States and some U.S. Territories;
 - 4. ACF/ORR U.S. Repatriation Program agreement with not-for-profit organizations;
 - 5. Executive Order 12656 – Assignment of Emergency Preparedness Responsibilities, as amended;
 - 6. Memorandum of Agreement between Departments of State and Defense on the Protection and Evacuation of U.S. Citizens and Nationals and Designated Aliens from Threatened Areas Overseas; 22 U.S. Code § 2671- Emergency expenditures and 31 U.S code § 1535 –Agency agreements.
 - 7. Public Law 109-308, Pets Evacuation and Transportation Standards Act, 2006
- G. State Laws and Executive Orders
 - 1. South Carolina Civil Defense Act 888, 1950
 - 2. South Carolina Executive Order Number 2017-11. Designates the South Carolina Emergency Management Division (SCEMD), Office of the Adjutant General, as established by section 25-1-420, as responsible for the coordination of all state, county, and municipal agencies and departments in developing a State Emergency Plan and maintaining a State Emergency Operations Center.

3. South Carolina Code of Regulations § 58-101, page 18. During a response to an emergency/disaster situation, the Governor may appoint a State Coordinating Officer (SCO), usually the SCEMD Director, to manage the response and/or recovery.

H. References.

1. Federal.
 - a. National Emergency Repatriation Plan (NERP) and Operational Guide, 2016.
 - b. National Incident Management System (NIMS)
 - c. National Response Framework (NRF)
 - d. Homeland Security Exercise and Evaluation Program (HSEEP)
2. State.
 - a. South Carolina Repatriation Plan, January 2018
 - b. South Carolina Emergency Operation Plan (EOP), April 2017

ANNEX A TO APPENDIX 12
(SOUTH CAROLINA REPATRIATION PLAN)
TO THE SOUTH CAROLINA EMERGENCY OPERATIONS PLAN

ABBREVIATIONS AND AGENCY ACRONYMS

ACF	Administration for Children and Families
AMTRAK	National Railroad Passenger Corporation
ASPR	Office of the Assistant Secretary for Preparedness and Response
CAI	Charleston International Airport
CARTA	Charleston Area Regional Transit Authority
CAS	Charleston Animal Society
CCEMD	Charleston County Emergency Management Department
CCSO	Charleston County Sheriff's Office
CBP	U.S. Customs and Border Protection
CDC	Centers for Disease Control and Prevention
CFR	Code of Federal Regulations
CMS	Consumable Medical Supplies
CULPH	Clemson University Livestock & Poultry Health
DME	Durable Medical Equipment
SCDHEC	Department of Health & Environmental Control
SCDMH	Department of Mental Health
SCDOA	Department on Aging
DOS	U.S. Department of State
DOT	U.S. Department of Transportation
SCDOT	Department of Transportation
SCDPS	Department of Public Safety
SCDSS	Department of Social Services
CCEMS	Charleston County Emergency Medical Services
EOEA	Executive Office of Elder Affairs
ERC	Emergency Repatriation Center
FEMA	Federal Emergency Management Agency
HHS	U.S. Department of Health and Human Services

JIC	Joint Information Center
NERP	National Emergency Repatriation Plan
NGO	Non-Governmental Organization
ORR	Office of Refugee Resettlement
PEO	Presidential Executive Order
PIO	Public Information Officer
POE	Point of Entry
Red Cross	American Red Cross
SCEMD	Emergency Management Division
SCVOAD	South Carolina Voluntary Organizations Active in Disaster
SEOC	State Emergency Operations Center
SOC	HHS, Secretary's Operations Center

ANNEX B TO APPENDIX 12
(SOUTH CAROLINA REPATRIATION PLAN)
TO THE SOUTH CAROLINA EMERGENCY OPERATIONS PLAN

DEFINITIONS AND TERMS

Congregate Shelter: Any private/public facility that provides short-term lodging in an aggregate capacity for evacuees and/or repatriates to sleep and/or rest, while waiting for their onward travel to final destination. Examples include schools, stadiums, military facilities, churches, etc.

Eligible Person: For the purpose of the HHS U.S Repatriation Program, a U.S. citizen and his/her dependents identified by the Department of State (DOS) as having returned/being brought to the United States due to destitution, illness, war, threat of war, invasion/similar crisis and is without resources - immediately accessible - to meet his/her needs.

For the purpose of a DOS evacuation from overseas to a safe haven, an eligible person is a U.S. citizen, U.S non-citizen national or certain non-U.S. citizens, identified by the DOS as meeting eligibility requirements on one/more loan programs to travel to the United States, due to destitution, illness, war, threat of war, invasion/similar crisis.

Emergency Repatriation Activities: DOS-coordinated repatriations and/or evacuation of individuals from overseas, to the United States. Emergency activities are characterized by contingency events, such as civil unrest, war, threat of war/similar crisis, among other incidents. Depending on the type of event, number of evacuees and resources available, ACF/ORR responds, utilizing two scalable mechanisms: Group repatriations (evacuations/repatriations of 50 to 500 individuals) and Emergency repatriations (evacuations or repatriations of more than 500 individuals).

Emergency Repatriation Center (ERC): A Joint Service center, established and managed by the State, on behalf of ACF/ORR. This site is used for processing non-combatant evacuees and for the provision of temporary assistance, as defined by Program regulations. ERCs are usually located at commercial service airports and/or military bases. Under rare circumstances, ERCs may be located in facilities/areas outside an airport/military base (e.g. hotel, seaport).

Evacuees: Individuals evacuated, during a DOS-authorized/ordered departure. This term includes but is not limited to U.S. citizens, dependents of U.S citizens, lawful permanent residents (i.e. "LPRs" or green card holders), third-country nationals and other individuals with proper documentation to enter the United States, (e.g. visa holders.).

Evacuation: The act of moving designated eligible persons from an area - usually of danger - to a safer area.

Household Pets: Domesticated animals, traditionally kept in the home for pleasure rather than commercial purposes. They can travel in commercial carriers and can be housed in temporary facilities.

Examples are: dogs, cats, birds, rabbits, rodents and turtles. They don't include reptiles (except turtles), amphibians, fish, insects, arachnids, farm animals (including horses), or animals kept for racing purposes.

Point of Entry (POE): Place of debarkation where one may lawfully enter the United States. The POE can be a commercial service airport, military base, border, seaport/other federally-authorized entry point.

Reasonable and Allowable Costs: See definition for temporary assistance/assistance.

Reception Services: Emergency services provided at the ERC to evacuees and repatriates, following their evacuation and/or repatriation from overseas, by DOS. During emergency repatriation activities, reception services are, generally, provided at the ERC for up to the first 24 hours and do not include U.S Repatriation Program temporary assistance.

Repatriation: The procedure, whereby, private U.S citizens and their dependents are officially processed back into the United States, subsequent to DOS-facilitated/coordinated evacuation.

Safe Haven: A place where Non-Combatant Evacuees (NCEs), under the U.S government's responsibility may be evacuated, during an emergency. This location can be in the United States/outside the United States.

Service Animals: A dog that is individually trained to do work/perform tasks for a person with a disability.

State: The term United States and States are defined by 45 C.F.R. 212 1(g), to include the District of Columbia, Puerto Rico, the Virgin Islands and Guam, along with the 50 States. These are the only geographical areas where ACF may provide repatriation assistance during emergencies and non-emergency activities.

State Emergency Repatriation Coordinator (SERC): State-designated staffer, responsible for coordinating the development, implementation and execution of the State Emergency Repatriation Plan (SERP). This person is the main State POC, before, during and after an emergency evacuation.

Supporting Agency: Government (e.g. Federal, State) and non-government agency/organization, with which ACF/ORR or the State entered into an agreement to assist with specific U.S. Repatriation Program functions. Also referred to, as "Partners" or "Service Providers."

Temporary Services/Assistance: Services provided to eligible HHS repatriates and include cash payment, medical care (including counseling), temporary billeting (e.g. shelter), transportation and other goods and services, necessary for the health/welfare of individuals. It is given to eligible individuals upon arrival in the United States for up to 90 calendar days. Services are provided in the form of a loan, repayable to the United States Federal Government.

Unaccompanied Minors: U.S citizen minor/dependent of U.S. citizens, from 0 -17 years, who are traveling alone.

**ANNEX C TO APPENDIX 12
(SOUTH CAROLINA REPATRIATION PLAN)
TO THE SOUTH CAROLINA EMERGENCY OPERATIONS PLAN**

MATRICES OF EMERGENCY REPATRIATION SERVICES

- A. Matrix 1 below contains a list of emergency repatriation services to be provided with the ERC. These services will require support from state agencies and non-governmental organizations.
- B. There may be other services needed which are not listed.

ERC Area	SERVICE	ERC Description	State Agency Providing Support	Federal Function
ERC entrance	ERC services briefing	If not already done so on the aircraft, once evacuees clear the Customs area they will receive an informational briefing. A welcome package will be provided. The Welcome Package should contain a welcome letter, information about ERC services available, U.S. HHS eligibility assistance forms, U.S. postal service forms for change of address, and other relevant information. Interpreters/translators may be needed.	<u>DSS</u> : Provide welcome package and establish a system to track the evacuees who enter and exit the ERC <u>CAI</u> : Provide logistical support and post ERC related signage and directions. If interpreter/translator services cannot be provided by CAI, request through the SEOC.	Federal staff: TDB - Provide guidance and information as needed. - Inform evacuees on ERC services.
Intake/Assessment	ERC intake and assessment for temporary assistance	To determine the types of assistance needed and if the evacuee is eligible for assistance, Intake staff will use the appropriate U.S. HHS RR-01. As needed, staff will assist evacuees to fill out this form, and give advice on the U.S. HHS repatriation loan and all other services offered at the ERC. In-time training will be provided by HHS. All relevant U.S. HHS forms will be provided by ACF/ORR. Note: Eligibility/approval for financial assistance is determined only by the Federal Loan Approval Officer.	<u>DSS and Red Cross</u> : - Assist evacuees in filling out applicable U.S. HHS forms. - File completed forms and any copies of supportive documents.	Federal staff: Loan Approval Officer - Determine/approve eligibility for financial assistance. - Provide information and guidance as needed. - Provide in-time training to support staff.
Onward Travel Assistance: Desk 1	Referral to state of final destination	Assist Federal Referral Officer to coordinate referrals to the state of final destination. The state of final destination is responsible for providing the appropriate temporary assistance to referred eligible individuals and family up to 90 days. State of final destination should use the ongoing repatriation procedures when providing services. Note: In-time training will be provided to state staff by ACF/ORR.	<u>DSS</u>	Federal staff: Referral Officer - Confirm eligibility for financial assistance - Oversee referral to final destination - Provide in-time training to state support staff. - Provide guidance and information as needed. Note: OMEGA travel agents will not be present in the ERC but will be available by phone.

<p>Onward Travel Assistance: Desk 2</p>	<p>Transportation to final destination</p>	<p>State staff will assist evacuees identify their final destination, and will be responsible for arranging onward transportation.</p> <p>Local Transportation: In planning for local transportation, provide information to repatriates explaining the transportation systems available in the area.</p> <p>Onward via Amtrak/Planes: For onward travel to final destinations via plane or Amtrak, state staff in conjunction with the federal Travel Officer will work with OMEGA World Travel (OMEGA) to provide remote booking assistance.</p> <p>Note: HHS will provide the state with in-time training and authorizations needed to make reservations with OMEGA.</p>	<p><u>DSS</u> <u>CAI</u></p>	<p>Federal Staff: Travel Officer</p> <ul style="list-style-type: none"> - Confirm eligibility/approval for travel assistance. - Communicate/coordinate with OMEGA to provide state designated staff with the authorization level necessary to book onward travel for repatriates. - Provide in-time training to state staff. - Provide guidance and information as needed <p>Note: OMEGA travel agents will not be present in the ERC but will be available by phone.</p>
<p>Onward Travel Assistance: Desk 3</p>	<p>Onward travel assistance and escort services for unaccompanied minors</p>	<p>For unaccompanied minors in need of reunification with their parents/legal guardian (P/LG) in another state, the responsible state agency will coordinate with the parents the necessary release of minors using established state laws/procedures.</p> <p>P/LG will be required to pay for the costs of arranged escort services and other associated costs. For those P/LG who are without resources to travel to the ERC or pay the minor's onward travel, the state will coordinate services through OMEGA, including escort services. If the airline is not able to offer this service and the P/LG has no resources to pay for the cost of service, the state will obtain approval from the designated HHS staff for escort arrangement. P/LG must authorize this service and should sign the repayment agreement form prior to services being rendered.</p>	<p><u>DSS</u> Temporary care/supervision of minor.</p> <p>Communicate /coordinate travel arrangements with child's parent/legal guardian.</p> <p>Fill out travel related paperwork on behalf of the child.</p> <p><u>DSS</u> Assist with onward travel arrangement, including escort services for unaccompanied minors.</p> <p>Provide financial loan to cover travel cost if needed.</p>	<p>Federal staff: Loan Approving Officer</p> <p>Approve escort services.</p> <p>Federal staff: Travel Officer</p> <p>Confirm onward travel eligibility/approval.</p> <p>Provide guidance and information as needed.</p> <p>Note: OMEGA travel agents will not be present in the ERC but will be available by phone.</p>
<p>Financial Assistance</p>	<p>Temporary cash loan assistance</p>	<p>It is anticipated that many evacuees will have financial resources available to them and, they will be able to arrange for onward travel, accommodations, medical care, and meals. However, for those without resources, financial assistance may be available through the repatriation program. Eligibility for this service will be determined at the ERC intake area by a Federal Loan Approval Officer.</p> <p>In the event commercial facilities for lodging and meals are necessary, the amount of financial assistance provided will take these costs into consideration. Cash may also be provided for meals and lodging while traveling to the final destination.</p>	<p><u>DSS</u></p>	<p>No federal staff assigned.</p> <p>As needed, request federal guidance or assistance via the ERC Operations Section.</p>

		<p>Medical care will be provided and paid for by the state if the repatriate does not have medical insurance or other available resources to pay for the care.</p> <p>A repatriation letter will be available for hospitals indicating how the repatriation program works and how they will be able to claim the medical costs which are generally reimbursed by the repatriation program at the Medicaid or Medicare rates.</p> <p>Note: Funding of emergency repatriation services is the responsibility of the federal government. Therefore, state agencies will be reimbursed for all reasonable, allocable, and allowable expenses.</p>		
Temporary Housing Assistance	Short-term accommodation assistance	<p>If evacuees are unable to continue to their final destination on the date of arrival and are without available resources to secure their own lodging, ERC staff will assist by arranging and providing funding for short-term accommodations, generally for no longer than one day.</p> <p>The duration of short-term accommodations may be extended on a case-by-case basis depending on the evacuee's individual situation, subject to HHS approval.</p> <p>Small numbers of evacuees may be sheltered at local hotels/motels. If large numbers of evacuees require sheltering or if lodging at commercial establishments is unavailable, ERC Operations Sections Chief will coordinate with the ARC to establish a congregate shelter facility.</p> <p>Note: Should transportation to a commercial establishment or shelter be needed, this service area will coordinate with ESF-1/CCEMD. As needed, transportation services will be made available to accommodate people with disabilities and others with access and functional needs.</p>	<p><u>DSS and USHHS/ORR</u> Commercial establishments</p> <p><u>Red Cross</u> Congregate shelter</p> <p><u>CAI</u> Ground transportation</p>	<p>No federal staff assigned.</p> <p>As needed, request federal guidance or assistance via the ERC Operations Section.</p>
Communications	Communications assistance and accommodations.	<p>Telephone, telecommunication and internet services will be provided to evacuees who need contact their family, friends or employer in the U.S. or overseas.</p> <p>Access to effective communication, including auxiliary aids and services, materials in accessible formats, access to language interpreters and sign language interpreters, assistive technology and materials in alternate formats.</p>	<p><u>CAI</u> <u>CCEMD</u> <u>DSS</u> Provide communication devices and equipment.</p> <p>Provide interpreters/translators if not provided by CAI.</p> <p><u>CAI:</u> Provide connectivity and logistical support.</p> <p>Provide translators based on capability/resources.</p>	<p>No federal staff assigned.</p> <p>As needed, request federal guidance or assistance via the ERC Operations Section.</p>

			<p><u>DSS</u>: Coordinate provision for effective communications (assistive equipment, devices and supplies).</p> <p><u>DSS</u> Coordinate ASL interpreters.</p>	
Information	General information	Information about ERC services, location of the Family Reunification Area, and other facilities and amenities within CAI (e.g. direction to bathroom facilities and the locations of ATMs and Currency Exchange counters).	<u>CAI</u> :	<p>No federal staff assigned.</p> <p>As needed, request federal guidance or assistance via the ERC Operations Section.</p>
Medical	Medical services	<p>Some evacuees may have minor medical needs which occurred prior to/or following their arrival at the ERC, or may have an existing medical condition. Those individuals will be referred to the Medical service area.</p> <p>Medical Emergency: If there is a medical emergency that cannot be managed at the ERC, medical service area personnel will make arrangements for transporting the evacuee to an area hospital or other suitable facility in the vicinity.</p>	<p><u>DHEC</u></p> <p><u>Red Cross</u> Provide provision for first aid as needed.</p> <p><u>CAI and DHEC</u>: Coordinate with Charleston EMS for medical emergencies and transport.</p>	<p>Federal staff: Incident Response Coordination Team (IRCT). *Should additional assistance be needed, this team can be requested by the through the SEOC using the RR-08 form.</p> <ul style="list-style-type: none"> - During an event, may be deployed upon state request for assistance, or federal assessment. - Depending on the federal footprint, may be deployed to provide administrative control and logistical support to deployed U.S. HHS federal assets. - Provide guidance and information as needed.
Feeding	Food and refreshment services	<p>Food and refreshments will be provided. Consideration must be given to special feeding requirements of evacuees (e.g. diabetics, infants). Food should be culturally sensitive.</p> <p>Should the state activate a temporary shelter, food must also be provided at this facility.</p>	<p><u>Red Cross</u> <u>The Salvation Army</u></p>	<p>No federal staff assigned.</p> <p>As needed, request federal guidance or assistance via the ERC Operations Section.</p>
Essential Items	Provision of essential items	Some evacuees may have been unable to secure adequate items , clothing, personal toiletry articles and hygiene items before departure. These immediate need items will be provided, as requested	<u>Red Cross</u>	<p>No federal staff assigned.</p> <p>As needed, request federal guidance or assistance via the ERC Operations Section.</p>
Temporary Onsite Child Care	Temporary child care services	<p>On-site child care will be provided to evacuees who wish to leave their child in a supervised area while they navigate through the ERC. Staff in charge of supervising children must have child care-related training and an approved Background Record Check (within the last year).</p> <p>*Unaccompanied minors can be taken care of, in this area, supervised by Child Care staff, provided space is available.</p>	<u>DSS, Red Cross, VOAD</u>	<p>No federal staff assigned.</p> <p>As needed, request federal guidance or assistance via the ERC Operations Section.</p>

Counseling and Spiritual Care	Counseling and spiritual care services	Religious, pastoral and counseling services will be available to all evacuees in need of this service.	<u>The Salvation Army, Red Cross, VOAD</u>	No federal staff assigned. As needed, request federal guidance or assistance via the ERC Operations Section.
Crisis Counseling	Crisis counseling services assistance	Some evacuees, both children and adults, may need emotional and mental health support. Those individuals will be referred to this service area.	<u>DMH</u> <u>Red Cross</u> Assist DMH with Psychological First Aid as needed	No federal staff assigned. As needed, request federal guidance or assistance via the ERC Operations Section.
ERC Checkout	ERC exit services	The repatriation package with all signed forms and supporting documents are to be kept by the State. Before the evacuee leaves the ERC, the State must ensure proper documents are kept and necessary copies are provided to the repatriate (e.g. travel itinerary, signed U.S. HHS Repayment Agreement Form).	<u>DSS</u>	No federal staff assigned. As needed, request federal guidance or assistance via the ERC Operations Section.

C. Matrix 2 (Other Emergency Repatriation Services) below contains a list of other potential emergency repatriation services that will require support from state agencies and non-governmental organizations. These services may/may not be assigned to a service area/group, within the ERC. Some of these services may be located in other designated areas, on the grounds of Charleston International Airport (CAI).

1. The ERC will be accessible to all evacuees. Services and support will be provided, to meet their immediate needs.
2. The ERC facility and all ERC service areas will require logistics support, from CAI (e.g. provide tables, chairs, phones, etc.). Additional resources may be requested through the State Emergency Operations Center (SEOC).
3. Most ERC service areas will not have a designated federal representative present, however, a HHS, FERS will be assigned to the ERC.

Service	Emergency Repatriation Service Description	State Agency Providing Support	Federal Function
Care of Unaccompanied Minors	It is likely in a mass evacuation that unaccompanied children and youth will be returned to the United States without their care takers, if one is available. The State must make arrangements for the care and protection of children at the ERC, temporary shelter and/or other suitable location while attempting to locate parents, legal guardian, or while making plans under state child welfare policies, for more permanent arrangements in accordance with state law. Note: Some family members may become separated during the evacuation overseas and may be transported to different POEs.	<u>DSS</u>	No federal agency assigned. As needed, request federal guidance or assistance via the ERC Operations Section.

<p>Family Reunification</p>	<p>Area located outside the ERC for evacuees who will be met by their relatives or other individuals. Personnel assigned to this service area will facilitate information-sharing to support family reunification.</p>	<p><u>Red Cross</u> <u>CAI</u> Area designation, set-up and logistical support.</p>	<p>No federal agency assigned. As needed, request federal guidance or assistance via the ERC Operations Section.</p>
<p>Mortuary Services</p>	<p>Deceased will be addressed in accordance with existing airport procedures and in compliance with federal, state and local laws. Assistance with mortuary services will not be reimbursed by ACF. When possible, provide death notification to the family of the deceased.</p>	<p><u>OCME</u> <u>CAI</u></p>	<p>No federal agency assigned. As needed, request federal guidance or assistance via the ERC Operations Section.</p>
<p>Veterinary Assistance and Care of Service Animals and pets.</p>	<p>The designated state will follow its procedures on how to support and care for service animals and pets, during emergency situations.</p>	<p><u>Charleston County</u> Coordinate immediate resources needed (e.g. food). <u>CULPH</u> Assist with resource coordination as needed <u>CAI:</u> Designate service animal relief area outside of ERC.</p>	<p>DHS Customs and Border Protection. USDA Veterinary Services.</p>
<p>Baggage Services</p>	<p>Arrange for luggage to be deposited directly to a secured baggage holding area, with the understanding that appropriate clearance and inspection procedures may take place in front of the evacuee. It is not recommended for evacuees to bring their luggage to the ERC.</p>	<p><u>CAI:</u> Provide baggage services and a designated area to maintain baggage.</p>	<p>Federal agency: TSA</p>

ANNEX D TO APPENDIX 12
(SOUTH CAROLINA REPATRIATION PLAN)
TO THE SOUTH CAROLINA EMERGENCY OPERATIONS PLAN

ERC EQUIPMENT AND SUPPLIES

XII. Categorized lists of supplies and equipment needed to support ERC operations are listed below.

1. Supplies and Equipment.
 - a. Locking file boxes (for selected service areas), that compile and save repatriate forms and support documentation, e.g. copies of passports
 - b. Tables
 - c. Chairs
 - d. Sign boards (for ERC facility and each ERC service area)
 - e. Standard printing paper
 - f. Belt barriers (to section off/define service areas)
2. Box of General Office Supplies for each ERC Service Area:
 - a. Pens/highlighters – black/blue
 - b. Steno notebooks/post-it notes
 - c. Paper clips/stapler (large size)
 - d. Letter-size manila file folders/binder-clips
 - e. Clip boards
3. Cleaning, Sanitation and Maintenance Supplies.
 - a. Brooms and mops
 - b. Dust pans
 - c. Garbage Bags (heavy duty)
 - d. Garbage bag ties
 - e. Garbage cans
 - f. Liquid cleaning detergent/similar
 - g. Hand sanitizer

- h. Water hose and shovel (to clean outdoor service animal relief area)
- 4. Electronics and Communications Equipment.
 - a. Power strips and cords
 - b. Multifunction printers/scanners/faxes/copiers
 - c. Laptops and mouse
 - d. Wireless network routers
 - e. Paper shredders
 - f. Cell phones
 - g. Cell phone chargers
 - h. Hand-held radios (for Command and General Staff)
- 5. Rest/Respite.
 - a. Chairs
 - b. Cots/blankets/pillows
- 6. Medical/Access and Functional Needs Equipment and Supplies.
 - a. Standard and medical cots
 - b. Mini-refrigerator (for medication storage in Medical Service area)
 - c. ADA-height table (accommodate wheelchairs)
 - d. Portable privacy screens (for medical and mental health service areas)
 - e. Magnifying readers
 - f. Standard and heavy-duty manual wheelchairs
 - g. Walkers
 - h. Crutches
 - i. Communications devices and equipment:
 - i. Telephone, with large push-buttons/large number dialing
 - ii. Hearing aid batteries

- iii. iPad 3 – this device has many apps to provide enlarged text for people with low vision, picture symbols for people with low literacy/communication disabilities, immediate access to sign-language interpreters for people who are deaf and many other tools, for immediate communication access.

7. Service Animal Supplies.

- a. Bowls for food and water
- b. Dog food
- c. Animal waste bags

8. Child Care.

- a. Cribs
- b. Cots
- c. Blankets and sheets
- d. Diapers and wipes
- e. Changing tables (unless provided, in public bathroom area)

B. Categorized lists, detailing how supplies and equipment should be allocated within the ERC, are listed below.

1. ERC Command and General Staff Area. This area may need the following general supplies/equipment:

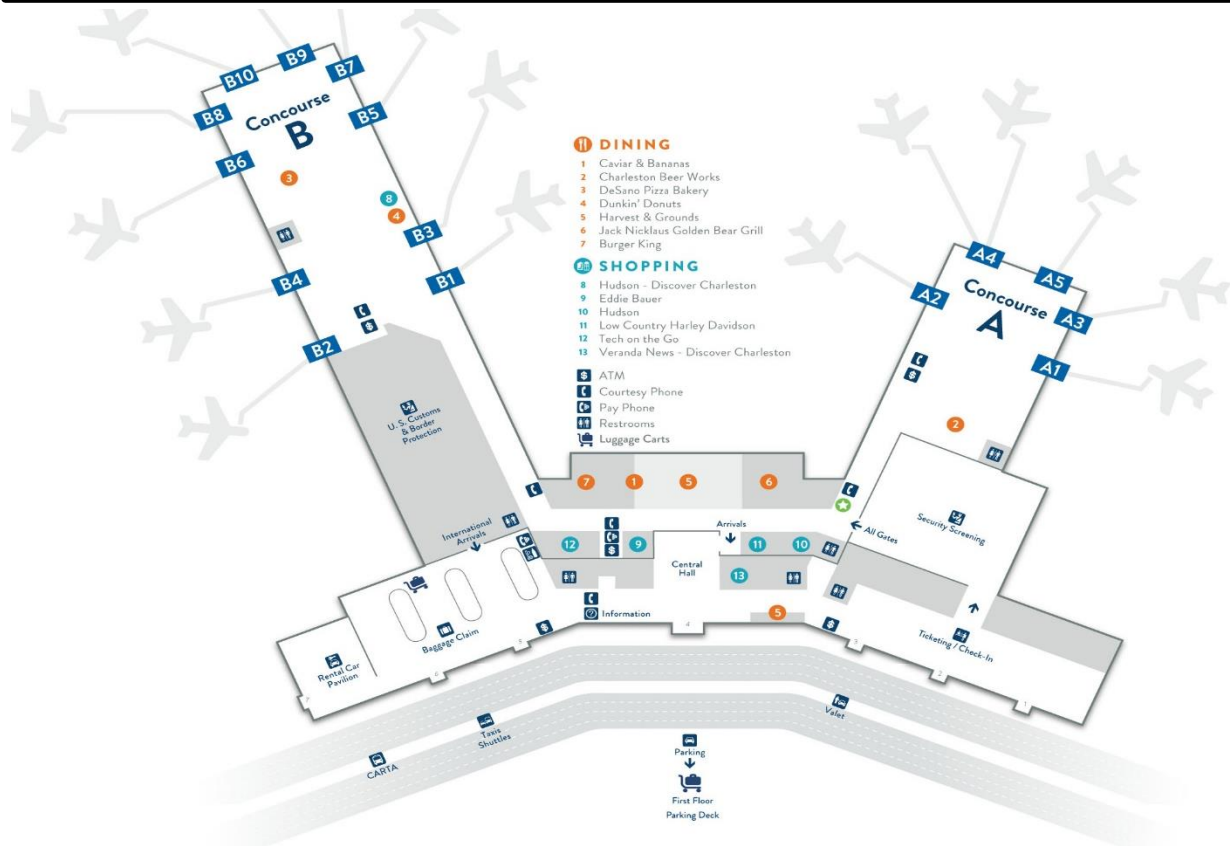
- a. Telephones (a system with phone numbers for the ERC, must be established)
- b. General office supplies (pens, paper, clips etc.)
- c. Tables
- d. Chairs
- e. Paper shredders
- f. Sign board (to designate that area)
- g. White board (with dry erase markers and eraser)
- h. Laptops and mouse (with internet access)

- i. Multifunctional printers/scanner/fax/copier machine
 - j. Standard printing paper
 - k. Trash cans and bags
 - l. Locking file boxes, so one can get the file info and scan, later
 - m. Hand-held radios
2. ERC Service Areas (including the ERC Intake and Exit Desks). ERC service area may need the following general supplies/equipment:
- a. Tables
 - b. Chairs
 - c. General office supplies (pens, paper clips etc.)
 - d. Telephones
 - e. Trash cans/trash bags
 - f. Hand sanitizers
 - g. Sign Boards (to display service type, e.g. "Medical Service" area)
 - h. Belt barriers (to section off the service area)
 - i. Based on the type of service provided, select service areas (e.g. onward travel desk) may also need:
 - i. Locking file boxes
 - ii. Laptops and mouse (with internet access), to set up case files (for the repatriate) for supporting documents
3. Allocation of Miscellaneous Supplies and Equipment.
- a. One or two printers/scanners/copiers/fax machines will be stationed at various locations within the ERC - especially for immediate scanning, in the Assessment area - and for all service areas to utilize, as needed.
 - b. Medical area will need a mini-refrigerator, for medication storage.
 - c. Items listed under "Medical/Access and Functional Needs Equipment and Supplies" may be needed at the Medical, Mental Health and Communications Services areas. In addition, these items can be shared with all of the ERC service areas, as needed.

- d. The Feeding Service area (supported by The Salvation Army and/or Red Cross) will need additional chairs and tables, to include the appropriate number of ADA-height tables.
 - e. On-site Child Care areas will need basic items, appropriate for the care of infants, toddlers and older children.
- C. Some supplies and equipment may not be immediately available at the ERC, or additional items may be needed. Requests for resources can be made via the Supply Unit Leader/Logistics Section Leader in the Command Post and forwarded through the County EOC/EMD or the SEOC Operations Support Section if not available locally.

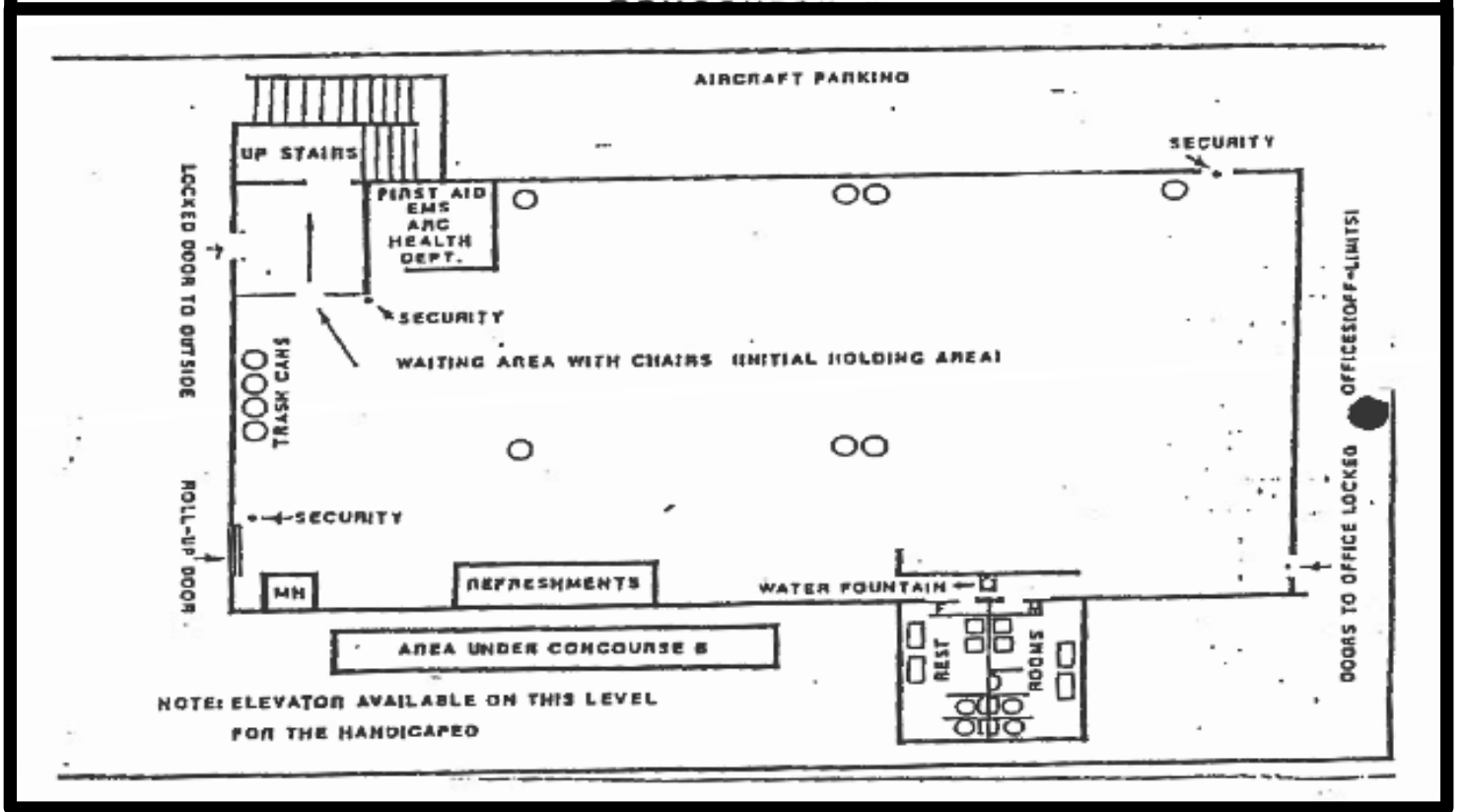
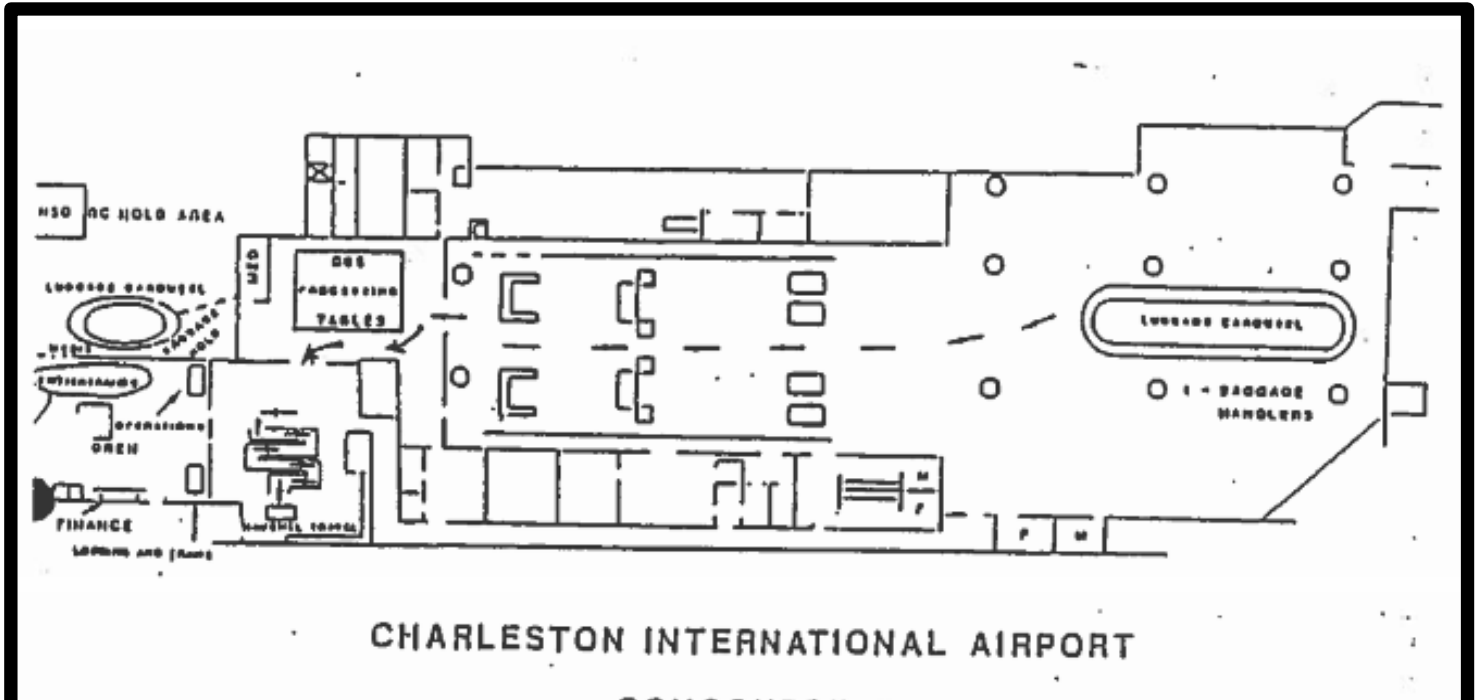
**ANNEX E TO APPENDIX 12
(SOUTH CAROLINA REPATRIATION PLAN)
TO THE SOUTH CAROLINA EMERGENCY OPERATIONS PLAN**

IMAGE OF CHARLESTON AIRPORT (CAI) TERMINAL



ANNEX F TO APPENDIX 12
 (SOUTH CAROLINA REPATRIATION PLAN)
 TO THE SOUTH CAROLINA EMERGENCY OPERATIONS PLAN

CHARLESTON INTERNATIONAL AIRPORT (CAI) REPATRIATION CONCOURSE AREA



ANNEX G TO APPENDIX 12
(SOUTH CAROLINA REPATRIATION PLAN)
TO THE SOUTH CAROLINA EMERGENCY OPERATIONS PLAN

TYPES OF EVACUEES

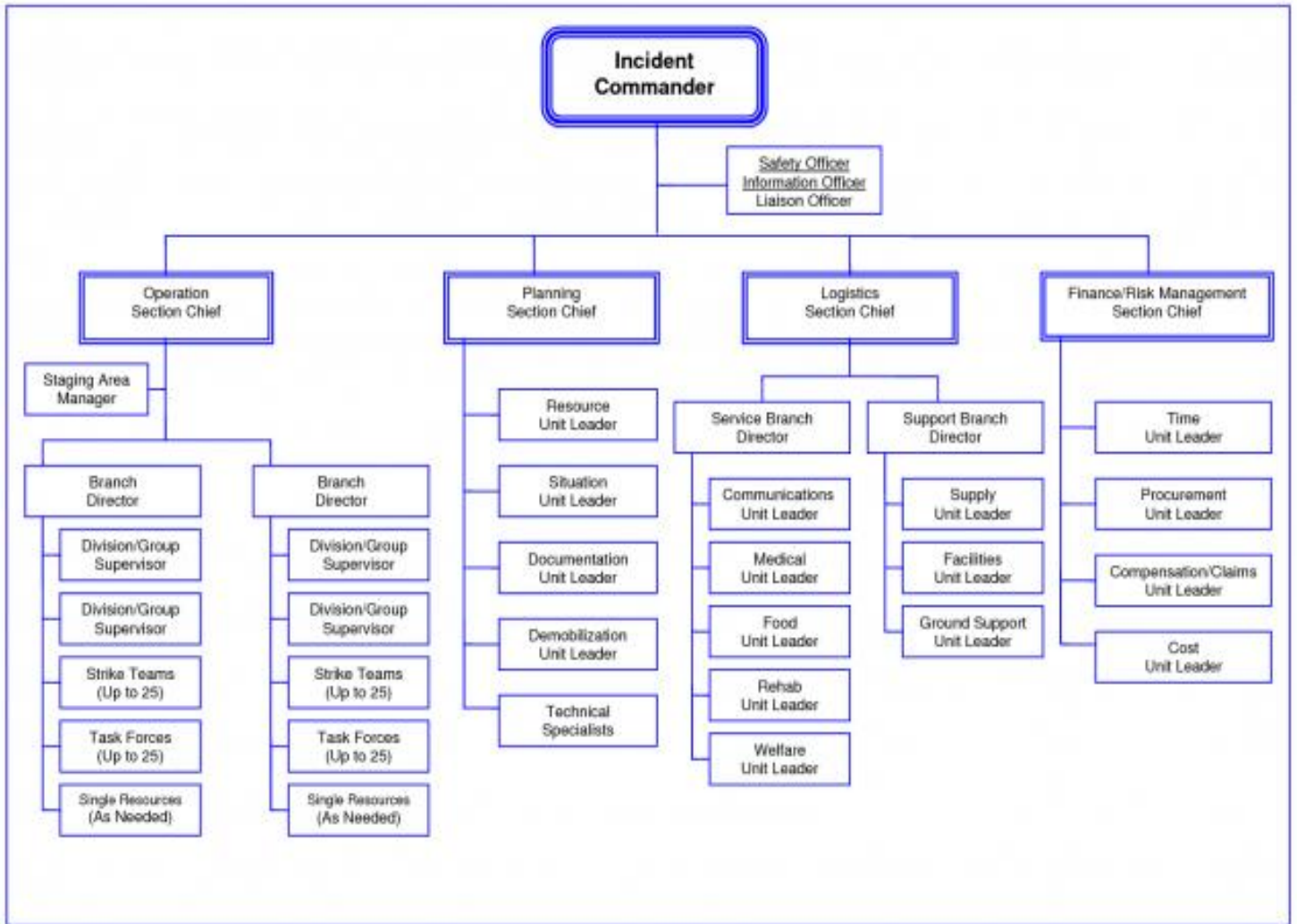
In Emergency Repatriation activities it is anticipated that large numbers of U.S. citizens, dependents of U.S. citizens and others will be evacuated to designated U.S. POEs within a short time frame. Below is a non-exhaustive list of potential categories of individuals who may be evacuated from overseas during a DOS-coordinated evacuation.

- XIII.** U.S. Citizens: Includes U.S. Government (USG) employees, tourists, business people, commercial travelers, employees of U.S. non-federal agencies working on foreign projects, students, missionaries and other U.S. citizens residing in a foreign countries such as retirees, generally, eligible for Program temporary assistance.
- XIV.** Dependents of U.S. Citizens: Dependents may include spouse, parents, unmarried minor children (including adopted and stepchildren), unmarried adult children (who are dependent because they are disabled/with qualifying access and functional needs), grandparents, spouse's parents and minor siblings of the U.S. citizen. These evacuees may be eligible for Program temporary assistance if able to prove to be a dependent of the U.S. citizen.
- XV.** Third-Country Nationals: Citizens of other countries may be evacuated, along with U.S. citizens. Some may come with a visa (e.g. humanitarian assistance), parole/other immigration status. These evacuees may be utilized by DOS as escorts for U.S. citizens. DOS will ensure timely communication, planning and coordination with pertinent USG agencies, including HHS and Department of Homeland Security (DHS), to ensure evacuees have proper documentation to lawfully enter the United States and to address proper U.S. coordination and potential impact (both at the Federal and local levels), of these evacuees. These evacuees may be eligible for Program temporary assistance only if determined to be a dependent of a U.S. citizen. However, most reception services will be available to this group. The number of these evacuees is expected to be low.
- XVI.** Lawful Permanent Resident (LPR): any person not a citizen of the United States, who is residing in in the U.S. under legally recognized and lawfully recorded permanent residence, as an immigrant. Eligible only if determined to be a dependent of a U.S. citizen.
- XVII.** U.S. Nationals: For the purpose of this Program, individuals who were born in American Samoa/in the Commonwealth of the Northern Mariana Islands are, generally, eligible during emergency repatriations.
- XVIII.** U.S. Tribal Member: a member of a group/community of indigenous peoples, in the United States. For the purpose of the HHS U.S. Repatriation Program, these evacuees are considered U.S. citizens.
- XIX.** Refugees and Asylees: Not expected be part of an evacuation. However, if an evacuee meets the definition of refugee/asylee, he/she will not be eligible to receive Program

temporary assistance unless determined to be a dependent of a U.S. citizen. They may separately qualify for ORR Refugee Assistance, in which case after leaving the ERC the State of final destination may provide assistance according to its' approved State refugee assistance plan.

**ANNEX H TO APPENDIX 12
(SOUTH CAROLINA REPATRIATION PLAN)
TO THE SOUTH CAROLINA EMERGENCY OPERATIONS PLAN**

SAMPLE ICS ORGANIZATIONAL CHART



ANNEX I TO APPENDIX 12
(SOUTH CAROLINA REPATRIATION PLAN)
TO THE SOUTH CAROLINA EMERGENCY OPERATIONS PLAN

OMEGA AND PROTOCOL

- A. Booking Ongoing Travel. The Office of Refugee Resettlement (ORR) State/other agency acting on behalf of ORR will be responsible for booking onward travel, for eligible repatriates. Onward travel will be processed through the Repatriation Program-contracted travel agency. At the Emergency Repatriation Center, States will provide the necessary space, equipment and resources needed for the processing of onward travel of eligible repatriates. Resources include but are not limited to state personnel, assigned to process travel reservations. Necessary authorizations, information and training (e.g. in-time) will be provided by HHS-deployed staff to the identified state personnel in order to assist with onward travel services.
- B. Eligible repatriates will be provided with onward transportation in the form of a loan, which will be repaid to the Federal government. Non-eligible repatriates who desire to book their onward travel through the Repatriation Program-contracted agency will have to utilize a valid payment method - not including cash and/or personal checks - to pay for their onward travel at the time of booking.
1. ORR will be billed directly for transportation tickets.
 2. Presently, OMEGA is the agency the ORR will utilize to book travel. OMEGA is not a system but the contracted HHS/ACF travel agency.
 3. State personnel will staff the onward travel section. OMEGA personnel will be remotely available, 24/7, for the duration of the event.
 4. A list containing the State staff names and other identifiable information (e.g. state ID number) will be provided to the HHS Travel Officer at the ERC in order to provide authorization to contact OMEGA.
 5. OMEGA representatives will be available via phone to assist with booking. Once the ticket is issued, an e-mail/fax will be sent to the authorized state person who will forward the email to the repatriate. A copy of the itinerary will be provided to the repatriate and a copy will be maintained in their file.
 6. Timely OMEGA-booking training and instructions will be provided to the State/other agency, acting on behalf of HHS, by the HHS Travel Officer and/or HHS-delegated agency.
 7. Evacuees who are determined to be ineligible for repatriation assistance and in need of onward travel may be assisted, utilizing an OMEGA valid payment method.

8. States should have a system for tracking non-eligible repatriates, assisted through OMEGA.

C. Booking Onward Travel.

1. Workstations should be equipped with a phone, printer, fax and copy machine.
2. Facilitate necessary travel accommodation for each evacuee that arrives at your station, whether they are eligible for repatriation assistance/not.
3. For each evacuee/repatriation unit (family) the OMEGA 1800 number provided will be dialed and details requested will be given. Reservations will be sent to the appropriate email/fax number.
4. Eligible repatriates should have a copy of their HHS Form RR-01 with them before booking is made.
5. For repatriates with no RR-01:
 - a. If already assessed for repatriation assistance, their travel will be booked as usual using OMEGA.
 - b. If not already assessed, they will need to report to the Intake Area/Table.
6. Confirm flight information, names of travelers and receive email/fax confirmation. Evacuee will receive a copy of all documents.
7. Repatriates may be able to cancel/change travel arrangements but may have to pay a fee. An HHS Travel Officer will assist with these cases and provide guidance and instructions.
8. All names listed on documents must be the same as the RR-01 Form. Any discrepancies must be highlighted to the Assessment Table for revision.

ANNEX I TO APPENDIX 12
ATTACHMENT 1
(SOUTH CAROLINA REPATRIATION PLAN)
TO THE SOUTH CAROLINA EMERGENCY OPERATIONS PLAN



International Social Service-USA Branch

22 Light Street Suite 200 Baltimore, MD 21202
Phone: 443-451-1200 Fax: 443-451-1230
www.iss-usa.org iss-usa@iss-usa.org

U. S. Repatriation Program Welcome Package For Repatriate

Includes:

1. HHS/ ACF/ ORR Welcome Letter
2. Repatriation HHS/ACF/ORR Fact Sheet
3. Forms:
 - PAW/ Repayment Agreement and Decline of Service
4. Repatriate's rights & obligations
5. Closing letter sample
6. Waiver Request Procedure
7. State contact or Local contact:

Name: _____

Phone: _____ Email: _____



DEPARTMENT OF HEALTH & HUMAN SERVICES

ADMINISTRATION FOR CHILDREN AND FAMILIES
OFFICE OF REFUGEE RESETTLEMENT
330 C Street S.W.
The Mary E. Switzer Building, Room 5103-C
Washington, DC 20201

WELCOME BACK TO THE UNITED STATES OF AMERICA

Dear fellow American/s,

On behalf of the Assistant Secretary of the United States (U.S.) Administration for Children and Families and the Director of the Office of Refugee Resettlement, we welcome you back to the U.S. We want to make your transition from overseas to your final destination within the U.S. as smooth as possible. This letter briefly outlines some of the information contained in this welcome package and some of the services you may receive if determined to be eligible for a Repatriation loan.

As you may already know, the Repatriation Program is not an entitlement program but a loan that is repayable to the Federal Government. Please read the Repatriation Program Factsheet for more information about this loan Program.

You are being given a welcome package which contains the below information. Upon request, your case worker will be able to explain these documents.

1. *HHS Privacy Act Statement and Repatriation Repayment Agreement Form* for you to sign if you want to accept the Repatriation Loan. This form will serve as an agreement between you and the Federal Government where accept the loan and commit to repaying all the cost associated to your temporary assistance. In addition, through this form you authorize us to share and collect information necessary to provide you with temporary services and to carry out the activities of this Program.
2. *U.S. Repatriation Program Factsheet*
3. *Repatriates' rights and responsibilities*
4. *Sample closing letter*
5. *Factsheet and Waiver Request*
6. *List of main numbers and services available*

Your case worker will refer you or provide you with information regarding the services available at the local service agencies (e.g. county, community, state, etc) in your area. In addition, if you need assistance with vocational or occupational training as well as child welfare and medical services please inform your case worker for appropriate and timely coordination of services.

Once again, we welcome you back to the United States and wish you a successful return to your family and country.

Sincerely,

The US Repatriation Program

Updated 1-4-10



ADMINISTRATION FOR
CHILDREN & FAMILIES
330 C Street, S.W., Washington, DC 20201 | www.acf.hhs.gov

FACT SHEET

Mission Statement

The United States (U.S.) Repatriation Program is committed to helping eligible U.S. citizens and their dependents repatriated from overseas by providing them with temporary assistance upon their arrival to the United States. This assistance is not an entitlement but a service loan repayable to the U.S. Government.

General Background

The U.S. Repatriation Program (Program) was established in 1935 under Section 1113 of the Social Security Act (Assistance for U.S. Citizens Returned from Foreign Countries), to provide temporary assistance to U.S. citizens and their dependents who have been identified by the Department of State (DOS) as having returned, or been brought from a foreign country, to the U.S. because of destitution, illness, war, threat of war, or a similar crisis, and are without available resources. Upon arrival in the U.S., services for repatriates are the responsibility of the Administration for Children and Families' Office of Refugee Resettlement.

Programmatic Structure

The Program contains four different activities. Two of these are characterized by ongoing caseloads with individual repatriations including mentally ill repatriates (42 U.S.C. § 1313 and 24 U.S.C. §§ 321-329). The other two activities are contingency components related to emergency repatriations of over five hundred individuals or group repatriations of up to 500 individuals evacuated during an event (42 U.S.C. § 1313, and E.O. 12656). Operationally, these activities involve different kinds of preparation, resources and execution. However, the core program policies and administrative procedures are essentially the same for each.

Services Provided

Temporary assistance, which is defined as cash payment, medical care (including counseling), temporary shelter, transportation, and other goods and services necessary for the health or welfare of individuals, is provided to eligible individuals in the form of a service loan. Temporary assistance is available to eligible individuals for up-to 90 days. In order to be eligible for this Program, it must be established that necessary services or assistance are unavailable to the requesting individuals via any alternative resources. In making such determination, periodic assessments of an individual's available resources, including identification of services or assistance the individual is receiving and/or is able to receive are taken into consideration. Temporary assistance is not retroactive but effective on the date of eligibility and provided within the U.S. states, Puerto Rico, Guam, and the Virgin Islands. Temporary assistance may be furnished beyond the 90 day period if ORR finds that the circumstances involved necessitate or justify the furnishing of a service extension. In order to qualify for an extension of services, repatriates and/or representatives must submit their requests prior to the end of their 90 days eligibility period. All temporary assistance is provided in accordance to 45 C.F.R 211 and 212.

During Emergency or Group Repatriations

In the event of a massive evacuation from overseas, ACF/ORR is the lead Federal agency responsible for the coordination and provision of temporary services within the CONUSA to all non-combatant evacuees returned from a foreign country. While ACF/ORR is responsible for the National Emergency Repatriation planning, coordination and implementation, states and territories, through ACF established repatriation agreements, carry out the operational responsibility for the reception, temporary care, and onward transportation of the non-combatant evacuees. Whenever necessary and through interagency assignments, ACF/ORR works with other Federal agencies (e.g. DOD, ASPR, DHS, FEMA) to assist with the provision of temporary services.

Contact Information

Elizabeth Russell
Coordinator, HHS Repatriation Program
330 C Street SW, Washington DC 20201
Phone: 202.401.9246, Fax: 202.401.6533
E-mail Elizabeth.Russell@acf.hhs.gov

OMB Control No: 0970-0474
Expiration date: 03/31/2019

**DEPARTMENT OF HEALTH & HUMAN SERVICES
ADMINISTRATION FOR CHILDREN AND FAMILIES**
330 C Street S.W., Washington D.C. 20201, Telephone: 202-401-9200

**U.S. REPATRIATION PROGRAM
PRIVACY AND REPAYMENT AGREEMENT FORM**

Check this box if you are completing and signing this form on behalf of the repatriate. Please know that the repatriate must sign this form unless he is a minor or an adult with a physical or mental condition that prevents him/her from signing this form. You must be an authorized representative in order to sign on behalf of the repatriate. Print the below information if you are signing on behalf of the repatriate:

Representative Name: _____ *Relationship:* _____ *Phone:* _____

Note: Furnishing the information on this form, including but not limited to the social security number, is voluntary. However, if you fail to provide the requested information, you may be found ineligible for repatriation assistance.

PRIVACY ACT STATEMENT

I, (print repatriate's name) _____, authorize the Department of Health and Human Services (HHS), U.S. Repatriation Program (Program), to collect and have access to my protected health information (PHI) and to disclose my PHI to other Federal, State or private organizations, if necessary to enable the HHS to carry out its responsibilities under 42 U.S.C. 1313 and 24 U.S.C. Sections 321 through 329, or to enable another Federal agency to carry out any functions related to my return from a foreign country and entry into the United States, or as otherwise expressly authorized by appropriate HHS staff.

ACCEPTANCE OF REPATRIATION SERVICES AND REPAYMENT AGREEMENT

I understand that all financial, medical, transportation and other temporary assistance provided to me through the Program must be repaid, unless a waiver is granted by authorized HHS officer. I understand that I will be billed by the HHS directly or through its designee for the cost of this aid, and I agree to repay this amount in full. Repayment in full or my first installment payment is due 30 days after billing. If I pay by installment, or am delinquent in repayment, interest at the current rate fixed by the U.S. Secretary of Treasury for private consumer loans will accrue on the unpaid portion. Until I repay in full the aid received, I agree to report all changes in my address to HHS at 330 C Street S.W., Washington D.C. 20201, or 202-401-9246. Attention: U.S. Repatriation Program.

Repatriate's Name (print) Last _____ First/MI _____

Address: _____
Street City State Zip Code

Repatriate Social Security Number: _____ Phone Number: _____

I understand and agree to all terms and conditions of the Privacy Act Statement and the Repayment Agreement, and certify that the information provided above is correct. **All payments must be sent to HHS/PSC:** U.S. Repatriation Program, Attention: Repatriation Collections Office, 12501 Ardennes Avenue, Suite 100, Rockville, MD 20857. Tel: (301) 443-9250.

Signature: _____ **Date:** _____

THE PAPERWORK REDUCTION ACT OF 1995 (Pub. L. 104-13): Public reporting burden for this collection of information is estimated to average 0.05 hours per response, including the time for reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

Title 18 of the United States Code 1001 states that an individual who "knowingly and willfully - (1) falsifies, conceals, or covers up by any trick, scheme, or device a material fact; (2) makes any materially false, fictitious, or fraudulent statement or representation; or (3) makes or uses any false writing or document knowing the same to contain any materially false, fictitious, or fraudulent statement or entry; shall be fined under this title, imprisoned not more than 5 years...or both"

Form RR - 05



OMB Control No: 0970-0474
Expiration date: 03/31/2019

DEPARTMENT OF HEALTH & HUMAN SERVICES
ADMINISTRATION FOR CHILDREN AND FAMILIES
330 C Street S.W., Washington D.C. 20201, Telephone: 202-401-9200

**U.S. REPATRIATION PROGRAM
REFUSAL OF TEMPORARY ASSISTANCE FORM**

Instruction for intake person or service provider: before distributing this form please verify that the signatory level of literacy and language skills is sufficient to allow comprehension of this form contents. In addition, minors should not be asked to complete this form. Instead, the minor's representative (parent, guardian, or legal representative) may ordinarily sign on his/her behalf. Persons with mental and physical conditions that may impede their understanding and/or completion of this form should not be required to sign it. Representative (spouse, guardian, and/or legal representative) may ordinarily sign on his/her behalf.

Introduction: The U.S. Repatriate Program provides temporary assistance to U.S. citizens and their dependents who are identified by the Department of State as having returned, or been brought, from a foreign country to the United States because of destitution, illness, war, threat of war, invasion, or similar crisis; and because they are without resources immediately accessible to meet their needs. The full cost for the temporary services provided, must ordinarily be repaid to the U.S. Government unless a waiver has been applied for and approved.

You have been provided with information regarding this U.S. Repatriation Program and have chosen NOT to receive assistance from this Program in connection with your return from _____
Country

TO BE COMPLETED BY THE REPATRIATE OR AUTHORIZED REPRESENTATIVE

I understand the information that has been provided to me, verbally and in writing, and decline assistance offered by the U.S. Repatriation Program. Please supply the below information and check off the box indicating whether you are the authorized representative or repatriate.

Repatriate

Authorized Representative

Type Name: _____
DOB

Signature: _____
Date

Witness by _____
Case worker or intake staff signature Date

Intake person notes:

THE PAPERWORK REDUCTION ACT OF 1995 (Pub. L. 104-13): Public reporting burden for this collection of information is estimated to average 0.05 hours per response, including the time for reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

Personal information provided on this form may only be disclosed for program purposes or under the conditions prescribe in 45 CFR 211.14 or 212.9.

Form RR - 06



Repatriate's rights & obligations

The United States (U.S.) Repatriation Program was established by Title XI, Section 1113 of the Social Security Act (Assistance for U.S. Citizens Returned from Foreign Countries) to provide temporary assistance to U.S. citizens and their dependents who have been identified by the Department of State (DOS) as having returned, or been brought from a foreign country to the U.S. because of destitution, illness, war, threat of war, or a similar crisis (http://www.ssa.gov/OP_Home/ssact/title11/1113.htm). Also provides services to the Mentally Ill for the care and treatment of legally insane or otherwise mentally ill persons who are returned to the U.S. from foreign countries. This program is authorized under 24 U.S.C. 321 and also 45 CFR 211 and 212. (https://www.acf.hhs.gov/sites/default/files/orr/repatriation_guide_section_2_mentally_ill_repatriates_final.pdf).

The Program, through its cooperative agreement with International Social Services (ISS -USA), coordinates with the State of final destination to provide any appropriate temporary assistance for the eligible individual and dependent/s.

- 1- The repatriate has the right as U.S. citizen to travel and to live in any state that he/she may choose. For more information about this please see: Shapiro v. Thompson, 394 U.S. 618 (1969), more information available at: <https://www.oyez.org/cases/1967/9>
- 2- The repatriate has the right to receive services, because he/she was verified by The U.S. Department of State & the U.S. Department of Health and Human services, Administration for Children and Families, Office for Refuge Resettlement as a person who qualifies for assistance under this program. <https://www.acf.hhs.gov/orr/programs/repatriation/about>
- 3- The repatriate can receive services for up to 90 days upon arrival to the US if he/she signs the repayment agreement for the loan. The State coordinator's main responsibility is assisting with notification and coordination of services prior to arrival and timely submission of necessary applications for benefits. Case worker should meet the repatriate and relatives at the airport, and should provide needed services in accordance to Program regulations, such as transportation to the final destination, shelter, food, medical care and financial assistance (according to the TANF rate in the state).
- 4- The repatriate has the right to be treated with fairness and respect as any other citizen of United States in the state in which he/she is resettling. The amount and type of assistance provided is determined by a local social service agency according to the state's standards for the Aid to Families with Dependent Children program. Repatriates must be advised at all times about the loan and amount they owe.
- 5- The repatriate has the right to receive care and services without discrimination *without regard to race, color or national origin in accordance with the Civil Rights Act of 1964.* <http://www.aclu.org/>
- 6- The repatriate has the right to refuse services, because this loan program is voluntary.
- 7- The repatriate is expected to repay the loan within established time. Eligible repatriates can apply for a loan waiver request. For more information about eligibility of waivers contact 443-451-1200 or iss-usa.org@iss-usa.org **Attention: Waiver Department.**
- 8- The repatriate has the right to seek assistance if he/she feels that he/she is being discriminated against by contacting the: Office for Civil Rights U.S. Department of Health and Human Service: Toll-free:(800) 368-1019

For more information, please contact International Social Services-USA Branch at: www.iss-usa.org

ORR revised on 04/14/09

ISS revised on 6/25/18



**INTERNATIONAL
SOCIAL SERVICE
USA**

22 Light Street
Suite 200
Baltimore, MD
21202
www.iss-usa.org

Closing Letter

Date:

Dear _____

We are pleased that the Repatriation Program was able to offer you repatriation assistance. As it was explained to you by your local case manager, the U.S. Repatriation Program's purpose is to assist repatriates for up to 90 days in meeting their basic needs. It has been reported by your case manager that you have access to assistance and have resources immediately available to meet your needs. Based on this determination we are closing your case.

Please remember that the Repatriation Program assistance is in the form of a loan. If you received resettlement and/or travel assistance your case was referred to the Program Support Center for collection. Their contact information is below.

Program Support Center
Debt Collection Center
7700 Wisconsin Avenue
Suite 8-8110D
Bethesda, MD 20857
Phone: (301) 492-4709
Website: www.psc.gov

If you are not able to repay your loan please contact the Waiver Department in writing at the ISS-USA address below:

Attention: Waiver Department
International Social Service-USA
22 Light Street, Suite 200
Baltimore, MD 21202
Email: iss-usa@iss-usa.org

Please keep the program informed of any changes of address, as the program will contact you in order to assist you in making arrangements to repay your loan.

Please contact the Department of State (DOS) for inquiries about your loan for international travel expenses, the phone number is: 1-800-521-2116

We wish you the best of luck in your future endeavors in the United States.

Sincerely,

The US Repatriation Program





OMB Control No: 0970-0474
Expiration date: 03/31/2019

**DEPARTMENT OF HEALTH & HUMAN SERVICES
ADMINISTRATION FOR CHILDREN AND FAMILIES**
330 C Street S.W., Washington D.C. 20201
Telephone: 202-401-9246

**U.S. REPATRIATION PROGRAM
Repatriation Loan Waiver and Deferral Request Form**

Submitted for Government Action on Claims due the United States

(NOTE: Use additional pages where space on this form is insufficient or continue on reverse side of pages)

Instruction and Information: This form is to be completed by individuals who have received temporary assistance through the United States (U.S.) Department of Health and Human Services (HHS) Repatriation Program, and want to request a waiver or deferral of their repatriation loan. In addition, this form can be completed by:

- Adults applying on behalf of themselves and dependents;
- Adult representative of a minor child (parent, guardian, or legal representative);
- Adult representative of a mentally or physically impair adult.

The U.S. Repatriation Program may perform an investigation and at its discretion to determine whether to waive the whole or any portion of a repatriation loan. In addition, it may grant a deferral instead of a waiver if it is determined that the prospects of future collection are promising enough to justify periodic review of the debt. Eligibility determinations are made by Office of Refugee Resettlement in accordance to 45 CFR 211.13 and 212.7.

This form must be submitted to the U.S. Repatriation Program at the above listed address. Application must contain necessary supporting documentation. For more information or to obtain an electronic copy of this form, please visit the U.S. Repatriation Program website at: <http://www.acf.hhs.gov/programs/orr/programs/repatriation>.

DO NOT complete this form if you are looking for a payment plan. For inquiries related to your loan collection and payment plan, please contact the HHS Program Support Center at: Division of Financial Operations, Program Support Center, 12501 Ardennes Ave, Suite 200, Rockville, MD 20857. Telephone: 301-443-4845.

Authority for the solicitation of the requested information is one or more of the following: 24 U.S.C. §§ 321-329 and 42 USC 1313; 45 CFR Parts 211 and/or 212. Use additional sheets, with your name listed on the left hand corner, where space on this form is insufficient. The principal purpose for gathering this information is to evaluate and substantiate your capacity to repay your U.S. Repatriation Loan. Disclosure of information requested on this form, including but not limited to the social security number, is voluntary. If the requested information is not furnished, the Government will pursue immediate and full payment of your repatriation loan.

Please contact ACF immediately if there are any changes to the information provided on this form.

THE PAPERWORK REDUCTION ACT OF 1995 (Pub. L. 104-13): Public reporting burden for this collection of information is estimated to average 0.30 hour per response, including the time for reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

Personal information provided on this form may only be disclosed for program purposes or under the conditions prescribe in 45 CFR 211.14 or 212.9.

PART I: REPATRIATE INFORMATION

1. I am requesting (select one): Waiver Deferral

1. Name (Repatriate)	2. Birth Date (DD/MM/YYYY)
3. Home Address (Street–City–State–Zip) This address is <input type="checkbox"/> Permanent <input type="checkbox"/> Temporary?	4. Phone/e-mail:
5. Name of Spouse/Legal Guardian (give address if different from yours)	6. Date of Birth (DD/MM/YYYY)

2. Number of individuals included in this application: _____ Complete the below table for each waiver/deferral applicant

Last Name	First Name	DOB (DD/MM/YYYY)	Social Security Number	Relationship
				Self

PART II: PUBLIC ASSISTANCE

Complete the below table if you are receiving and/or are expecting to receive public assistance. Provide documentation whenever applicable (e.g. copy of SSI eligibility letter)

Applicant's name	Type of assistance applied for (E.g. TANF, SSI, Medicaid, Section 8)	Date application was submitted	Application Status: Pending, Approved, denied, other	Date application was accepted	Amount receiving or expecting to receive
Self					

PART III: REPATRIATE EMPLOYMENT AND INCOME INFORMATION

1. Are you able to work? YES: complete below information NO: If your answer is no, please provide a written explanation or documentation whenever applicable (e.g. doctor's note, SSI eligibility letter)

Occupation		How Long in Present Employment?	
Present Employer's Name	Address	Phone No	

2. Legal guardian employment information: complete this section if filling on behalf of a minor or mentally/physically impaired adult

Occupation		How Long in Present Employment?	
Present Employer's Name	Address		Phone No.

3. **Household Monthly Income:** complete the below table and include the total amounts per household. Provide documentation whenever applicable (e.g. paystubs).

Name	Salary or Wages \$	Income received from or for the dependent (e.g. child support, SSI) (\$)	Other income (e.g. rent) \$

4. **Assets:** List all assets and total amount per asset owed by the individual/s requesting this waiver/deferral both in the U.S. and overseas

Assets	Total amount (\$)	Year received or expected to receive
Personal property in excess of \$1,500		
All transfers and/or sells (e.g. gift, loan) made within the last 3 years from which you made a profit of \$1,500 or more		
Other: please specify		
Other: please specify		

PART V: FIXED MONTHLY EXPENSES AND LIABILITIES:

Complete below information if you are paying out of pocket and no assistance is received to cover these costs. For instance, you should not include your medical bills if they are covered by your medical coverage. However, the amount that you are responsible for should be included. Example, medical bill is \$2,000 and you are responsible for 10% of the bill, the amount you will list is \$200.

Expenses and Liabilities	Monthly payment	Total amount currently owed
Food		
Rent		
Mortgage: If different from rent		
Utilities		
Transportation		
Hospitals/Doctors/prescription		
Lawyer		
Car		
Furniture		

Clothes		
Taxes owed		
Insurance: Specify		
Credit cards		
Child support		
Other Loans: Specify		
Other: Specify		
Total per month \$		

PART X: GENERAL QUESTIONS

1. Answer each question by checking the Yes or No selection. For every question marked “Yes” you must provide an explanation in the below space provided.

Question	Yes	No
1. Are you a party of any pending lawsuit?		
2. Do you have any claims from which you expect to receive any income or resources? Claims against any individual, trust or state, partnership, corporation, or government?		
3. Do you have any claims against any individual, trust, partnerships, corporations, or government?		
4. Are you a trustee, executor, or administrator of any estate?		
5. Is there anybody holding money on your behalf?		
6. Will you receive or inherit any financial assets within the next two years?		
7. Do you receive or expect to receive benefits from any established trust, claim for compensation or damages, contingent on future interest in property of any kind?		
8. Do you receive or expect to receive federal, state, or local cash refund?		

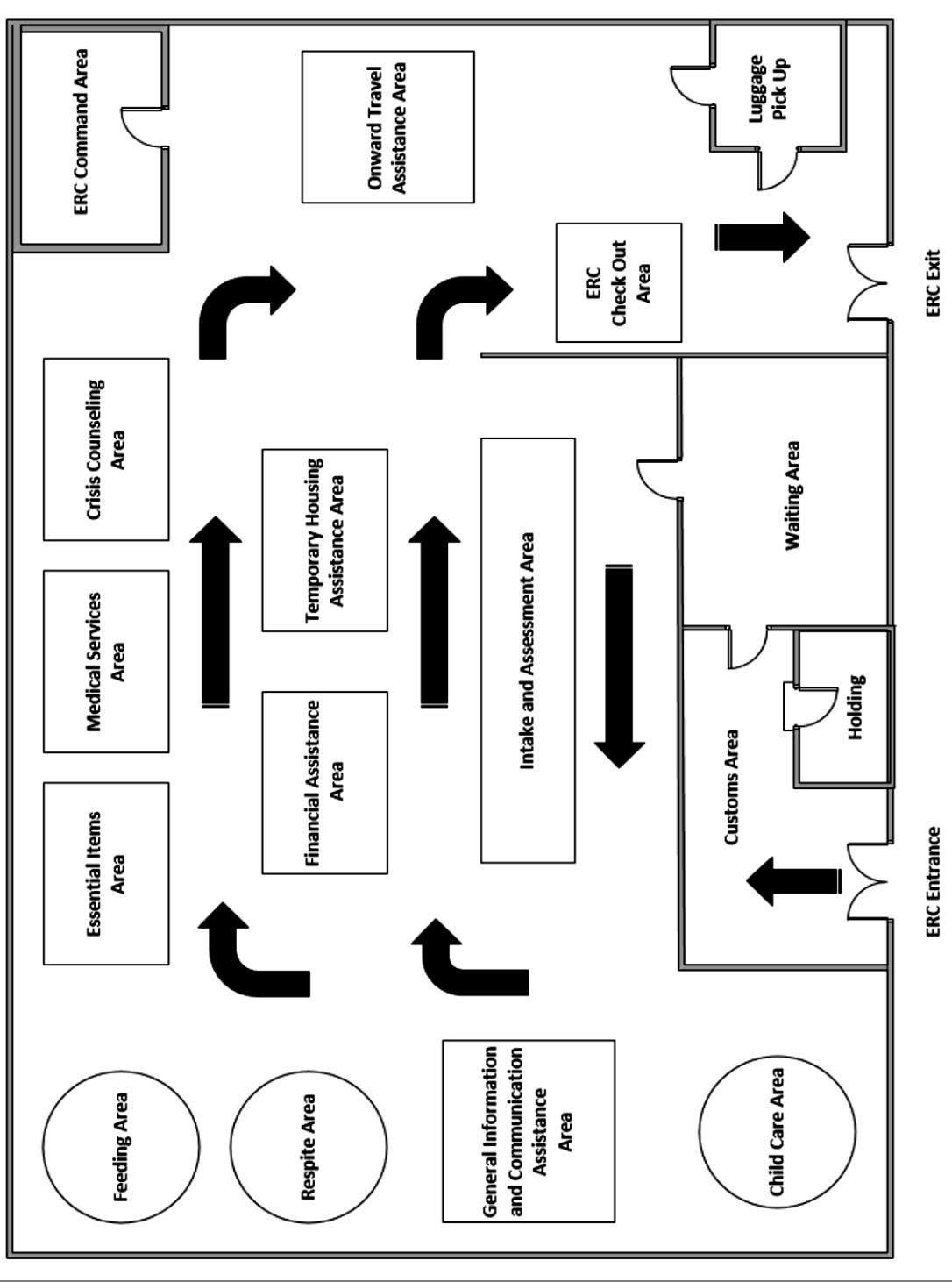
2. Below, provide an explanation to all YES answers to Part X, question #1. Use additional pages, as needed.

Title 18 of the United States Code 1001 states that an individual who “knowingly and willfully - (1) falsifies, conceals, or covers up by any trick, scheme, or device a material fact; (2) makes any materially false, fictitious, or fraudulent statement or representation; or (3) makes or uses any false writing or document knowing the same to contain any materially false, fictitious, or fraudulent statement or entry; shall be fined under this title, imprisoned not more than 5 years...or both”

Applicant Signature: _____ **Date:** _____
 Signature: Repatriate should sign this form unless he/she is a minor or an adult with a mental or physical condition medically prevents them from signing this form.

**ANNEX J TO APPENDIX 12
(SOUTH CAROLINA REPATRIATION PLAN)
TO THE SOUTH CAROLINA EMERGENCY OPERATIONS PLAN**

SAMPLE ERC FLOWCHART



ANNEX K TO APPENDIX 12
(SOUTH CAROLINA REPATRIATION PLAN)
TO THE SOUTH CAROLINA EMERGENCY OPERATIONS PLAN

SEOC ACTIVATION CHART

OPCON	Level of Alert/ Response Capability	ESF Actions	SEOC Status
3	<ul style="list-style-type: none"> • Normal operations/level of awareness 	<ul style="list-style-type: none"> • No expectation of activation • Telephone/email coordination 	<ul style="list-style-type: none"> • Cold (Systems on stand-by/not activated) • Actions and statuses tracked and coordinated by/through SWP and Operations/Duty Officer (non-scheduled work hours) • See Duty Officer and SWP SOP for further details
2	<ul style="list-style-type: none"> • Enhanced level of awareness/alert • Partial response capability • Activation of EOP and specific hazard plan as required • Activation of Joint Information Center (JIC) as required 	<ul style="list-style-type: none"> • Partial activation • Selected ESFs direct coordination/presence in SEOC (Ops determined) • Telephone/email coordination with remaining ESFs/SERT • ESF-15 (Public Information) activated as required • ESF support and support agency personnel available for use or activation 	<ul style="list-style-type: none"> • Hot (Systems activated and operating) • Actions and statuses tracked and coordinated by SEOC Operations
1	<ul style="list-style-type: none"> • Full alert • Response activities in process 	<ul style="list-style-type: none"> • Full activation • ESFs/SERT direct coordination/presence in SEOC (Ops determines otherwise) • ESF support and support agency personnel activated or available for activation 	<ul style="list-style-type: none"> • Hot (Systems activated and operating) • Actions and statuses tracked and coordinated by SEOC Operations

<https://scemd.org/em-professionals/plans/emergency-operations-plan/>

OPCON ONE

FULL ALERT

A DISASTER OR EMERGENCY IS IMMINENT OR OCCURING. THE STATE EMERGENCY OPERATIONS CENTER IS FULLY ACTIVATED. ALL STATE EMERGENCY RESPONSE TEAM PERSONNEL ARE ACTIVATED OR READY TO DEPLOY.

OPCON TWO

ENHANCED AWARENESS

A DISASTER OR EMERGENCY IS LIKELY TO AFFECT THE STATE. EMERGENCY OPERATIONS PLANS ARE IMPLEMENTED. THE STATE EMERGENCY OPERATIONS CENTER IS PARTIALLY ACTIVATED IF NECESSARY.

OPCON THREE

NORMAL DAILY OPERATIONS

AGENCIES COORDINATE, PLAN, TRAIN AND EXERCISE AS WARRANTED. INCIDENTS ARE MONITORED BY THE STATE WARNING POINT AND LOCAL EMERGENCY MANAGERS.