

ANNEX 11
ESF-11 - FOOD SERVICES

COORDINATING: SC Department of Social Services (SCDSS)

PRIMARY: SC Department of Education (SCDE); SC Department of Agriculture (SCDA); American Red Cross (ARC); The Salvation Army (TSA); Harvest Hope Food Bank, Feeding the Carolinas (FTC)

SUPPORT: SC Baptist Disaster Relief (SCBDR)

I. INTRODUCTION

- A. An emergency or disaster will deprive substantial numbers of people from access to food or the means to prepare food. In addition, commercial food supplies and distribution networks may be substantially disrupted due to partial or total devastation of food products stored in the affected area.
- B. There also will be disruption of energy sources (e.g. - electricity and gas), causing most commercial cold storage and freezer facilities to be inoperable in the affected areas.
- C. On the fringes of the affected areas, schools and small institutions with food inventories could be used to begin the feeding of disaster victims.
- D. An effective feeding operation must be immediately initiated, to include but not limited to, reviewing existing inventories, obtaining appropriate U.S. Department of Agriculture (USDA) Foods supplies, coordinating transportation of food supplies to shelters and/or disaster affected areas.
- E. During the recovery phase, the DSNAP program may be initiated as authorized.

II. PURPOSE

- A. Coordinate and identify food requirements in shelters and/or disaster affected areas.
- B. Coordinate with ESF-6 to ensure the procurement and distribution of food products to include USDA foods to organizations engaged in mass feeding operations in shelters and/or other designated disaster areas.
- C. Ensure the safety, stability, and security of the food supply (commercial and USDA Foods).

III. CONCEPT OF OPERATIONS

- A. SCDSS is the lead agency for ESF-11 and is responsible for coordinating ESF-11 administrative, management, planning, training, preparedness, mitigation, response

and recovery activities to include developing, coordinating, and maintaining ESF-11 Standard Operating Procedure (SOP).

- B. ESF-11 will coordinate with all supporting agencies and other appropriate departments/agencies and organizations in the planning and execution of the above to ensure operational readiness.
- C. Each ESF-11 primary and support agency/organization will operate under their mandated Federal, State, or organizational regulations, and their parent organizations will maintain complete administrative and financial control over their activities.
- D. ESF-11 will operate under and in accordance with existing USDA authorities and regulations, as well as the requirements of supporting agencies and the Stafford Act, to provide disaster food supplies to designated shelters and/or disaster affected areas.
- E. ESF-11 will obtain from ESF-6 (Mass Care) an estimate of the number of people in shelters and/or disaster affected areas that will be impacted to assess the anticipated feeding demand.
- F. ESF-11 will coordinate with SCDE and SCDA to obtain USDA Food inventories if additional food supplies are needed. ESF-11 will coordinate the transportation of such supplies to shelters and/or disaster affected areas.
- G. ESF-11 will gather information from food services member agencies and organizations concerning their operational response.
- H. Assessment of The Emergency Food Assistance Program (TEFAP) administered by SCDA to include, but not limited to, the availability of stock levels, storage space, handling equipment, and support personnel.
- I. ESF-11 will coordinate with ESF-18 (Donated Goods and Services) regarding any donated food that may be available for disaster response and recovery. FTC and its member Food Banks are the primary point of contact for food donations through a MOU with SCEMD.
- J. Menus
 - 1. Volunteer organizations conducting food preparation will determine menus with consideration of dietary needs.
 - 2. Volunteer agencies will determine and adjust menus based on food quantities as available.

3. Other mass care organizations with food resources may supplement the food supply.
- K. Requisitioning of USDA Foods
1. The SCDE and SCDA will direct the requisitioning of USDA Foods under the respective programs they manage.
 2. ESF-11 will secure and ensure the delivery of food supplies suitable for either household distribution (TEFAP) or fixed meal sites as appropriate.
 3. Areas of acute need will be given priority transportation of USDA critical food supplies.
- L. ESF-11 will coordinate through ESF-6 to facilitate timely deliveries of USDA Foods if necessary. ESF-6 will then coordinate with SCEMD Logistics.
- M. ESF-11 will be the Point of Contact (POC) for all requests for USDA Foods.
- N. Food Banks
1. FTC serves as the lead agency for the coordination of food through other Food Banks throughout SC.
 2. Food Banks, through FTC, will acquire, package and distribute non-USDA Foods products as available to affected households within the disaster area.
 3. USDA food supplies being stored in food bank warehouses cannot be used for household distribution without prior approval from the USDA Foods and Nutrition Service (FNS) Southeastern Regional Office.
 4. Donated food acquired by ESF-18 (Donated Goods and Volunteer Services) will be used for household distribution and/or mass feeding in accordance with the donor's intent.
 5. Assess the effectiveness of the food distribution network (i.e., pantries in counties affected) and oversee the inventory of food resources. Monitor county-level food distribution resources and provide regular food inventories usage reports daily.
- O. ESF-11 will coordinate with Federal ESF-11 and USDA to obtain Federal assistance when required.

IV. ESF ACTIONS

A. Preparedness

1. Maintain an accurate roster of personnel assigned to perform ESF-11 duties during a disaster.
2. Identify and communicate disaster response training(s) for ESF-11 personnel.
3. Maintain current food resource directories to include maintaining points of contact.
4. Identify transportation shortfalls and coordinate solutions with SCEMD Logistics.
5. Ensure each Food Service member agency has procedures in place to document costs for any potential reimbursement/replacement of USDA Food.
6. Participate in the annual State Full Scale exercise and additional exercises which allow for validation of ESF-11 Annex and SOP.

B. Response

1. Coordinate the inventory of food supplies and determine availability of USDA food within shelters and/or disaster areas.
2. Coordinate with ESF-6 (Mass Care) to identify the number of people in shelters.
3. Coordinate with ESF-6 (Mass Care) to identify and monitor the locations of all mass care feeding sites to include fixed feeding and distribution sites.
4. Coordinate with ESF-7 (Finance and Administration) and ESF-18 (Donated Goods and Volunteer Services) to acquire food, equipment, and supplies required to support food service operations.
5. Coordinate the transportation of food supplies into the disaster area as needed.
6. Coordinate warehouse space and needs for staging areas in conjunction with SCEMD logistics or ESF-18 (Donated Good and Volunteer Services).
7. Coordinate flow of requests and deliveries of food supplies into disaster areas.

8. Establish communications with Federal ESF-11 to coordinate food service assets beyond State capability.
9. Coordinate with SC Department of Public Health (SCDPH) for food safety standards, practices, and issues.

C. Recovery

1. Coordinate and monitor with local organizations involved with community food availability and gaps for long-term community feeding needs.
2. In coordination with ESF-6 (Mass Care), ensure the assessment of special food concerns of impacted residents.
3. Communicate with FEMA ESF -11 personnel in the SEOC and JFO as needed.
4. Ensure ESF-11 team members and respective agencies maintain appropriate records of consumption and costs incurred during the disaster event.
5. Support long-term recovery priorities as identified by the Recovery Task Force.
6. Support the activation of the SC Mass Care Feeding Task Force.

D. Mitigation

1. Review, evaluate, and comment on proposed State Hazard Mitigation Plan amendments, upon initiation and within review period.
2. Support requests and directives from the Governor and/or FEMA concerning mitigation and/or re-development activities.
3. Document matters for inclusion in agency or State/Federal briefings, situation reports and action plans.

V. RESPONSIBILITIES

A. General

1. ESF-11 Lead, and primary/support agencies will ensure ESF-11 personnel are familiar with the National Response Framework and the corresponding annex with Federal ESF counterpart concepts, actions and responsibilities. This familiarization will include but not be limited to the structure, functions, and responsibilities of the Incident Management Assistance Teams (IMAT) and the JFO.

2. ESF-11 coordinating, and primary/support agencies will identify, train, assign, and provide personnel to staff ESF-11 in the SEOC.
3. Participate in the coordination of the SC Mass Care Feeding Task Force.

B. Department of Social Services

1. Preparedness
 - a. Develop operating procedures to facilitate the activation of ESF-11 and maintain an alert roster composed of SCDSS, SCDE, and SCDA emergency food services team members.
 - b. Coordinate meetings as necessary in which ESF-11 member agencies and organizations will discuss their operational response and resolve problems to ensure coverage of the critical food needs in shelters and/or disaster affected areas to prevent duplication of effort.
 - c. Coordinate with SCDE and SCDA for transportation and distribution of USDA Foods supplies to shelters and/or disaster affected areas.
 - d. Participate in exercises to test operating procedures.
2. Response
 - a. Notify all ESF-11 primary and supporting agencies upon activation to report to SEOC for briefing.
 - b. Assist with the coordination of ESF-11 member agencies and organizations in their assessment of the critical food needs of the affected population in shelters and/or disaster affected areas and compile reports for SEOC Operations as needed.
3. Recovery
 - a. Assist with the coordination of the phase-down of USDA Foods distribution and other acquired food resources to designated feeding locations.
 - b. Ensures that USDA Foods distribution agencies and organizations (SCDE and/or SCDA) involved in feeding, have pertinent data regarding food distribution activities.
 - c. Assess the need for possible DSNAP operations in affected county locations.

C. SC Department of Education

1. Preparedness

- a. Assess the stock levels of USDA Foods administered by the SCDE and the availability of storage space, handling equipment, and support personnel.
- b. Coordinate with the state contracted warehouse.
- c. Assist County School District Food Services Directors by disseminating information and providing guidance in their development of emergency response operational procedures.
- d. Coordinate with SCEMD Logistics for transportation and distribution of USDA Foods supplies to the affected areas if needed.

2. Response

- a. Coordinate with affected school districts in their assessment of USDA Foods requirements and the condition of the school districts' food preparation facilities.
- b. Coordinate with other contracted food service agencies and organizations to gather information concerning their food requirements and food preparation facilities in order to respond to requests for USDA Foods.
- c. Assess USDA Foods stocks and distribution facilities.
- d. Maintain communication with school districts involved in feeding shelter population, and in providing USDA Foods to established feeding sites.
- e. In response to requests for USDA Foods, arrange shipment of USDA Foods administered by SCDE and assist in problem resolution when requested.

3. Recovery

- a. Initiate a phase-down of USDA Foods distribution as feeding operations decrease.
- b. Coordinate with affected school districts to collect and record USDA Foods (administered by SCDE) usage and distribution.

- c. Direct affected school districts to collect and record personnel hours and associated expenditures for potential reimbursement.

D. SC Department of Agriculture

1. Preparedness

- a. Develop plans and SOPs for deployment of SCDA personnel and resources in an emergency.
- b. Participate in exercises to train department personnel in emergency operations and procedures.
- c. Assist in locating potential food resources for disaster feeding and coordinate food safety activities as necessary.
- d. Assess the stock levels of TEFAP administered by SCDA and the availability of storage space, handling equipment, and support personnel.

2. Response

- a. Provide assistance in locating potential food resources suitable for disaster response activities.
- b. Coordinates TEFAP requests from distributing agencies.

E. American Red Cross

- 1. Assist in identifying and assessing requirements for food prior to and during immediate and sustained phases, as needed.
- 2. Participate in the coordinated distribution of disaster feeding resources, as requested.
- 3. Provide food distribution in accordance with Red Cross policies.

F. The Salvation Army

- 1. Assist in identifying and assessing requirements for food needs (congregate feeding and/or household distribution) on a two-phase basis:
 - a. Critical emergency needs immediately after the disaster.
 - b. Long-term sustained needs after the emergency phase is over.
- 2. Participate in the coordinated distribution of disaster relief supplies at point of service.

3. Supplement USDA Foods items per established menu planning agreements with local vendors.
4. Provide food preparation and delivery in accordance with policies and plans.

G. Feeding The Carolinas

1. Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of ESF-11 during periods of activation.
2. Request FTC personnel staff, and/or designated backups, to assist ESF-11 in the SEOC as needed.
3. Participate in the coordinated distribution of food supplies at point of service.
4. Coordinate the acquisition and distribution of donated food supplies to affected households and/or Volunteer Organizations Active in Disaster (VOAD) organizations.

H. SC Baptist Disaster Relief

Coordinate (as requested), with local & state officials, TSA, ARC, and strategic church locations to provide mobile kitchens and/or volunteer teams to utilize 'fixed' kitchens.

VI. FEDERAL ASSISTANCE

- A. This Annex is supported by the National Response Framework for ESF-11 (Agriculture and Natural Resources).
- B. Federal ESF-11 executes four primary functions:
 1. Responding to animal and plant diseases and pests.
 2. Ensuring the safety and security of the commercial food supply.
 3. Protecting Natural and Cultural resources and Historic properties (NCH) resources.
 4. Providing for the safety and well-being of household pets.
- C. Federal ESF-11 will have a representative in the JFO.