



**DEPARTMENT OF HEALTH AND HUMAN
SERVICES**

DIVISION OF SOCIAL SERVICES

SERT PLAN

Revised July 2017

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INTRODUCTION

The North Carolina Division of Social Services is dedicated to assisting and providing opportunities for individuals and families in need of basic economic support and services to become self-supporting and self-reliant. The Division of Social Services advocates for and encourages individuals to seek actions appropriate to their needs. Furthermore, we recognize our responsibility through teamwork and professional effort to assist in this process. Toward this end, in cooperation with county department of social services, and other public and private entities, we seek to identify needs, devise and focus resources, and deliver services responsively and compassionately.

The Division of Social Services strives to:

- Ensure that children are protected from abuse, neglect, and exploitation.
- Enable citizens to maintain or achieve maximum self-sufficiency and personal independence through employment if possible;
- Strengthen family life in order to nurture our children so that they may become productive, healthy, and responsible adults;
- Ensure that every family and individual has sufficient economic resources to obtain the basic necessities of life.

PLAN BACKGROUND

In the event of a state emergency it is the goal of the NC Division of Social Services to provide as needed:

- Coordinates the DHHS State Emergency Response Team (SERT)
- Support to local Departments of Social Services
- Support to the Emergency Operations Center (EOC) when SERT has been activated
- Administration of the Disaster Food and Nutrition Services Program
- Assessment of whether the Division's capacity to carry out its roles has been affected by the disaster and making provision for the continuation of core Division functions.
- Evaluation of the need for special policies and procedures to ensure safety and well-being of families and children.

Further, the NC Division of Social Services recognizes the role of coordination of mass care. However, through a Memorandum of Agreement between the American Red Cross (ARC) and the State of North Carolina, generally the ARC operates appropriate shelter facilities and arranges for mass feeding during peacetime disasters, including precautionary evacuations and peacetime radiological emergencies/nuclear accidents.

The roles that the NC Division of Social Services and the local Department of Social Services have in an emergency are very important to ensure that citizens continue to receive the services that have been previously described.

The process through which we assure we are able to carry out our role includes:

- Advanced Planning
- Preparation
- Response
- Recovery

This plan outlines these processes as they relate to the goals of the NC Division of Social Services.

DSS PROGRAM SECTIONS OVERVIEW

CHILD SUPPORT ENFORCEMENT, Judy McArn, Section Chief

The Child Support Enforcement Section has the responsibility for supporting and supervising local child support enforcement offices. The State CSE:

- Serves as a resource for the local child support offices to ensure that staff have a clear and comprehensive understanding of policy, that training needs are met, that location assistance through the State Parent Locator Service, and technical advice provided promptly and courteously to assist staff in the delivery of child support services in an effective and efficient manner.
- Has the responsibility for Collections, Reporting/Control, Distribution, Administrative Services, Client services, new hire, Tax Intercept and Credit Bureau Sections. It receives and posts all child support payments to ensure that monies are distributed properly and timely in accordance with state and federal regulations.
- Provides oversight of local child support offices statewide, quality control of service delivery to clients, and technical assistance to ensure that agencies are in compliance with policy and procedures, state and federal regulations.

CHILD WELFARE SERVICES, Kristin O'Connor, Asst. Chief

The Family Support and Child Welfare Section carries out the Division's supervisory responsibility related to child protection as prescribed in Federal and State laws, administrative rules, and policies. The Family Support and Child Welfare Section is committed to the development and support of a collaborative, outcome-based approach to child protection that is proactive, family-centered and focused on achieving a safe, permanent home for all children. In addition, the Family Support and Child Welfare Section supports and supervises county departments of social services in the delivery of benefits and services to eligible families and individuals for the Work First Program.

ECONOMIC AND FAMILY SERVICES, David Locklear, Section Chief

Economic and Family Services supports and supervises county departments of social services in the delivery of benefits to eligible families and individuals for the Food Assistance, Low Income Energy Assistance and Crisis Intervention Programs. The section provides technical assistance in the area of detecting and preventing the occurrence of erroneous overpayments and prosecuting fraud in public assistance programs. In addition, Economic and Family Services supports and supervises county departments of social services and other providers in the delivery of benefits and social services to the State's Refugee population.

AUTOMATED SYSTEMS OVERVIEW

The Division provides program management of the following systems. These systems provide information to/from the county departments of social services, generate benefits for families, and allow county departments and the State to track individuals and families receiving benefits and services. The Division of Information Resource Management (DIRM) provides the technical oversight and expertise to ensure the systems continue to operate. Toward that end, DIRM has a complex disaster plan to safeguard the systems and the confidential information they contain.

AUTOMATED COLLECTION AND TRACKING SYSTEM (ACTS) - Performs all case management, payment distribution and check printing functions for child support.

CENTRAL REGISTRY FOR CHILD ABUSE AND NEGLECT SYSTEM - Tracks children reported as having been abused, neglected, and/or dependency, as well as perpetrator information for substantiated cases. Gathers data to enable research and produce statistics and management reports for county DSS.

CHILD FATALITIES SYSTEM - Tracks investigations of circumstances where a child fatality has occurred.

CHILD PLACEMENT AND PAYMENT SYSTEM - Collects and tracks placement information on children in custody or placement responsibility of a county DSS. Issues reimbursements to county DSS, payments to child carrying institutions, and public agencies for foster care. Issues adoption assistance subsidy to adoptive parents.

DAILY REPORT OF SERVICES SYSTEM - Tracks time spent by county DSS staff and identifies this time by client, service, and funding source.

ELIGIBILITY INFORMATION SYSTEM (EIS) - Maintains current and some historical information on Work First families. Vehicle for eligibility determination for Work First and Special Assistance benefits. Issues cash benefits. Provides data to produce statistics and management reports for county DSS and federal reporting.

EMPLOYMENT PROGRAMS INFORMATION SYSTEM (EPIS) - Maintains current and historical employment activity information for individuals participating in Work First employment services

ENERGY - Processes eligibility for the Low Income Energy Assistance Program.

FOOD AND NUTRITION SERVICES INFORMATION SYSTEM (FSIS) - Maintains current and some historical information on Food and Nutrition Services households. Vehicle for eligibility determination for Food and Nutrition Services benefits. Sends information to EBTIS for the issuance of benefits. Provides data to produce management reports for county DSS.

FOSTER CARE FACILITY LICENSING SYSTEM - Maintains current and historical licensing information on foster parents and generates licenses for foster parents.

RECORDS MANAGEMENT SYSTEM - Facilitates the Interstate Compact on Placement of Children. Maintain data on adoption and foster case placements between other states and counties.

SERVICES INFORMATION SYSTEM (SIS) - Maintains current and historical record of all clients receiving services from county departments of social services. Provides notices to clients. Transmits authorization of service provider's claim for reimbursement. Provides data to produce management reports for county DSS.

ENTERPRISE PROGRAM INTEGRITY CONTROL SYSTEM (EPICS) - Maintains tracking of all referrals and overpayments for Food and Nutrition Services, AFDC, Work First (TANF) and Medicaid. Performs reporting and accounting functions to maintain integrity in accounting for overpayments in each program.

CRISIS INTERVENTION PROGRAM SYSTEM (CIP System)- Allows counties to enter applications for Crisis Intervention Program (CIP) assistance, approve or deny applications, track county spending and families' receipt of assistance statewide. Produces required state and federal reports for target populations and spending. Contains allocations for each county for the SFY to have a real-time record of authorized assistance statewide and county-by-county.

ADVANCED PLANNING

Planning by both the state Division of Social Services and local agencies must occur prior to a disaster. The state is responsible for developing and maintaining a plan of operation as outlined in this document.

Responsibilities of the state during the advanced planning stage include:

1. Assign central office and field staff to SERT.
2. Develop and update at least annually a directory listing names of state office and county personnel responsible for disaster duties. The directory should include office, home, cellular and pager telephone number.
3. Provide an annual review of the plan to county directors.
4. Provide counties guidance on developing a local county DSS disaster plan of operation, separate from that developed with Emergency Management. Copies of sample plans will be provided by the County Operations Liaison if needed. The County Operations Liaison is available to assist counties by reviewing their local disaster plans annually as requested by each county.
5. Compile a list of information needed from counties which does not duplicate information available through another source such as outage information and available shelter sites from Emergency Management.
6. Use the Division of Emergency Management as a facilitator of information, which is not Division of Social Services specific.
7. Determine equipment needed, including short-term use of cellular phones.
8. Complete an annual skills assessment inventory of state staff and maintain database.

PREPARATION

The preparation phase will begin when it is determined that a disaster or emergency is imminent. The Division's Disaster Coordinator or his/her designee will notify the Executive Management Team of SERT alerts or activations.

The Division will have the following responsibilities:

Notify counties anticipated to be in harm's way. Counties involved initially will be those in the path predicted by the Emergency Management Agency. The purpose of this communication will be to discuss DSS specific issues and to obtain information not provided through Emergency Management. (See Appendix 2, Directory of North Carolina County Departments of Social Services)

Notification will occur via:

- E-mail,
- Terminal message,
- Telephone, and/or
- Web Site

The initial call down will officially notify counties of an imminent emergency or disaster and give information on if and when the DSS Communication Center (919-527-6335) will be activated.

1. Provide alternative communication methods in the event that telephone service is interrupted.
2. Update the directory of changes in personnel and telephones using e-mail and conference calls.
3. Notify state and field staff assigned to disaster response and review responsibilities.

The local agency will have the following responsibilities:

1. Provide any changes needed to directory.
2. Review local plan with staff
3. Monitor equipment needs, forms and supplies with staff
4. Coordinate with local Emergency Management
5. Notify Central Office of any needed personnel, equipment, forms or supplies.

RESPONSE

Response will begin as soon as environmental conditions allow it, immediately following the event.

The Division responsibilities include

1. Contacting the counties known to have been impacted by the event to determine immediate needs. This will be accomplished through use of Emergency Management Communications system and the regularly scheduled conference calls with the agency Director or his/her designee. In addition, communications for changes in written procedures may be transmitted via e-mail and the state Division computer systems at pre-arranged intervals as required.
2. Responding to requests by the counties for specific needs. This will include coordination of multi-agency resources.
3. Determining the need to provide staff as necessary to assist the county operations.
4. Implementing plan to assign staff to special duties as required, making adjustments to these assignments as necessary based on event's impact on staff
5. Serving as a clearinghouse for counties volunteering to share staff.
6. Providing a list of shelters, including pet friendly shelters (ARC and non-ARC), their capacity, and availability to out of county residents to be updated from conference call and EOC information.

The local agency - responsibilities include

Activate immediately the agency SERT plan.
Determining any changes needed to assignments as a result of the disaster,
Notifying the state of any special needs
Providing updated data through the EMC system and participation in the scheduled conference calls.
Coordinating with local Emergency Management for all requests for assistance other than personnel needs.

RECOVERY

Recovery begins once normal operations have been resumed.

Division responsibilities during recovery include:

1. Developing a format used to debrief staff.
2. Participating in Departmental efforts at staffing Community Relations Teams
3. Debriefing staff, including state, regional and county.
4. Analyzing debriefing data and modify procedures accordingly.
5. Recognizing staff as appropriate.

Local Agency responsibilities during response include:

Debriefing staff and evaluating the results to determine any necessary changes in the county disaster plan, (See Appendix 3, NCDSS Disaster Debriefing Agenda; Appendix 4, DHHS Disaster Debriefing Agenda)

DSS COMMUNICATION CENTER

The Division Communications Center has been established so that in the event of a disaster the Division has a location where communication between the Division, county social service offices, other divisions and SERT can be centralized. The Center is located in the McBride Building in room 126. It is equipped with 3 digital phone lines, computers and 1 analog phone line. The phone number assigned for the DSS Communication Center is: 919-527-6335

The Division Director or his/her designee activates the Center when a specific disaster results in major damage in one or more counties and when Division resources to support its disaster response and recovery efforts generally exceed normal operations. It is anticipated that the center may be activated in preparation for a major disaster. During many disasters, the impact or the event may not exceed the Division's capacity to respond using personnel normally assigned to support a county or counties involved in a specific disaster. In these situations, the Division would rely on normal personnel assignments and communication channels in disaster response.

Administrative staff will be available to assist with requisitions for any supplies, equipment, copying or printing needs, and arranging for specific phone numbers to be assigned to the center. Personnel may also be tasked with arranging for conference call-in numbers for county briefings.

A minimum of three Division employees are assigned to be contact persons at the center. These individuals include managers and field staff and at least one employee from the Economic Services Section. The ES Section employee will serve as the Disaster Food and Nutrition Services Program liaison. The managers and field staff have overall responsibility for communication with affected county social services departments. Additional staff may be assigned as needed.

Conference calls with affected counties are to be held on an established schedule. Conference calls should be scheduled daily during center operations unless otherwise noted. During preparations in anticipation of a hurricane the counties anticipated as most likely affected by EM are usually the first counties to be included in a briefing. This briefing will be conducted approximately 48 hours prior to projected landfall and as soon as the center is activated. (See Appendix 3, NCDSS Disaster Briefing Agenda; Appendix 5, Proposed Conference Call Protocol.)

The Division will notify counties by email, EIS and FSIS of the activation of the Center, contact persons, telephone numbers, e-mail address, conference call numbers and schedule. The Division will also distribute information to the department and other divisions regarding contacts, phone numbers and department briefings. (See Appendix 6, Disaster Response Communication Center Operations Guidelines)

STATE DSS LIAISON WITH COUNTY DSS

In order to provide continuity of information and planning for the Division in its role to support counties during an emergency event, the Division Section Chiefs will be the liaison to the counties. This will help the Division develop a continued clear picture of what the situation is like in a county and how the Division can best support the county. It also provides for tracking of requests from and responses to counties. This method of operation does not preclude other Division staff and Division Management from communication with counties as may be necessary such as during conference calls.

Depending on the nature of the emergency, it may be necessary to assign one or more staff to act as the liaison to specific counties especially if staffing is needed for periods of time that are impractical for one individual to handle. A normal assignment would be for 48 hours but not to exceed 72 hours unless there is no means to relieve.

When an emergency occurs in a county, the Division will offer to the County DSS Director one or more Division staff to work on site with the Director and appropriate county staff in their efforts to respond to the disaster. Division staff will preferably be part of the team that normally serves the county. The primary functions of the state staff is to assist the DSS Director and staff as requested, and to serve as the point of contact for communications between the Division Communications Center and the County DSS.

Depending on the length of time it is necessary for Division staff to be on site, it may be necessary for other Division staff to relieve the individual(s) originally assigned to the county.

FOOD AND NUTRITION SERVICES PROGRAM RESPONSE TO A NATURAL DISASTER

The Food and Nutrition Services Program is designed to handle a natural disaster that causes interruptions in food supply, delivery and ability to purchase food. There are three separate responses to a natural disaster. Each response is contingent upon the size of the disaster and number of individuals affected. The economic situation of the individuals effected is also used to determine the need for intervention by the Food and Nutrition Services Program.

REGULAR FOOD AND NUTRITION SERVICES PROGRAM - The regular ongoing Food and Nutrition Services Program has program rules to handle small disasters that affect a few individuals. Individuals, who have lost food during a natural disaster, can request replacement benefits to replace their food loss. This is outlined in Section 6000.4 of the Food and Nutrition Services manual. This does not require any declaration by the United States Department of Agriculture (USDA) or the state office.

MODIFIED FOOD AND NUTRITION SERVICES PROGRAM - This is the most common response and is utilized for small to medium size natural disasters. The regular Food and Nutrition Services Program is run with modifications. The state must request waivers of Food and Nutrition Services Program rules for the affected areas. The most common program waivers include but are not limited to: waiver of gross income limits, net income limits only are utilized; applicants declaration of income and expenses will be taken unless questionable; non-liquid resources are excluded; out-of-pocket expenses for repairs, temporary lodging, etc., are allowable deductions; Employment and Training requirements are waived; and hot food is allowable purchases during the benefit period. The number and extent of waivers granted vary from disaster to disaster and are contingent upon number of individuals affected and the size of the disaster. Depending on the size of the disaster, the regular program may be run at the same time as the modified. In larger disasters, USDA will allow the state to run the modified program only during the designated application taking period.

DISASTER FOOD AND NUTRITION SERVICES PROGRAM - This response is to handle large natural disasters that affect a large number of individuals and as such is rarely utilized. The only eligibility requirements for this program are: residency; must plan on purchasing food during the benefit period; must have experienced an adverse effect such as loss of food, lost income, damage to home or business etc. Identity must also be verified. Only Disaster Food and Nutrition Services Program applications are taken during the application taking period. The regular Food and Nutrition Services Program is suspended during that time frame.

In order to run a Modified or Disaster Food and Nutrition Services Program, state officials must request approval from USDA. USDA can approve or deny in whole or in part the plan including which counties are eligible to run these programs. The decision and declaration to operate either of these programs is separate and apart from Federal Emergency Management Agency's (FEMA) purposes and not meet USDA's guidelines for the Modified or Disaster Food and Nutrition Services Program. The reverse may also be true. The Modified or Disaster Programs are usually implemented 7-10 days post disaster. Prior to implementation of these programs,

commodities may be distributed and mass feeding sites are usually operated. Both programs also require a fraud plan, and a review of a sample of approved cases. Each program also requires daily reporting to USDA of the number of applications taken, approved or denied, as well as the amount of benefits authorized and the average allotment size. Most of these reports are automatically produced by the Food and Nutrition Services Information System (FSIS), however, in smaller disasters, some manual reporting may be necessary.

Note: The Modified or Disaster Food and Nutrition Services Programs are not implemented until grocery stores are operating. Therefore electricity must be restored to a least some areas of the county in order for these programs to be approved. As such it is anticipated clients will be able to access their benefits through their EBT cards. The A/ES<C staff maintains control over the supply of Disaster EBT cards which can be mobilized to counties during a Disaster Food and Nutrition Services Program.

CHILD WELFARE RESPONSE TO A NATURAL DISASTER

The Child Welfare Section at the Division of Social Services will respond to any natural disaster by responding to requests for assistance by providing local County Departments of Social Services the most current information available on the families that they serve. Local county Departments of Social Services have developed disaster plans that meet their individual needs, however the Division is committed to providing to individual counties assistance in retrieving information that will assist them in locating families that are currently receiving child welfare services and / or benefits through the Work first Program, should county data systems be inaccessible.

North Carolina is a county administered system and in child welfare as mentioned previously, each county has their own plan. They have developed processes to respond to reports of abuse and neglect, how to identify their foster children and planning with their foster parents. As the Foster Care Licensing authority, the Division ensures evacuation plans with our foster care facilities.

The Division of Social Services is committed to responding to individual county needs as identified through consultation and technical assistance. As defined in our comprehensive plan, all service areas are addressed on a continuous basis dependent upon need.

The Division of Social Services maintains several automated systems that are used to provide historical and statistical data during the provision of child welfare services. Information from these systems will be accessible to counties upon request should their paper or computer systems be destroyed.

The Division maintains a Central Registry for Child Abuse and Neglect as well as child fatalities. The Central Registry for Child Abuse and Neglect and fatalities data would be able to provide historical data on families that have received services and the specific details surrounding their involvement with child protective services and CPS in home services.

In addition the Daily Report of Services System and the Services Information System would be able to provide counties a listing of children that may be involved with child protective services but who were not yet determined to be abused or neglected and identified to the Central Registry by name, and by the individual social worker name. Not only will this assist counties in locating the families they serve, this will also allow counties to maintain contact with their social workers.

The Division of Social Services also maintains foster home licensure information in the Foster Care Facility Licensing System that may assist County Departments of Social Services in the event that they lose access to either their computer or paper records of foster parent information. Placement information on each child is maintained in the Child Placement and Payment System and the Records Management System. Should a disaster occur, these data sources could be used to assist counties in locating and maintaining contact with foster children for whom they are responsible and with the foster parents and other caregivers that provide care for these children. The Division of Social Services also maintains automated systems that maintain current and historical employment activity (EPIS), cash benefits and special assistance benefits (EIS) that would be made available to counties in the event of a disaster.

Responding to the needs of unaccompanied minors. Unaccompanied minors include children separated from caregivers and/or children whose caregiver(s) are incapacitated and unable to perform basic parental functions (i.e. feed, clothe, shelter and protect child(ren)).

Issue notification of suspended and resumed placement of children through Interstate Compact on the Placement of Children (ICPC) in disaster affected areas.

The Division of Information and Resource Management (DIRM) has implemented a separate complex disaster plan to safeguard the confidential information generated by local County Departments of Social Services.

During a disaster of such magnitude that would disable a local County Department of Social Services from accessing critical information, information from the automated tracking systems will be promulgated so that county Departments of Social Services can locate and provide mandated services to ensure the safety, permanence, well-being and self sufficiency of the families and children that they serve.

PLAN IMPLEMENTATION AND MANAGEMENT

IMPLEMENTATION

Each Section Chief has been given a copy of the SERT Plan to review and share with section members.

MANAGEMENT

The team that was initially assembled to develop the SERT Plan will continue to meet regularly. The team will meet quarterly to discuss the overall progress and testing of section plans. This team discusses and resolves issues that may not have been identified or may have been duplicated, as well as any problems that and solutions regarding section plans that are of interest to the team as a whole.

The SERT Plan will be updated as needed. The updates will be based on team member changes, review of section plans, and needed adjustments stemming from contingency plan testing.

APPENDIX 1

DSS Executive Management Team

Name	Contact Numbers	Email Address
Wayne Black, Director		Wayne.Black@dhhs.nc.gov
Angela Green, Executive Assistant		Angela.Green@dhhs.nc.gov
Carlotta Dixon, Chief <i>Program Compliance and Contracts</i>		Carlotta.Dixon@dhhs.nc.gov
Kathy Sommese, Chief <i>Budget Office</i>		Kathy.Sommese@dhhs.nc.gov
Alycia Gaither, Asst. Chief <i>Budget Office</i>		Alycia.Gaither@dhhs.nc.gov
Kristin O'Connor, Asst. Chief <i>Child Welfare Services Section</i>		Kristin.Oconnor@dhhs.nc.gov
Hank Bowers, Chief <i>Performance Management</i>		Hank.Bowers@dhhs.nc.gov
Robin Register, Asst. Chief <i>Performance Management</i>		Robin.Register@dhhs.nc.gov
David Locklear, Chief <i>Economic and Family Services</i>		David.Locklear@dhhs.nc.gov
Betsy Moore, Asst. Chief <i>Economic and Family Services</i>		Betsy.E.Moore@dhhs.nc.gov
Judy McArn, Chief <i>Child Support Services</i>		Judy.Mcarn@dhhs.nc.gov
James McQueen, Asst. Chief <i>Child Support Services</i>		James.McQueen@dhhs.nc.gov
Freeman Denton, Acting Director <i>Office of Economic Opportunity</i>		Freeman.Denton@dhhs.nc.gov
Glenda Ellerbee, Director <i>Office of Human Resources</i>		Glenda.Ellerbee@dhhs.nc.gov

APPENDIX 2

**DIRECTORY OF
NORTH CAROLINA COUNTY DEPARTMENTS
OF SOCIAL SERVICES
Last Updated: July 27, 2017**

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| <p>01. Alamance County DSS
Ms. Susan Osborne, Director
336-229-2910
319 North Graham Hopedale Road, Suite
C
Burlington, NC 27217
Tel. #336-570-6532
Fax # Admin. 336-570-6538
Courier Number: 17-42-05</p> | <p>02. Alexander County DSS
Ms. Patricia Baker, Director
604 7th Street, SW
Taylorsville, NC 28681
Tel. #828-632-1080, Ext. 326
Fax #828-632-1092
Courier Number: 15-83-09</p> |
| <p>03. Alleghany County DSS
Ms. Lisa Osborne, Director
Post Office Box 247
182 Doctor Street
Sparta, NC 28675
Tel. #336-372-2411
Fax #336-372-2635
Courier Number: 15-97-06</p> | <p>04. Anson County DSS
Ms. Lula Jackson, Director
118 North Washington Street
Wadesboro, NC 28170
Tel. #704-694-9351
Fax #704-694-1608
Courier Number: 03-82-19</p> |
| <p>05. Ashe County DSS
Mr. Randy Revis, Acting Director
(336) 546-5719
150 Government Circle, Suite 1400
Jefferson, NC 28640
Tel. #336-846-5719
Fax #336-846-5779
Courier Number: 15-66-04</p> | <p>06. Avery County DSS
Ms. Barbara M. Jones, Director
Post Office Box 309
175 Linville Street
Newland, NC 28657
Tel. #828-733-8248
Fax #828-733-8245
Courier Number: 12-40-11</p> |
| <p>07. Beaufort County DSS
Ms. Sonya Toman, Director
(252) 940-6036
Post Office Box 1358
632 West 5th Street
Washington, NC 27889
Tel. #252-975-5500
Fax #252-975-5555
Courier Number: 16-08-01</p> | <p>08. Bertie County DSS
Ms. Cindy Perry, Director
Post Office Box 627
1006 Wayland Street
Windsor, NC 27983
Tel. #252-794-5320
Fax #252-794-5344
Courier Number: 10-93-18</p> |

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| <p>09. Bladen County DSS
Ms. Vickie K. Smith, Director
910-862-6858
Post Office Box 369
208 McKay Street
Elizabethtown, NC 28337
Tel. #910-862-6800
Fax #910-862-6801
Courier Number: 04-26-17</p> | <p>10. Brunswick County DSS
Mr. Carthy Lytch, Director
Post Office Box 219
60 Government Road
Bolivia, NC 28422-0219
Tel. #910-253-2077
Director's #910-253-2080
Fax #910-253-2071
Courier Number: 04-20-19</p> |
| <p>11. Buncombe County DSS
Ms. Amanda Stone, Director
828-250-5588
Post Office Box 7408
40 Coxe Avenue
Asheville, NC 28802
Tel. #828-250-5500
Fax #828-250-5945
Courier Number: 12-50-02</p> | <p>12. Burke County DSS
Dorraine Hernandez, Director
828-439-2003
Post Office Box Drawer 549
700 East Parker Road
Morganton, NC 28680-0549
Tel. #828-439-2000
Fax #828-439-2137
Courier Number: 15-01-06</p> |
| <p>13. Cabarrus County DSS
Mr. William "Ben" Rose, Director
(704) 920-1552
1303 South Cannon Boulevard
Kannapolis, NC 28083
Tel. #(704) 920-1400
Fax #704-920-1401
Courier Number: 05-09-02</p> | <p>14. Caldwell County DSS
Mr. Will Wakefield, Director
2345 Morganton Blvd SW, Suite A
Lenoir, NC 28645
Tel. #828-426-8200
Fax #828-426-8398
Courier Number: 15-24-17</p> |
| <p>15. Camden County DSS
Mr. Craig Patterson, Director
Post Office Box 70
117 North Highway 343
Camden, NC 27921
Tel. #252-331-4787
Fax #252-355-1009
Courier Number: 10-41-10</p> | <p>16. Carteret County DSS
David Atkinson, Director
Post Office Box 779
210 Craven Street
Beaufort, NC 28516
Tel. #252-728-3181
Fax #252-728-3631
Courier Number: 11-14-24</p> |

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| <p>17. Caswell County DSS
 Ms. Dianne Moorefield, Director
 336-694-2037
 Post Office Box 1538
 175 East Church Street
 Yanceyville, NC 27379
 Tel. #336-694-4141
 Fax #336-694-1816
 Courier Number: 02-51-14</p> | <p>18. Catawba County DSS
 Mr. John Eller, Director
 828-695-5603
 Post Office Box 669
 Newton, NC 28658
 3030 11th Avenue Drive, SE
 Hickory, NC 28602
 Tel. #828-695-5600
 Fax #828-695-2497
 Courier Number: 09-70-03</p> |
| <p>19. Chatham County DSS
 Ms. Jennie Kristiansen, Director
 (919) 642-6917
 Post Office Box 489
 102 Camp Drive
 Pittsboro, NC 27312
 Tel. #919-542-2759
 Fax #919-542-6355
 Courier Number: 13-25-02</p> | <p>20. Cherokee County DSS
 Ms. Cindy Palmer, Director
 4800 W US Highway 64
 Murphy, NC 28906
 Tel. #828-837-7455
 Fax #828-837-9789
 Courier Number: 08-52-03</p> |
| <p>21. Chowan County DSS
 Ms. Letecia Loadhold, Director
 100 W. Freemason Circle
 Edenton, NC 27932
 Tel. # 252-482-7441
 Fax # 252-482-7041
 Courier Number: 10-62-13</p> | <p>22. Clay County DSS
 Mrs. Deborah G. Mauney, Director
 Post Office Box 147
 119 Courthouse Dr.
 Hayesville, NC 28904
 Tel. #828-389-6301
 Fax #828-389-6427
 Courier Number: 08-51-07</p> |
| <p>23. Cleveland County DSS
 Ms. Karen D. Ellis, Director
 704-487-0661, Ext. 755
 PO Drawer 9006, Shelby NC 28151-9006
 130 South Post Road
 Shelby, NC 28150
 Tel. #704-487-0661
 Fax #704-484-1051
 Courier Number: 06-52-03</p> | <p>24. Columbus County DSS
 Mr. Algernon McKenzie, Director
 901-641-3178
 PO Box 397
 40 Government Complex Road
 Whiteville, NC 28472-0397
 Tel. #910-642-2800
 Fax #910-641-3970
 Courier Number: 04-21-23</p> |

- 25. Craven County DSS
 Mr. Kent Flowers, Jr., Director
 2818 Neuse Boulevard
 Post Office Box 12039
 New Bern, NC 28561-2039
 Tel. #252-636-4900
 Fax #252-636-4946
 Courier Number: 16-66-02
- 26. Cumberland County DSS
 Ms. Brenda Jackson, Director
 (910) 677-2035
 1225 Ramsey Street
 Post Office Box 2429
 Fayetteville, NC 283021
 Tel. #910-323-1540
 Fax # 910-677-2801
 Courier Number: 14-62-41
- 27. Currituck County DSS
 Ms. Kathlyn Romm, Director
 2793 Caratoke Highway
 Post Office Box 99
 Currituck, NC 27929
 Tel. #252-232-3083
 Fax #252-232-2167
 Courier Number: 10-68-01
- 28. Dare County DSS
 Mr. Chuck Lycett, Director
 Post Office Box 669
 107 Exeter Street
 Manteo, NC 27954
 Tel. #252-475-5500
 Fax # 252-473-9824
 Courier Number: 16-30-05
- 29. Davidson County DSS
 Mr. Dale Moorefield, Director
 336-242-2562
 Post Office Box 788
 Lexington, NC 27293
 913 Greensboro Street
 Tel. # Lex. 366-242-2500
 Fax # Lex. 366-249-7588
 Courier Number: 13-50-26
- 30. Davie County DSS
 Ms. Tracie Murphy, Director
 228 Hospital St
 Post Office Box 517
 Mocksville, NC 27028
 Tel. # 336-753-6250
 Fax # 336-751-1639
 Courier Number: 09-40-12
- 31. Duplin County DSS
 Mrs. Nanette Outlaw, Director
 423 North Main Street
 Post Office Box 969
 Kenansville, NC 28349
 Tel. #910-296-2200
 Fax #910-296-2323
 Courier Number: 11-20-16
- 32. Durham County DSS
 Ms. Catherine Williamson-Hardy, Interim
 Director
 414 East Main Street
 Post Office Box 810
 Durham, NC 27702-0810
 Tel. #919-560-8000
 Fax #919-560-8102
 Courier Number: 17-24-13

33. Edgecombe County DSS
Marva G. Scott, Director
(252) 641-7882
122 E. James Street
PO Box 370
Tarboro, NC 27886
Tel. #252-641-7611
Fax #252-641-7980

Rocky Mount Office
301 South. Fairview Road
Rocky Mount, NC 27801
Tel. #252-985-4101
Fax #252-985-1615
Courier Number: 07-50-03& 07-65-01(RM)

35. Franklin County DSS
Ms. Nicki Perry, Director
(919) 496-8118
107 Industrial Drive
Post Office Box 669
Louisburg, NC 27549
Tel. #919 496-8118
Fax #919 496-8137
Courier Number: 07-06-04

37. Gates County DSS
Ms. Ann Holley, Director
Post Office Box 185
200 Court Street
Gatesville, NC 27938
Tel. #252-357-0075
Fax #252-357-2132
Courier Number: 10-21-08

39. Granville County DSS
Mr. Louis W. Bechtel, Director
Post Office Box 966
102 Lanier Street
Oxford, NC 27565
Tel. #919-693-1511
Fax #919-603-5090
Courier Number: 17-05-01

34. Forsyth County DSS
Ms. Debra Donahue, Director
741 North Highland Avenue
Winston-Salem, NC 27101
Tel. #336-703-3800
Fax #336-727-2850
Courier Number: 13-07-01

36. Gaston County DSS
Ms. Angela Karchmer, Director
(704) 862-6640
330 Dr. Martin Luther King Jr. Way
Gastonia, NC 28052
Tel. #704-862-7500
Fax #704-862-7885
Courier Number: 06-54-17

38. Graham County DSS
Mr. Butch Sanders, Director
196 Knight Street
Post Office Box 1150
Robbinsville, NC 28771
Tel. #828-479-7911
Fax #828-479-7928
Courier Number: 08-40-02

40. Greene County DSS
Ms. Angela Ellis, Director
227 Kingold Boulevard, Suite A
Snow Hill, NC 28580
Tel. #252-747-5932
Fax #252-747-8654
Courier Number: 01-81-06

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| <p>41. Guilford County DSS
 Ms. Heather Skeens, Director
 (336) 641-3053
 Post Office Box 3388
 1203 Maple Street (27405)
 Greensboro, NC 27402-3388
 Tel. #336-641-3000
 Fax # 336-641-5647
 Courier Number: 02-15-38</p> | <p>42. Halifax County DSS
 Ms. Norma Merriman, Director
 (252) 536-6444
 4421 Hwy 301
 Post Office Box 767
 Halifax, NC 27839
 Tel. #252-536-2511
 Fax #252-536-6539
 Courier Number: 07-42-01</p> |
| <p>43. Harnett County DSS
 Mr. Paul Polinski, Director
 (910) 814-6560
 311 Cornelius Harnett Boulevard
 Lillington, NC 27546
 Tel. #910-893-7500
 Fax #910-893-6604
 Courier Number: 14-73-02</p> | <p>44. Haywood County DSS
 Mr. Stoney Blevins, Director
 157 Paragon Parkway, Suite 300
 Clyde, NC 28721
 Tel. #828-452-6620
 Fax #828-452-6686
 Courier Number: 08-14-12</p> |
| <p>45. Henderson County DSS
 Mr. Jerrie McFalls, Interim Director
 (828) 694-6308
 1200 Spartanburg Highway, Suite 300
 Hendersonville, NC 28792
 Tel. #828-697-5500
 Fax #828-697-4544
 Courier Number: 06-92-03</p> | <p>46. Hertford County DSS
 Ms. Brenda Brown, Director
 704 King Street
 Post Office Box 218
 Winton, NC 27986
 Tel. #252-358-7830
 Fax # Winton Office 252-358-0597
 Ahoskie Office 252-332-4710
 Courier Number: 10-13-09</p> |
| <p>47. Hoke County DSS
 Ms. Della Sweat, Director
 (910) 878-1920
 314 S. Magnolia Street
 Post Office Box 340
 Raeford, NC 28376
 Tel. #910-875-8725
 Fax #910-875-1068
 Courier Number: 14-80-12</p> | <p>48. Hyde County DSS
 Ms. Laurie Potter, Director
 (252) 926-4199
 35015 US Hwy 264
 Post Office Box 100
 Engelhard, NC 27824
 Tel. #252-926-4476
 Fax #252-926-3711
 Courier Number: 16-40-05</p> |

49. Iredell County DSS
Ms. Yvette Smith, Director
(704) 878-5000
Post Office Box 1146
Statesville, NC 28687
549 Eastside Drive
Statesville, NC 28625
Tel. #704-873-5631
Fax #704-878-5419
Courier Number: 09-34-01
50. Jackson County DSS
Ms. Jennifer Abshire, Director
(828) 587-2038
15 Griffin Street
Sylva, NC 28779
Tel. #828-586-5546
Fax #828-586-6270
Courier Number: 08-23-17
51. Johnston County DSS
Ms. Tina Corbett, Director
(919) 989-5301
Post Office Box 911
714 North Street
Smithfield, NC 27577
Tel. #919 989-5300
Fax #919-989-5324
Courier Number: 01-64-33
52. Jones County DSS
Mr. Wes Stewart, Director
118 Highway 58 North
Post Office Box 250
Trenton, NC 28585
Tel. #252-448-2581
Fax #252-488-5651
Courier Number: 11-18-10
53. Lee County DSS
Ms. Brenda Potts, Director
530 Carthage Street
Post Office Box 1066
Sanford, NC 27330
Tel. #919-718-4690
Fax #919-718-4634
Courier Number: 14-42-05
54. Lenoir County DSS
Ms. Susan E. Moore, Director
(252) 559-6361
130 West King Street, Kinston, NC
28501
Post Office Box 6
Kinston, NC 28502-0006
Tel. #252-559-6400
Fax #252-559-6381
Courier Number: 01-22-20
55. Lincoln County DSS
Ms. Susan L. McCracken, Director
1136 East Main Street
Post Office Box 130
Lincolnton, NC 28093-0130
Tel. #704-732-0738
Fax #704-736-8727
Courier Number: 09-02-07
56. Macon County DSS
Mr. Patrick Betancourt, Director
(828) 349-2130
Lakeside Government Complex
1832 Lakeside Drive
Franklin, NC 28734
Tel. #828-349-2124
Fax #828-349-2401
Courier Number: 08-49-03

57. Madison County DSS
Ms. Connie Harris, Director
Post Office Box 219
5707 U.S. Highway 25/70, Unit D
Marshall, NC 28753
Tel. #828-649-2711
Fax #828 649-3687
Courier Number: 12-20-07
58. Martin County DSS
Ms. Susan Davenport, Director
(252) 789-4402
305 East Main Street
Post Office Box 809
Williamston, NC 27892
Tel. #252-789-4400
Fax #252-789-4409
Courier Number: 10-84-30
59. McDowell County DSS
Ms. Lisa Sprouse, Director
145 East Court Street
Post Office Box 338
Marion, NC 28752
Tel. #828-652-3355, Ext. 117
Fax #828-652-9167
Courier Number: 12-93-20
60. Mecklenburg County DSS
Ms. Peggy Eagan, Director
(704) 336-3000
Fax (704) 353-1325
301 Billingsley Road
Post Office Box 220999
Charlotte, NC 28222
Courier Number: 05-14-12
61. Mitchell County DSS
Ms. Paula Holtsclaw, Director
347 Long View Drive
Bakersville, NC 28705-0365
102 East Spring Street
Tel. #828-688-2175
Fax #828-688-4940
Courier Number: 12-72-07
62. Montgomery County DSS
Mrs. Dorothy B. "Dottie" Robinson,
Director
102 E. Spring Street
Post Office Drawer N
Troy, NC 27371
Tel. #910-576-6531
Fax #910-576-5016
Courier Number: 03-96-15
63. Moore County DSS
Mr. John L. Benton, Director
1036 Carriage Oaks Drive
Post Office Box 938
Carthage, NC 28327
Tel. #910-947-7367
Fax #910-947-1618
Courier Number: 03-41-08
64. Nash County DSS
Ms. Donna Boone, Director
(252) 459-9876
120 West Washington Street
Post Office Drawer 819
Nashville, NC 27856
Tel. #252-459-9818
Fax #252-459-9833
Courier Number: 07-72-11
65. New Hanover County DSS
Michelle Winstead, Interim Director
(910) 798-3712
1650 Greenfield Street
Post Office Drawer 1559
Wilmington, NC 28402
Tel. #910-798-3400
Fax #910-798-3627
Courier Number: 04-10-16
66. Northampton County DSS
Ms. Shelia Evans, Director
9467 NC 305 Highway
Post Office Box 157
Jackson, NC 27845
Tel. #252-534-5811
Fax #252-534-0061
Courier Number: 10-03-12

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| <p>67. Onslow County DSS
Ms. Heidi Baur, Director
1915 Onslow Drive Extension
Post Office Box 1379
Jacksonville, NC 28541
Tel. #910-455-4145
Fax #910 219-4983
Courier Number: 11-08-20</p> | <p>68. Orange County DSS
Ms. Nancy Coston, Director
(919) 245-2802
113 Mayo St.
PO Box 8181
Hillsborough, NC 27278
Tel. #919-245-2800
Fax #919-644-3005
Courier Number: 17-50-11</p> |
| <p>69. Pamlico County Human Services Center
Ms. Deborah S. Green, Director
828 Alliance Main St.
Bayboro, NC 28515
Tel. #252-745-4086
Fax #252-745-73-84
Courier Number: 16-50-11</p> | <p>70. Pasquotank County DSS
Melissa Stokely, Director
709 Roanoke Avenue
Elizabeth City, NC 27909
Tel. #252-338-2126
Fax #252-338-7512
Courier Number: 10-32-01</p> |
| <p>71. Pender County DSS
Ds. Carolyn Moser, Director
(910) 259-1376
810 South Walker Street
Post Office Drawer 1207
Burgaw, NC 28425
Tel. #910-259-1240
Fax #910-259-1418
Courier Number: 04-69-11</p> | <p>72. Perquimans County DSS
Ms. Susan M. Chaney, Director
Post Office Box 107
103 Charles Street
Hertford, NC 27944
Tel. #252-426-7373
Fax #252-426-1240
Courier Number: 10-53-09</p> |
| <p>73. Person County DSS
Mr. Carlton B. Paylor Sr., Director
(336) 503-1131
Post Office Box 770
355B S. Madison Blvd
Roxboro, NC 27573
Tel. #336-599-8361
Fax #336-597-9339
Courier Number: 02-33-17</p> | <p>74. Pitt County DSS
Mr. Jan Y. Elliott, Director
(252) 902-1064
1717 West Fifth Street
Greenville, NC 27834
Tel. #252-902-1110
Fax #252-413-1299
Courier Number: 01-48-44</p> |
| <p>75. Polk County DSS
Ms. Lou Parton, Director
231 Wolverine Trail.
Mill Spring, NC 28756
Tel. #828-894-2100
Fax #828-894-6326
Courier Number: 06-74-02</p> | <p>76. Randolph County DSS
Ms. Beth Duncan, Director
1512 North Fayetteville Street
P.O. Box 3239
Asheboro, NC 27204-3239
Tel. #336-683-8000
Fax #336-683-8131
Courier Number: 13-67-01</p> |

77. Richmond County DSS
Mr. Robby Hall, Director
(910) 997-8444
125 Caroline Street
Post Office Box 518
Rockingham, NC 28380
Tel. #910-997-8480
Fax #910-997-8447
Courier Number: 03-75-01
78. Robeson County DSS
Ms. Becky Morrow, Director
(910) 671-3711
120 Glen Cowan Road
Lumberton, NC 28360
Tel. #910-671-3500
Fax #910-671-3092
Courier Number: 14-92-04
79. Rockingham County DSS
Ms. Felissa Ferrell, Director
411 NC Hwy. 65
Wentworth, NC 27375
Post Office Box 61
Wentworth, NC 27375
Tel. #336-342-1394
Fax #336-634-1847
Courier Number: 02-28-07
80. Rowan County DSS
Ms. Donna Fayko, Director
(704) 216-8422
1236 West Innes Street
Salisbury, NC 28144
Tel. #704-216-8330
Fax #704-638-3041
Courier Number: 05-34-04
81. Rutherford County DSS
Mr. John Carroll, Director
(828) 287-6165
Post Office Box 242
389 Fairground Road
Spindale, NC 28160
Tel. #828-287-6199
Fax #828-287-6350
Courier Number: 06-64-12
82. Sampson County DSS
Ms. Sarah Bradshaw, Director
360 County Complex Road
Post Office Box 1105
Clinton, NC 28328
Tel. #910-592-7131
Fax #910-592-4297
Courier Number: 11-33-29
83. Scotland County DSS
Ms. April Snead, Director
(910) 277-2525 x 3385
1405 West Boulevard
Post Office Box 1647
Laurinburg, NC 28353
Tel. #910-277-2500
Fax #910-277-2402
Courier Number: 14-38-03
84. Stanly County DSS
Tammy Schrenker, Director
(704) 986-2005
1000 North First Street, Suite 2
Albemarle, NC 28001
Tel. #704-982-6100
Fax #704-983-5818
Courier Number: 03-23-02
85. Stokes County DSS
Stacey Elmes, Director
1010 Highway 8 & 89 North
Post Office Box 30
Danbury, NC 27016
Tel. #336-593-2861
Fax #336-593-9362
Courier Number: 09-16-01
86. Surry County DSS
Kristy Preston, Director
118 Hamby Road
Dobson, NC 27017
Tel. #336-401-8700
Fax #336-401-8750
Courier Number: 09-92-02

87. Swain County DSS
Ms. Sheila Sutton, Interim Director
80 Academy St.
Post Office Box 610
Bryson City, NC 28713
Tel. #828-488-6921
Fax #828-488-8271
Courier Number: 08-30-10
88. Transylvania County DSS
Ms. Tracy Jones, Director
106 E. Morgan St.
Brevard, NC 28712
Tel. #828-884-3174
Fax #828-884-3263
Courier Number: 06-02-12
89. Tyrrell County DSS
Ms. Brandy Mann , InterimDirector
102 N. Road Street
Post Office Box 599
Columbia, NC 27925
Tel. #252-796-3421
Fax # 252-796-1732
Courier Number: 16-20-02
90. Union County DSS
Rae Alepa, Director
(704) 296-4302
1212 West Roosevelt Boulevard
Monroe, NC 28110
Post Office Box 489
Monroe, NC 28111-0489
Tel. #704-296-4300
Fax #704-296-6151
Courier Number: 03-07-01
91. Vance County DSS
Ms. Bea Walker, Director
350 Ruin Creek Road
Henderson, NC 27536
Tel. #252-492-5001
Fax #252-438-5997
Courier Number: 07-24-18
92. Wake County DSS
Ms. Linda Keely, Deputy Director
(919) 212-7302
Fax (919) 212-7309
220 Swinburne Road
Post Office Box 46833
Raleigh, NC 27620
Tel. #919-212-7000
Fax #919-212-7285
Courier Number: 51-91-00
93. Warren County DSS
Mr. Ryan Whitson, Director
307 North Main Street
Warrenton, NC 27589
Tel. #252-257-5000
Fax #252-257-4656
Courier Number: 07-30-19
94. Washington County DSS
Mr. Clifton Hardison, Director
209 East Main Street
Post Office Box 10
Plymouth, NC 27962
Tel. #252-793-4041
Fax #252-793-3195
Courier Number: 16-13-01
95. Watauga County DSS
Mr. Tom Hughes, Director
132 Poplar Grove Road Connector, Suite
C
Boone, NC 28607
Tel. #828-265-8100
Fax #828-265-7638
Courier Number: 15-92-11
96. Wayne County DSS
Ms. Debbie Jones, Director
(919) 731-4119
301 North Herman Street
Goldsboro, NC 27530
Tel. #919-580-4034
Fax #919-731-1293
Courier Number: 01-15-33

97. Wilkes County DSS
Mr. John Blevins, Director
(336) 651-7407
304 College Street
Wilkesboro, NC 28697
Tel. #336-651-7400 or 336-651-7490
Fax #336-651-7568
Courier Number: 15-10-09

98. Wilson County DSS
Mr. J. Glenn Osborne, Director
100 N.E Gold Street
Post Office Box 459
Wilson, NC 27894-0459
Tel. #252-206-4000
Fax #252-237-1544
Courier Number: 01-54-01

99. Yadkin County DSS
Ms. Kim Harrell, Director
Post Office Box 548
250 Willow Street
Yadkinville, NC 27055
Tel. #336-679-4210
Fax #336-679-2664
Courier Number: 09-12-22

100. Yancey County DSS
Mr. Rick Tipton, Interim Director
320 Pensacola Road
Post Office Box 67
Burnsville, NC 28714
Tel. #828-682-6148
Fax #828-682-6712
Courier Number: 12-45-03

APPENDIX 3

NCSS SERT BRIEFING AGENDA COUNTY SOCIAL SERVICES DEPARTMENTS

1. Counties (list counties or teams to be included)

2. Purpose of Call

- Storm Update/SERT activities
- Division Communication
- Center Information Telephone

3. Communications Center Contacts

4. Communication Systems

- E-mail by LISTSERV
- Terminal messages by FSIS and EIS
- Fax
- Conference Call Schedule

5. State/County Disaster Plan

- County Feedback on Disaster Status
- Inter-County Staff Sharing

6. Disaster Food and Nutrition Services Plan

- Benefits
- Status of County Plans
- Requested Information from Early Assessment
- State Food and Nutrition Services Plan Distribution
- Guidelines for Crowd Control and Security
- Key Automation Issues
- Public Information
- Fraud Sample

7. Other Critical Issues

APPENDIX 4

DHHS SERT BRIEFING AGENDA

1. Status of Disaster Incident

- SERT Activities
- FEMA Activities
- Storm Impact (weather conditions, roads, utilities)

2. Mass Care

- Shelters Opened
- Feeding Issues

3. Public and Community Health Issues

- Food Safety
- Water Safety Issues
- Injury Prevention Issues

4. Communications and Public Information

- Communications Center Information/Status
- DHHS Team Convening Protocol
- Automation Issues
- Public Information and Press Release Activities

5. DHHS Facilities

- Damage Assessment/Recovery Efforts

6. Response and Recovery Programs

- Disaster Food and Nutrition Services Program
- Individual and Family Grant Program
- Community Relations
- Division of Aging Programs
- Mental Health Crisis Counseling
- FEMA Public Assistance Application Process

Other Issues

DEBRIEFING QUESTIONNAIRE

In order to assist us with the debriefing, each participant will be requested to fill out the following questionnaire.

1. Specific Actions

Please identify specific actions you performed prior to, during and/or following the current disaster. Indicate if the activity was related to response or to recovery efforts.

2. Positive Experiences

Please list the positive experiences and successful actions of the response or recovery efforts in which you were involved

3. Needs Improvement

Please list those areas in need of modification or improvement.

4. Long-Term Strategies

Please list any issues (policy decisions, organizational, resources, structures, etc.) that may require long-term strategies.

APPENDIX 5

PROPOSED CONFERENCE CALL PROTOCOL

- **Purpose of Call**
- **Storm Update/SERT Activities**
- **Division Communication Center (Room 126)**
Insert Telephone Numbers
- **Teams Involved**
Insert Team Numbers and Telephone Numbers
- **Communication Center Contacts**
- **Terminal Messages**
- **State/County Disaster Plan**
- **Disaster Food and Nutrition Services Plan**

Benefits
Status of County Plans
Requested Information for Early Assessment
State Food and Nutrition Services Plan Distribution
Guidelines for Crowd Control and Security
Key Automation Issues
Public Information
Fraud Sample

- **Proposed Schedule of Calls**

APPENDIX 6

DISASTER RESPONSE COMMUNICATIONS CENTER OPERATIONAL GUIDELINES

Activation

When EOC notifies the DSS SERT Coordinator that activation of the EOC is imminent or has occurred, he/she informs the Director and the Executive Management Team. The Disaster Coordinator also informs the counties in potential harm's way and advises that they will be made aware if the Communications Center is activated. The Director of NC DSS or his/her designee is responsible for activating the Center.

Setting Up the Communications Center

Upon activation, the SERT Coordinator notifies Administrative Services to activate phones and notifies the LAN Administration to set-up the computer system. He/She contacts the Section Chiefs to alert them that the Center has been activated and to have their representative(s) report.

Operation of the Communications Center

The Deputy Director directs the Center's Operation. The Center is the locus for communicating with impacted counties. The hours of operation generally parallel the hours of EOC operation; however, when the Center is not operating (for example, late evening and overnight), the locus shifts to the DSS station at the EOC.

The Center deploys staff to impacted counties to assist with assessing the counties' needs and to serve as points of contact to provide the Center with requested information. The Center also operates a clearinghouse between the impacted counties needs and the personnel available for assisting. The personnel may include NC DSS State staff from the Disaster Registry or volunteer staff from non-impacted local DSS agencies. The Information Systems Support Section is responsible for maintaining the databases in the clearinghouse.

Deactivation

The Director or his/her designee determines when the Center is deactivated. At that time, the SERT Coordinator notifies Administrative Services, the LAN Administrator, and Section Chiefs that the Center is being deactivated.

APPENDIX 7

GENERAL PUBLIC SHELTERS AND AMERICAN RED CROSS (ARC) RESPONSIBILITIES

General public shelters usually are in public buildings and usually meet ADA standards. However, these shelters have limitations and operate for those who are self-sufficient and need no outside professional assistance in performing activities of daily living, or for those who are accompanied by family members or other caregivers who assist with activities of daily living. For those individuals whose needs are beyond that available at public shelters, special care sheltering is available.

Public shelters, including special care shelters, are the responsibility of county government (NC General Statute 166-A) and the American Red Cross (ARC) (Congressional mandate). In those situations where county government opens public shelters and where agreements between ARC and the county social services department (DSS) exist for that purpose, the responsibility for Special Care Shelters normally rests with the county DSS.

General Public Shelters. General public shelters are selected with consideration of the proximity of the disaster to the facility the size of the shelter, available feeding facilities and other factors. Whenever possible, these shelters are also expected to provide reasonable accommodations (ramps, interpreters, restrooms, effective communication devices, etc.). Temporary accommodations that are in the best interest of the physically challenged (ramps, rails, etc.) may be arranged through the Red Cross Job Director, who has the authority to borrow, rent or construct such accommodations. However, additions of such modifications to permanent structures can only be done so with the written permission of the facility owner.

The American Red Cross (ARC). The ARC usually manages general public shelters. Evacuees to all public shelters are encouraged to bring sufficient sleeping and personal needs items to include medications with them when advance evacuation time is possible. In cases where the nature of the disaster is immediate, Red Cross may provide such items as cots, blankets, and other comfort accommodations when the shelter is determined to be open for a period longer than 36 hours and when such items are deemed necessary and appropriate. The initial availability of cots, blankets, etc. is dependent upon the local ARC's resources, local government resources or other agency stockpiles within that area. Following the incident when non-affected shelters are able to close, resources may be shifted to remaining open shelters. Resources may need to be diverted to special care shelters due to the condition of the Support Level I and II evacuees as opposed to the healthier evacuees in the general public shelters. Resources such as cots and blankets will be directed to the elderly and medical needs evacuees as a priority when such items are not in sufficient quantities to include all sheltered individuals.

The level of care needed for Support Levels I and II exceed the Red Cross medical protocols. The responsibility for care of these residents rest with the facilities that provide pre-shelter care or with the special care shelters. Medical staff for special care shelters normally will be provided by the county public health department. Red Cross will work with agencies, after meeting their own health care responsibilities, who are special needs care providers but ARC cannot be responsible for these persons.

ARC will provide Disaster Health Services (DHS) personnel in all general public shelters. The DHS workers will be available for consultation with other medical personnel in the temporary infirmary section. The ARC will provide space and service within their shelters for the Support Level II individuals when special need shelters are not available or accessible and will make a determination regarding the need to retain or transfer those individuals when such action is in the best health interest of the person being sheltered.

Individuals who need special diets will be accommodated through the local hospitals and within the Mass Care function for Support Level III persons in regular shelters. Special dietary needs for persons staying in special needs shelters will be ordered and provided through the agency responsible for the shelter. ARC strives to meet special diet needs but may be limited in doing so during the first few days of a disaster if there has been widespread destruction. ARC will endeavor to assist after meeting their own mass care requirements or at such time that provisions cannot be made by the responsible agency due to disaster related causes.

A request for mass care assistance from ARC does not imply assumption of any financial responsibilities nor liabilities by the American Red Cross. All potential requests for assistance either as a primary or secondary source of mass care in special needs shelters should be agreed upon in writing between the potential service provider and the local American Red Cross unit in advance. Such agreements should outline the general scope of the request to include general nutritional parameters, additional personnel, and financial reimbursements if any, liability issues, responsibilities of the service provider to insure release of the ARC from any liability incurred in the consumption of those meals relative to medical dietary requirements and prescriptions.

ARC will bear the financial responsibility for those items that are part of the traditional ARC shelter response when such facilities are deemed “ARC shelters”. Specialized medical equipment needed for special needs individuals is the responsibility of the individual or the special care shelter. Medical personnel who work in these special care units are not covered under ARC guidelines.

Pet Friendly Shelters. Can provide accommodations for pets in a nearby facility.

In Summary. It is important that the service delivery equivalent to the needs of the individual are in keeping with the highest health service available under the circumstances. While the ARC operates shelters general public shelters, it will always provide a place of safe haven and shelter to those in need regardless of their medical condition. It is hoped that this document will provide lead planning time to facilitate the best arrangement and charge those agencies and individuals with providing service through the course of the disaster an implied in NC General Statute 166-A.

As part of their Congressional mandate, ARC will strive to become an advocate to initiate those responsibilities. In cases where there is an absence of service or where local jurisdictions do not or cannot provide service or where the ARC determines that service delivery is inadequate or not to ARC standards, ARC will implement the necessary actions to provide the safest haven for those needing emergency shelter regardless of category.

The ARC will provide support to Support Level I and II shelters when possible and after ensuring that they have met their own disaster responsibilities. In such situations where there is a known deficiency in resources, funding or manpower, parties may negotiate with the ARC to ensure that the interest of the disaster client is best served. Such request will be part of the pre-disaster planning and such agreements must be in writing, and approved by the National ARC prior to the event. Request for mass care support from ARC does not imply assumption of any financial responsibilities or liabilities by the ARC.