



APPENDIX 1 TO EMERGENCY SUPPORT FUNCTION #6 AGING AND ADULT ADMINISTRATION

PRIMARY AGENCIES:

State: Department of Economic Security - Aging and Adult Administration

County: Area Agencies on Aging

Federal: Administration on Aging

I. INTRODUCTION

A. Purpose

The Aging and Adult Administration (A&AA) Appendix sets forth its roles and responsibilities with the eight Area Agencies on Aging (AAA) and their service providers. This Appendix to ESF # 6 - Mass Care will:

1. Provide a basis for the conduct and coordination of operations and management of resources.
2. Establish mutual understanding of authorities, responsibilities, functions and operations of A&AA and its relationship with AAA during and after emergencies/disasters.

B. Scope

A&AA, AAA and service providers have a legislative mandate to advocate on behalf of older persons who reside in Arizona. They work in cooperation with state and federal programs to provide for the needs of older disaster victims.

II. POLICIES

- A. The Administration on Aging (AoA) has a memorandum of understanding with the American Red Cross (ARC) that provides a broad framework of cooperation in rendering assistance and services to older victims of disasters. AoA also has a cooperative working relationship with FEMA and works in partnership with the Office of Emergency Preparedness to assure that service needs of older persons are met in times of disaster.

- B. Section 310 of the 1992 Amendments to the Older Americans Act provides that the Assistant Secretary for Aging may provide reimbursement to any state, upon application, for funds made available to AAA for delivery of support services during a Major Disaster declared by the President. This action is taken according to the Disaster Relief and Emergency Assistance Act.
- C. The Department of Economic Security (DES) has agreed to support ADEM in responding to emergencies/disasters with regard to impact on the elderly. DES will support ESF # 6. A&AA will assist in recovery operations by assisting senior citizens both during and after an emergency/disaster to ensure that they obtain available aid.

III. SITUATION AND ASSUMPTIONS

A. Conditions

Given the variety of threats, ADEM, A&AA, AAA and service providers are dedicated to safeguarding people and property through emergency preparedness, training and a coordinated response to emergencies/disasters.

B. Planning Assumptions

1. A&AA, AAA and service providers are required to have emergency/disaster plans and expedite the delivery of services when an emergency/disaster occurs. A&AA has a working relationship with ADEM and other state and voluntary organizations who participate in this plan. In addition, the A&AA participates with ADEM in emergency education, drills and exercises.
2. The disaster assistance efforts of AAA and service providers will complement the existing relief efforts provided by federal/state/voluntary organizations. AAA and service providers will enter into coordination agreements and working relationships with emergency service disaster agencies, voluntary relief (e.g., ARC, Salvation Army, Mennonites, etc.) and local community-based organizations. AAA and service providers' disaster plans will be activated by AAA upon notification by A&AA and/or local emergency management officials. Activation of disaster plans requires an assessment of the need to mobilize AAA and/or service provider resources and personnel. This will be done in coordination with ARC, state/local emergency management agencies and/or FEMA during Presidential declared Disasters. This assessment will determine the type of action necessary to serve the needs of disaster victims, particularly older persons.

IV. CONCEPT OF OPERATIONS

A. General

In this section of the disaster operations plan, the actual functions and activities of A&AA is described to effectively respond to emergency/disaster situations affecting older persons. When an emergency/disaster is reported, the response process that A&AA will follow is outlined below.

B. Organization

1. The primary responsibility to respond to current and impending emergencies/disasters is the A&AA's designated Disaster Assistance Coordinator (hereafter called Coordinator). The Coordinator will take the lead in determining, managing and coordinating emergency/disaster related activities. If the Coordinator cannot be reached to respond to an emergency/disaster situation, A&AA has identified a succession of alternates that can be contacted to ensure that a prompt response takes place.
2. The Coordinator can be contacted at the A&AA Phoenix Office during normal working hours. If he/she is not in the office, then the alternates should be contacted in the order identified. During non-working hours, the Coordinator and/or alternates may be reached at home through the ADEM Duty Officer.
3. In the event an emergency/disaster destroys the A&AA's Phoenix office and/or its communication system, the Coordinator and/or alternates can be reached at home. Depending on the disaster situation, A&AA can operate out of the SEOC and telephone numbers will be provided to AAA. If A&AA is affected by an emergency/disaster, the Coordinator will work with ADEM and the allied state organizations to provide needed assistance. Advocacy, outreach, information and assistance service will be provided to assure staff members' needs are met.
4. Emergency/disaster response operations will differ in some important aspects depending on whether the emergency/disaster is a Governor proclaimed State of Emergency and/or a Presidentially declared Disaster. The Coordinator will be notified by ADEM and/or the involved AAA when a local/state declared emergency/disaster has had a significant impact on older persons.
 - a. When a local emergency/disaster occurs A&AA will usually request AAA to provide needed services. AAA will be advised that existing funding which has already been allocated will be used to provide assistance to older persons.
 - b. If the emergency/disaster becomes a state declared Disaster, the Governor's Emergency Fund will be opened and legitimate expenditures may be reimbursed to the responding AAA. ADEM and the Coordinator will identify the type of assistance requested from A&AA and available funding. The Coordinator will contact the affected AAA to assess the situation and determine what action needs to be taken by AAA and A&AA.
5. When a Presidential Declaration of a Major Disaster has been made, federal assistance will become available to support state operations. The Coordinator will take action to mobilize services through AAA to provide assistance to older persons. The Coordinator will conduct the following activities:
 - a. Follow-up telephone calls will be made to AAA to assure appropriate assistance is being provided, sufficient resources are available and to

respond to any problems/questions that may arise. The Coordinator will ask AAA to keep records of services delivered and compile projections of funding that will be needed. In addition, AAA will be asked by the Coordinator to monitor the emergency/disaster situation and report on circumstances as they change. Depending on the magnitude of the emergency/disaster and the number of older people involved, contacts may be made hourly, daily and/or weekly. Site visits to the emergency/disaster areas will be made upon request and as needed to assess the emergency/disaster situation.

- b. Upon ADEM's request, demographic information about the disaster areas will be provided. If specific, detailed information is needed by ADEM, the Coordinator will contact the AAA affected. This information is normally provided when ADEM requests federal funding for Individual Assistance (human services program), but can also be requested at any time during the emergency/disaster.
 - c. The Coordinator will regularly communicate and update A&AA's activities with ADEM, AoA, allied state agencies, ARC and FEMA.
 - d. In all emergency/disaster situations, the Coordinator will have ongoing, regular communications with the A&AA Program Administrator regarding the immediate short and long term needs of older persons.
6. When the President declares a Major Disaster (including human services program assistance), AAA will allow up to \$50,000 for each state per emergency/disaster. This Title IV Disaster Assistance Program funding is provided on a reimbursement basis. The state and AAA will continue to work closely with ADEM and FEMA to assure that older disaster victims are linked to appropriate disaster assistance agencies. The state will only apply for disaster assistance reimbursement which cannot be provided through the disaster relief network or other community resources.
7. The Coordinator will conduct the following activities:
 - a. Contact AAA (by telephone and in writing) to review and confirm the allowable activities for Title IV Disaster Assistance under Section 310 of the Older Americans Act (PL 84-5) and provide technical assistance.
 - b. Request itemized expenditures of funding from the AAA.
 - c. Complete an application for federal funds (initially up to \$50,000 per disaster) so that the AAA can be reimbursed for services delivered.
 - d. Contact AoA Region IX (weekly/monthly) to assure that all information needed is provided. If additional resources are needed, based on AAA projections, a verbal request and inquiry regarding available funds will be made, followed by a written request.

- e. Call AAA to obtain the necessary information for AoA followed by a letter of confirmation.
 - f. AoA's written approval of Title IV Disaster Assistance application and A&AA receipt of a grant award. The Coordinator will issue a Notification of Grant Award to AAA to reimburse them for service funds expended.
8. If a federally declared Disaster is of catastrophic proportion, the A&AA's staff and the Coordinator will:
- a. Visit the emergency/disaster area to meet with AAA and local officials to evaluate the impact on older persons and the need for additional resources.
 - b. Develop service task orders and apply for funding from FEMA and AoA.
 - c. Resolve issues, access needed materials/supplies and advocate/mediate for additional services and resources.
 - d. Participate in disaster recovery operations with FEMA, ADEM, state agencies and voluntary emergency/disaster relief organizations.
 - e. Keep AoA apprised about the emergency/disaster situation and the Arizona Aging Network's activities in the delivery of services.
 - f. Develop and implement, in cooperation with the involved AAA, methods for funding reimbursement, program and financial reporting and accurately document service delivery.
 - g. Provide technical assistance to AAA with issues that arise in their daily delivery of services to older disaster victims.
 - h. Notify AAA about how to proceed with the delivery of services when an emergency/disaster reoccurs and/or activities are not completed within the specified grant periods.

V. ORGANIZATIONAL ROLES AND RESPONSIBILITIES

A. A&AA will:

- 1. Notify the AAA if the Governor or President declares a Disaster and determine the role of aging programs in providing assistance.
- 2. Work with the AAA in assessing the impact of the emergency/disaster on older persons and convey assessment findings to AoA Region IX and ADEM.
- 3. Find and provide available supplemental reimbursement funding to AAA and service providers for authorized expenses incurred in providing disaster services.

B. AAA addresses and telephone numbers:

1. Maricopa County
Area Agency on Aging, Region I, Inc.
1366 E. Thomas, Suite 108
Phoenix, AZ 85014
(602) 264-2255
2. Pima County
Area Agency on Aging, Region II
Pima Council on Aging
5055 E. Broadway, Suite C-104
Tucson, AZ 85711
(520) 790-7262
3. Apache, Coconino, Navajo and Yavapai Counties
Area Agency on Aging, Region III
Northern Arizona Council of Governments
119 E. Aspen
Flagstaff, AZ 85364
(520) 774-1895
4. La Paz, Mohave and Yuma Counties
Area Agency on Aging, Region IV
Western Arizona Council of Governments
224 S. Third Avenue
Yuma, AZ 85364
(520) 782-1886
5. Gila and Pinal Counties
Area Agency on Aging, Region V
Pinal/Gila Council for Senior Citizens
900 E. Florence Blvd.
Casa Grande, AZ 85222
(520) 836-2758
6. Cochise, Graham, Greenlee and Santa Cruz Counties
Area Agency on Aging, Region VI
South Eastern Council of Government Organization
118 Arizona Street
Bisbee, AZ 85603
(520) 432-5301
7. Navajo Nation
Navajo Area Agency on Aging, Region VII
P.O. Drawer 1390
Window Rock, AZ 86515
(520) 871-6868
8. Inter Tribal Council of Arizona
Area Agency on Aging, Region VIII
4205 N. 7th Avenue, Suite 200
Phoenix, AZ 85013
(602) 248-0071

C. AAA and Service Providers will:

1. Notify A&AA of all local emergencies/disasters. This notification will be made by telephone and in writing on the A&AA Disaster Checklist Preliminary Report form. This notification will alert A&AA about the nature and the extent of the emergency/disaster and the adequacy of relief services available. This action will allow A&AA the opportunity to provide the necessary technical support and assistance for older persons involved.
2. Receive notification of an emergency/disaster or impending emergency/disaster with instructions from A&AA and/or their local emergency management agency, depending on the nature and scope of the emergency/disaster.
3. Be responsible for activating their disaster plan, providing advocacy and outreach services, and following up and monitoring services with guidance from A&AA.
4. Notify the service providers to contact project directors with instructions. They will carry out their assigned duties, including the mobilization of local volunteers, to provide individualized services.

D. AoA Region IX will coordinate and determine actions with A&AA.

E. Federal AoA will:

1. Serve as liaison between the Regional Aging Network and FEMA for policy purposes.
2. Reimburse A&AA during a Presidentially declared Disaster.