

STATE OF OHIO EMERGENCY OPERATIONS PLAN



EMERGENCY SUPPORT FUNCTION #6 MASS CARE

TAB B – OHIO EMERGENCY REPATRIATION PLAN

FACILITATING AGENCY

Ohio Department of Job and Family Services

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**FACILITATING
AGENCY**

Ohio Department of Job and Family Services (ODJFS)

SUPPORT AGENCIES

Ohio Emergency Management Agency (Ohio EMA)
American Red Cross (ARC)
Ohio Department of Transportation (ODOT)
Ohio Department of Health (ODH)
Ohio Department of Mental Health and Addiction Services
(Ohio MHAS)
Ohio Volunteer Organizations Active in Disaster
(Ohio VOAD)
Ohio State Highway Patrol (OSHP)
Ohio Department of Agriculture (ODA)

I. INTRODUCTION

A. Purpose

1. The Ohio Emergency Repatriation Plan provides a functional structure for state-level response to the reception, temporary care and onward transportation of repatriates through the State’s military and civilian ports by federal, state, and local government authorities and private or volunteer organizations.
2. Repatriation is the process whereby United States citizens are officially processed back into the U.S. after evacuation from foreign countries. The Secretary of the Department of Health and Human Services (HHS), in coordination with the heads of federal departments and agencies, is responsible for providing assistance to repatriated U.S. citizens and others, including non-combatants of the U.S. Department of Defense (DOD). When implemented on a mass scale, the federal plan calls for State and local jurisdictions to assist those repatriated back to the U.S.
3. The goal of the emergency repatriation program is to help eligible repatriates referred from the U.S. Department of State (DOS) by providing them with effective and efficient temporary assistance necessary for their transition and reestablishment in the U.S.

B. Scope

1. The State of Ohio may be tasked, as a first Port of Entry (POE) by the federal government, to provide Emergency Repatriation Center (ERC) support to HHS and the DOD. The agencies listed above will coordinate and facilitate emergency repatriation, as appropriate, through the State of Ohio's Emergency Operations Center (State EOC) and at Ports of Entry. These agencies may also function in a liaison role with other states, the federal government and local jurisdictions.

II. SITUATION

- A. Large numbers of U.S. citizens and their dependents are currently living, visiting, and traveling in foreign countries. These activities include those related to members of the armed services, U.S. diplomatic, foreign aid and related missions, other U.S. government agencies, international organizations, education, research, commerce, industry, and tourism.
- B. Evacuations from foreign countries occur due to a variety of reasons and under varying circumstances – war, civil unrest, military uprisings, environmental concerns and natural disasters.
- C. Dependent on the causal situation, the DOS may authorize a voluntary departure, or may order the departure of U.S. citizens and their families. In a Departure Statement, the DOS will designate a particular country, normally the continental U.S., as the safe haven for citizens repatriating back to the U.S.
- D. The processing of repatriates may be a 24-hour-per-day operation, and will continue until all repatriates have arrived at their final destination or are otherwise processed and provided assistance.
- E. The State of Ohio will be notified by HHS or International Social Service United States of America Branch, Inc. (ISS-USA) that an evacuation could result in the repatriation of persons from foreign countries to Ohio as soon as possible after the event has occurred. This notification could be by phone, e-mail or fax.
- F. HHS is the federal notifying authority, and an authorized representative of HHS will follow up their initial notification with an official request in writing for the State of Ohio to activate this Plan.
- G. Upon notification by the appropriate federal agency, Ohio EMA will activate the State EOC and will notify the appropriate state agencies to report to the State EOC. This notification will be either by phone or e-mail. Other state, local and volunteer agencies identified as participants in this plan will be notified and activated, as necessary, depending on the situation, size and scope of the expected response.

- H. This Plan will be implemented by the Ohio EMA Director or his/her designee, in conjunction with the Governor of Ohio.
- I. The Plan is compliant with the National Response Framework (NRF), the National Incident Management System (NIMS), and Incident Command System (ICS) protocols. All repatriation operations will be conducted using NIMS and ICS protocols.
- J. Repatriates who are transported to Ohio under this program will be considered to be cleared for entry by U.S. Customs and Border Protection, and the services provided to them by the State of Ohio will be considered to be in compliance with all federal laws and regulations.

III. ASSUMPTIONS

- A. Cleveland Hopkins International Airport is the HHS-designated POE for large group emergency repatriation in Ohio.
- B. Execution of this plan is dependent upon coordination with, and the support of, local agencies and resources.
- C. It is expected that activated POEs could receive up to 1,200 evacuees per day, with a minimum of 300 per day.
- D. Although the departure from a foreign territory of private citizens is at their own discretion, most repatriates will take advantage of the protection and transportation available at the time it is provided by the DOS. DOS may also approve the evacuation of selected host nation and third country nationals. U.S. citizens and designated aliens will be brought to safety, and are responsible for reimbursing DOS for transportation costs incurred on their behalf.
- E. The U.S. Department of Homeland Security (DHS), U.S. Citizenship and Immigration Services (USCIS) will verify citizenship. Dependents of U.S. citizens may include spouse, parents, unmarried minor children, including adopted and stepchildren, unmarried adult handicapped whose dependency is related to the handicap, grandparents, spouse's parents, and minor siblings of the U.S. citizen or spouse.
- F. Repatriates could be elderly, disabled, sick, wounded, and/or have functional needs. Some repatriates may have small children. Repatriates may arrive with little-or-no identification or money, few personal items, and have considerable stress and anxiety, and may require immediate assistance.

- G. It is likely that in a mass evacuation from a foreign country, that unaccompanied children will be returned to the U.S. without their parents, or that they will become separated from them during overseas evacuation operations. The State of Ohio may be expected to arrange for the protection and care of unaccompanied minors.
- H. Arrangements for the care of service animals will be necessary. While Federal regulations do not authorize the evacuation of pets, experience has shown that repatriates may bring service animals.
- I. Some repatriates will have dietary restrictions.
- J. Generally, there will be at least 48 hours' advance notice that Ohio will be receiving repatriates.
- K. ERC managers and volunteers will receive ERC operations training as needed prior to the first arrivals, including the discussion of responsibilities, expectations, reporting, etc.
- L. There will be no restrictions upon any persons who are received in the State of Ohio, and citizens and non-citizens will be assisted equally.
- M. All non-U.S. citizens will have been processed by USCIS before they enter Ohio.
- N. Criminals and watch-list persons will be processed by DHS before they enter Ohio.
- O. In cases where there is a known transmittable infectious disease on the plane, CDC or a HHS authorized agency will follow established health protocols and procedures.
- P. Repatriates will bring a minimum number of personal bags each and will not bring household goods with them.
- Q. Pets, plants and all other materials that could possibly pose a threat to Ohio agriculture will be held at the original port of entry.
- R. Repatriates will remain under control and will be the responsibility of federal (HHS-designated) escorts through the entirety of the repatriation process.
- S. All repatriates may not arrive at the same time, but should arrive within a thirty-day period.
- T. ODJFS will be given a one-week notice of when the operation will end by U.S. DOS for the purpose of demobilization planning.

IV. CONCEPT OF OPERATIONS

- A. During state-level emergency repatriation operations, the State Repatriation Coordinators or their designee(s) will coordinate with the ERC Director. ERCs will be staffed and will be operational on a 24-hour basis until the emergency repatriation operation is complete.
- B. Soon after the receipt of notice that repatriates are expected to arrive in Ohio, the SEOC and the Assessment Room will be opened at a Crisis Action System Level Two (CAS-2) and the Field Desk will begin coordinating with county EMAs and EOCs to determine situational awareness and to develop a common operating picture.
- C. Requests for assistance and resources will flow through the State EOC Field Desk, the Ohio Assessment Room and individual ESF operations, and will be collected, managed and processed through the State EOC's WebEOC operations software.
- D. Special attention will be given to the accounting of people, the capturing of expenditures, and recordkeeping by state, local, non-governmental and volunteer stakeholders.
- E. Arrival of Repatriates – upon arrival at ERCs, evacuees will be met by the ERC Director.
- F. Transportation of Repatriates – repatriates with sufficient available resources will be given an opportunity to arrange and secure public transportation to their final destination.
- G. Federal transportation assistance will be administered and organized by federal staff or by ISS-USA, although the facilitation of this assistance will be the responsibility of Ohio. Facilitation may include the provision of computers, faxes, printers, etc., necessary to perform reservations and ticketing operations.
- H. Temporary Assistance – it is the State's intent to provide the same high standard of care to repatriates that is afforded to disaster victims.
- I. Because persons may be arriving in large groups, feeding, restrooms, baby-care supplies, trash removal, transporting and housing may need to be provided on a correspondingly larger scale.
- J. Temporary assistance that will be provided to all repatriates as needed may include: light, vegetarian, faith-acceptable, hot meals; cash payments; emergency and/or critical medical care; emergency and/or critical behavioral health care and counseling; translation services; temporary billeting; transportation; and other miscellaneous health & welfare goods and services.
- K. Housing and Feeding of Repatriates – repatriates who are awaiting transportation

assistance will be provided temporary housing and meals by the ARC/VOAD and will be provided with culturally-sensitive and standard American meals, resting areas and other necessities for traveling.

- L. Medical Assistance – repatriates who are in need of medical attention will be transferred to a local area hospital and treatment will be provided by appropriate medical personnel and staff.
- M. ERC staff will direct repatriates requesting or requiring medical attention to an ARC health screening unit which will perform an initial medical assessment. Mental health services for repatriates will be coordinated by local mental health board services with assistance from ARC.
- N. Hospitalization – it is expected that many evacuees will not have hospitalization insurance which will pay for any medical care needed at the ERC. A determination of temporary repatriation assistance will be made by the County Department of Job & Family Services, which includes medical services. Once a determination is made, a referral will be made to arrange for appropriate medical services.
- O. Veterinary Assistance – veterinary care for pets will be provided using the established emergency pet care procedures outlined in the applicable local Emergency Operations Plan.
- P. Repatriation operations records will be assembled by ODJFS and/or the county-level ODJFS Office for further processing, billing and handling beyond the emergency repatriation crisis period. All applicable Privacy Act and Health Insurance Portability and Accountability Act (HIPAA) regulations will be adhered to at all times.
- Q. Processing Area – the ERC is not to be a sheltering area, but is to be used for processing repatriates that need assistance. Efforts will be made to move repatriates along in the system to integrate them into the normal flow of travelers.
- R. ERCs will provide the following services:
 - 1. Registration – an area with desks, tables and chairs is needed. Up to 100 evacuees per hour may require processing. As many as ten county-level ODJFS Office-designated registrars/interviewers may be required at one time.
 - 2. Financial Operations – a secure area will be designated to process financial information and forms.
 - 3. ARC/ Volunteer Agencies – sufficient space will be designated for processing evacuees needing assistance and to store such items as comfort kits.
 - 4. Housing – a Housing Desk will be provided, if necessary. Primary emphasis will be on onward transportation, not on temporary housing.

5. Press Area – a large area that is separated from the ERC and conforming to OEMA Joint Information Center procedures will be designated.
 6. Other areas that may be needed in a separate area or in the near vicinity of the ERC may include areas for food service, childcare, mental health and spiritual care.
- S. Temporary Assistance and Social Services at Community of Final Destination – Repatriation assistance may be provided for up to three payment months; at the end of that time, the county-level ODJFS Office(s) will explore cash assistance, medical assistance, and related social services.
- T. Public Information – timely public information will be essential to the public’s understanding of the situation at each point of entry and to public confidence in the reception and processing operations.
- U. ODJFS will be the lead agency in the Joint Information Center (JIC), supported by Ohio EMA and public information officers from other appropriate agencies, who will:
1. Gather and verify information.
 2. Prepare and disseminate news releases and media advisories.
 3. Prepare talking points and fact sheets.
 4. Provide rumor control and media monitoring.
 5. Respond to media inquiries.
 6. Provide interviews for news media.
 7. Conduct news conferences and briefings when appropriate.
- V. City/County Public Information Role – the city or county receiving evacuees will develop a detailed public affairs plan and appoint a qualified public affairs staff. FEMA may augment local public affairs operations. Requests for such support will be sent to FEMA through Ohio EMA.
- W. Records Retention and Audits – books, documents, papers, reports and records that are created during the duration of repatriation operations will be maintained in accordance with 45 C.F.R. Sections 74.53(a) through (g). These materials will be subject to examination and monitoring by the HHS and the Comptroller General of the U.S.

V. ASSIGNMENTS OF RESPONSIBILITY

A. Ohio Department of Job and Family Services (ODJFS)

ODJFS and the County Department of Job & Family Services Offices are the principal agencies for providing temporary financial and supportive services to repatriates. Under this Plan, ODJFS will have responsibility for the following:

1. Administrative and Operational Support
 - a. Schedule ERC workers and maintain staffing patterns.
 - b. Establish and maintain a list of participating staff/volunteers.
 - c. Operate the Department of Defense Automated Repatriation Reporting System (ARRS) – the national plan developed by HHS requires use of this system to register repatriates. Upon activation, the USDOD will provide the system software and hardware. ODJFS will work with USDOD for training prior to events. ODJFS will work with OEMA and the ERC Facility Manager on equipment needs in preparation.
 - d. Develop and publish detailed procedures as needed.
2. Repatriate Assistance Services
 - a. Ensure that necessary translators are available. Upon their arrival at the ERC, authorized ODJFS staff will provide repatriates with a Welcome Packet.
 - b. Brief, interview, register and process repatriates.
 - c. Existing procedures to obtain foster care and other child care will be used for children traveling without a parent or designated guardian. For children traveling with parents, ARC assistance with provision of ERC childcare services will be requested.
 - d. Assist with phone bank setup and operations. Provide a telephone phone bank for repatriates to use at the ERCs, provide a minimum of two staff to assist repatriates, and provide phone security.
 - e. Assist federal, state and local public health officials as requested.
 - f. Coordinate provision of medical screening, first aid, hospital care and mental health services to include pastoral care and other services as needed and identified.

3. Financial Management

- a. Track repatriation operational costs.
- b. Accept requests for reimbursement from state & local government and volunteer agencies. Costs will be reimbursed to state & local government and volunteer agencies following guidance from HHS/Administration for Children and Families (ACF)/Office.

4. Financial Assistance

- a. Establish a finance center, advise individuals of repayment requirements, and provide financial assistance to repatriates.
- b. Claim administrative expense from HHS/ACF for the state and agencies involved in repatriation activities pursuant to separate agreements with the Ohio Emergency Management Agency and local governments.
- c. Submit summary report(s) of expenditures within 15 days following completion of repatriation activities, as required by the National Repatriation Plan.
- d. Develop agreements with the American Red Cross or federal government for mass feeding, shelter management, personal care kits, child care, mental health counseling and onward transportation of foreign nationals not eligible for reimbursable resources and other support. American Red Cross expenses should be billed directly to the federal government in accordance with existing agreements.

B. American Red Cross (ARC)

1. Assist in the temporary care and processing of evacuees as requested by the State in accordance with the National Memorandum between HHS and ARC.
2. Manage and provide guides at in-state ports of entry to assist repatriates in moving through in-state ports of entry and locating services.
3. At the request of ODJFS, assist with provision of ERC-based childcare services by activating agreements with voluntary organizations that specialize in this service.
4. Arrange for temporary lodging as necessary and requested.
5. Provide personal comfort and hygiene items as available (toiletries, blankets, diapers.)
6. Provide food, snacks and drinks for repatriates and ERC workers.
7. Support basic first aid service provision.

8. Support repatriate and repatriation staff worker counseling in coordination with ODJFS.
9. Provide emergency communications and family reunification assistance through the Red Cross Disaster Family Welfare Inquiry System.
10. Provide access for military personnel to emergency messaging and financial assistance.
11. Provide direct assistance to families with verified event-caused needs who are ineligible for standard government assistance.
12. Support, within the bounds of existing agreements, the provision of relief efforts by other volunteer organization actively engaged in providing other relief assistance to repatriates.

C. Ohio Voluntary Organizations Active in Disaster (Ohio VOAD)

1. Coordinate Ohio VOAD activities.
2. Provide volunteers as available.
3. Provide supportive emotional and spiritual care services.
4. Support operations, as appropriate.

D. Ohio Emergency Management Agency (Ohio EMA)

1. Provide operational support and coordination for the repatriation process for the following:
 - a. Maintain communications with federal agencies during repatriation operations to ensure proper representation at the ERC and/or Incident Command.
 - b. Provide technical staff to coordinate and plan ERC communications needs, and arrange for installation of telephone and information systems.
 - c. Prepare and coordinate the Governor's state of emergency declaration as needed.
 - d. Make requests for mutual aid assistance to support this plan through State-level mutual aid agreements or through the Emergency Management Assistance Compact.
2. In coordination with the Ohio Department of Agriculture for use of the Ohio Veterinary Emergency Responders database, coordinate the response of veterinary assistance through Ohio's eight Regional Animal Response Teams for the isolation

and/or quarantine of pets that have been cleared for entry into the United States.

E. Ohio Department of Transportation (ODOT)

1. If and when local resources have been exhausted, provide assistance to local jurisdictions to arrange and coordinate ground transportation as needed.

F. Ohio Department of Agriculture (ODA)

1. Identify organizations that can provide appropriate facilities for agricultural products quarantine cleared for entry into the United States.

G. Ohio State Highway Patrol (OSHP)

1. If and when local resources have been exhausted, provide assistance to local jurisdictions, including traffic control, crowd control, and security protection of repatriates outside the boundaries of the ERC.

I. Ohio Department of Health (ODH)

1. Coordinate and conduct public health surveillance for communicable diseases.

J. Ohio Department of Mental Health and Addiction Services (Ohio MHAS)

1. Arrange for making mental health services available to repatriates.