

**Waushara
County Human
Services:**

**Disaster
Response
Plan**

CONTENTS

I.	TABLE OF CONTENTS:	
II.	INTRODUCTION	p. 3
III.	SITUATIONS AND ASSUMPTIONS	p. 4
IV.	CONCEPT OF OPERATIONS	p. 5
V.	ROLES AND RESPONSIBILITIES	p. 8
VI.	EVACUATION	p. 11
VII.	SPECIAL NEEDS SHELTER MANAGEMENT	p. 12
VIII.	TRANSITIONAL SERVICES	p. 13
IX.	EMERGENCY ORGANIZATIONAL CHART	p. 13
X.	OPERATIONAL RESPONSIBILITIES	p. 15
XI.	TEAM ASSIGNMENTS	p. 21

**APPENDIX A: EMERGENCY HS & DISASTER MENTAL HEALTH and
WAUSHARA COUNTY AGENCY CONTACT INFORMATION**

APPENDIX B: COUNTY-WIDE EVACUATION AND SHELTER PLAN

**APPENDIX C: COLLABORATION BETWEEN HUMAN SERVICES AND
MUNICIPAL GOVERNMENT**

APPENDIX D: eWiSACWIS DISASTER RECOVERY

APPENDIX E: DISASTER PLANNING FOR FOSTER/RESPITE PARENTS

II. INTRODUCTION

Waushara County Human Services serves the needs of thousands of citizens each year. This spans arenas involving Economic Assistance, Cognitive and Physical Disabilities, Mental Health, Substance Abuse, Child Protection, Juvenile Justice, Vulnerable and Aging Adult Protection and Crisis Response.

By having staff routinely provide assistance in the above areas, Human Services is of enormous importance in the case of a far-reaching disaster in Waushara County. Such a disaster occurred in September of 1992, when an F-4 tornado cut a swath through the county that varied between $\frac{1}{4}$ and $\frac{1}{2}$ mile wide and was 22 miles long! Many were injured...two were killed. Countless properties were damaged or destroyed. Within a year after the tornado, flood conditions occurred in the county damaging many homes, destroying crops, and disrupting lives. This lasted for months!

In both the disasters, Federal and State assistance was of great value. These "outside" workers relied heavily on the knowledge and experience of our Human Service workers. Additionally, our workers responded with outreach service to hundreds of survivors we did not know previously, as well as to those who we knew would need special assistance.

Experience taught us that it would be helpful to have considered in advance a framework for response, staffing, and organization. This plan contains such a framework.

Each Disaster is different. Some affect relatively few. Others will affect thousands. This plan is meant to be a flexible document which will allow for the phasing in and out of services and teams as needs dictate. In a far-reaching scenario such as a pandemic influenza, some of the individuals identified in the teams may be unavailable – substitutes will be needed. Other hurdles will need to be overcome. Nevertheless, this plan serves as a template from which to creatively and effectively meet the needs of our citizens in times of greatest need.

The purpose of this County Disaster Human Services Plan is to identify methods to provide human services support to people who require food, clothing, mental health, substance abuse services, social services, economic support services, long-term care, other related human services, and victim's compensation in the aftermath of an emergency. The services described in this Plan may be needed in the aftermath of incidents of limited scale as well as major emergencies and disasters.

III. SITUATIONS AND ASSUMPTIONS

A. Situation

1. The County is vulnerable to a number of hazards that are identified in the County Emergency Plan. These hazards could result in the evacuation of residents, destruction of or damage to home and businesses, loss of personal property, disruption of food distribution and utility services, and other situations that adversely affect the daily life of residents.
2. In the aftermath of emergency situations, victims may need assistance in obtaining food, clothing, shelter, mental health services, substance abuse services, social services, economic support services, long-term care, other related human services as well as essential life support needs.
3. Emergency responders, victims, and others who were affected by the emergency may experience stress, anxiety, and other physical and psychological effects that adversely impact on their daily lives.

B. Assumptions

1. Disaster victims evacuated from their home and housed in temporary shelters, those that remain in their homes under adverse conditions, and emergency responders will need human services support in the aftermath of the disaster.
2. In the aftermath of an emergency situation, victims and emergency responders who would not normally be clients of local and state human service agencies may require some form of human services assistance, including food, clothing, shelter, mental health services, substance abuse services, economic support, long-term care, other related services, and victim's compensation.
3. Waushara County Human Services will need to respond to emergency situations. Staff will have in place family care plans that will enable them to respond to emergencies outside of traditional work hours.
4. State assistance will be available, upon request, to supplement local human services resources.

IV. CONCEPT OF OPERATIONS

A. General

1. Waushara County Human Services has the general responsibility for ensuring the welfare of county residents. All plans included in this document are done with the recognition that large-scale incidents may necessitate an Incident Command system or a Unified Command system. Such systems may require flexibility in carrying out the Human Services Operations plan, in order that we join with the other agencies in a Unified, Coordinated, and well-planned disaster response.
2. In the event of an emergency or disaster requiring Incident Command Response or a County Emergency Operations Center, the County Human Services Director or designee will cooperate with the command structure to determine the need to open the Disaster Human Services Emergency Operations based on the following disaster level system:
 - Level 1: Small-scale, local, contained emergency: Human Services operation as usual
 - Level 2: Mid-scale, local, non-contained emergency/county-wide impact: Human Services operation prioritized and potential opening of the Disaster Human Services Emergency Operations Center
 - Level 3: Large-scale, multi-jurisdiction non-contained emergency/County wide impact: Human Services Emergency Operations Center to open in support of the County Emergency Operations
3. Waushara County Human Services will work cooperatively with, and offer service coordination for, supportive services from local church and service organizations and disaster assistance organizations to ensure basic human services are provided in the aftermath of an emergency or disaster.
4. Waushara County Human Services will establish contact with agencies including the American Red Cross, Salvation Army, other organized volunteer disaster assistance organizations, church and civic groups and will collaborate in the assignment of roles and responsibilities of these organizations in support of the local Waushara County Human Services response to an emergency or disaster. See Appendix A for a list of area contacts.
5. Some emergency situations will not require implementation of large-scale mass care operations, but instead generate a need for a limited amount of emergency goods and clothing or other basic needs. We need to contact and respond to local courts which may also require our assistance during times of crisis in the on-going completion of essential duties. For these situations, Waushara County Human Services will assess and identify the needs, and will coordinate with the local city staff, County Human Services staff, local volunteer organizations, and church groups to match resources to meet the identified needs. Essential Contracted providers will be briefed yearly regarding our Disaster Plan and its pertinence regarding their individual service area. The managers who oversee these contracts will be responsible for this briefing.

Foster families are required to maintain updated disaster plans and provide us with an updated copy at re-licensing. This is managed through our foster care coordinator. Other essential providers are required to do the same. These involve all residential facilities which house our consumers. All providers of residential services, including foster/adoptive homes, group homes and residential facilities must contact their agency liaison as soon as practical in the event of a disaster. This contact person, and back up, and their contact information is to be listed in the home/facility disaster plan. Critical identifying information for birth parents, when possible, will be available by either paper files or eWisacwis (see Appendix E).

6. Special needs groups may require assistance to meet their needs for food, clothing, housing, and medical care. The Waushara County Human Services has identified special needs groups that need assistance in the aftermath of an emergency and will implement the following procedures as appropriate:
 - Implement the notification system to alert these individuals of an impending emergency or disaster by calling or visiting the homes of special needs groups.
 - Implement evacuation plans to quickly and efficiently evacuate special needs individuals with no other resources for evacuation by coordinating with police, fire, and emergency shelter personnel.
 - Active emergency sheltering sites that are appropriate to their special needs requirements in the following order: Red Cross Shelters, Schools, Churches, and Town Halls.
7. Waushara County Human Services will monitor its ability to adequately respond to the event and, if necessary, request support from the Wisconsin Department of Health and Family Services, if local resources prove inadequate.

B. Communication

The system for communication between the County Incident Command Human Services designee or County Emergency Operations Center Human Services designee and the County Human Services Emergency Operations Center will be as follows depending upon the availability of these resources:

1. Hard-line phones
2. E-mail
3. Cell phones
4. Satellite phones
5. Handheld radios
6. Runners

Our toll-free agency number (1-888-250-4331) the Aging and Disabilities Resource Center toll free number (1-877-883-5378) *41 and the 911 emergency number will be advertised to the public as response numbers to access our services. The county Web site will also be offered as a means of accessing emergency-related information. In large-scale disasters, media communication will be handled in cooperation with Incident/EOC Command. For small-scale disasters, our Management team will determine what is to be communicated to the media.

C. Alternate Human Services Site

In the event of a major emergency or disaster preventing use of the regular Waushara County Human Services agency site, alternate locations have been established in the following order:

Waushara County Human Services, North Annex
230 West Park Street
Wautoma, WI 54982
Toll free at 1-888-250-4331

Waushara County Human Services, South Annex
205 W. Elm Street
Wautoma, WI 54982
Toll free at 1-888-250-4331

Waushara County Courthouse
209 S. St. Marie Street
Wautoma, WI 54982
920-787-0441

St. Joseph Catholic Church
364 South Cambridge Street
Wautoma, WI 54982
920-787-3848

D. Reporting for Duty

Waushara County Personnel Policy, Article 3 Section C.06, indicates that all County staff are designated emergency agents of the county and are expected to report for duty if required in the event of a disaster. This may include working non-traditional hours. Staff will have copies of this Disaster Plan available at their homes as well as in the office. Yearly reviews of the plan will be conducted each January as part of team unit meetings. In addition, new staff will be briefed on the specifics of the Disaster Plan and on their responsibilities in the event of a disaster.

All agency staff are to contact their supervisors upon learning of a disaster. A staff-contact tree will also be established by the agency director or designee in order to maximize rapid assessment of staff availability for duty. Staff will assume that the first report-for-duty location will be their regularly assigned Waushara County Human Services locations. If some or all of these sites are not accessible, County Human Services Staff will report to the Alternate Human Services site indicated above.

V. WAUSHARA COUNTY HUMAN SERVICES ROLES AND DUTIES

A. Support Services

1. Identified Support Services Staff will man the phone bank to screen and direct incoming calls to the Human Services phones.
2. Identified Support Services Staff will begin tracking staff locations, time, and notify the Human Services Emergency Operations Commander when staff are reaching 8 hours shift limits, 30 minutes before shift end.
3. Identified Support Services Staff will act as recorders/typists for any documentation assigned by the Human Services departments' managers.
4. Identified Support Service Staff will make appropriate cancellations and other calls as designated by the Human Services departments' managers.
5. Support Services Staff will perform other documentation, phone service, or tracking as requested by the Human Services departments' managers.
6. Confidentiality:
 - a) Registry information will be entered by Waushara County Support Staff onto the Waushara County databases.
 - b) Information will only be accessible to those previously given security clearance by the Director of Waushara County Human Services or his designee.
 - c) See also assignments listed under **Section IX. Team Assignments: Support Staff Team.**

B. Financial Services

1. Financial Support Staff will collect and track staff emergency timesheets and expenditure vouchers/receipts for later billing against grant opportunities or Human Services Budget line items.
2. Financial Support Staff will procure items identified by Human Services Management Team as appropriate to assessed needs of clients and others affected by the emergency or disaster, not otherwise provided or covered by other resources/organizations.
3. Financial Support Staff will file all claims for compensation against third party health insurance payers.

4. Financial Support Staff will advise the Disaster Human Services Commander in areas of bodily injury and property damage compensation presented to the Waushara County Department of Human Services. An **Incident Report Form** will be completed and appropriate referral and follow up forms completed.
5. See also assignments listed under **Section IX. Team Assignments: Financial Team.**

C. Mental Health and Substance Abuse Services

Following a disaster, victims, families, staff, first responders, and others are likely to need emotional and psychological support while facing the impact of the disaster and the processes of recovery that follows.

1. The Waushara County Mental Health and Substance Abuse Services Managers will assess specific needs, locations of need, and outreach impact areas.
2. The Waushara County Mental Health and Substance Abuse Services (MH/SA), in cooperation with its provider, All Area Counseling, will identify initial staff to respond to the emergency/disaster site and activate them by using the successive Communications formats identified above and an Emergency/Disaster call tree developed from Appendix D. The MH/SA Manager will collect and provide the following information to staff who are contacted for response:
 - General information about the incident
 - Information on the potential number of individuals impacted
 - Information about potential needs
 - Information regarding roles not previously identified that may be needed
 - Information on where to report, if different than previously identified by this Plan.
3. The Waushara County MH/SA Managers will identify appropriate staff to assign to the response, based on staff available, training, and/or expertise, for assignment to sites (shelters, Family Assistance Center, outreach, services to First Responders, etc.).
4. If MH/SA services needs appear to be exceeding County staff response capacity, the Waushara County MH/SA Manager will request of local private providers for mental health workers and will provide screening for appropriate credentials and background checks of these individuals, as well as individual unaffiliated mental health volunteers.
5. When MH/SA needs exceed local response, the County MH/SA Manager will request mental health workers from appropriate Volunteer Organizations Active in Disaster (i.e., American Red Cross, Salvation Army) to provide credentialed, trained mental health workers to support the local County staff and local private mental health workers at identified sites as appropriate to their individual organizational charters. In the event that continued operation of Human Services

Operations requires additional assistance, the Director or designee may request mutual aid from another county Human Services Department.

6. Should the President of the United States declare the event a disaster and response/recovery requirements continue to exceed County mental health and substance abuse services capacity, the County MH/SA Manager shall alert the Disaster Human Services EOC Commander and may request the Wisconsin Department of Health and Family Services to initiate a SAMHSA Immediate Services Grant for Crisis Counseling.
7. The Waushara County MH/SA will continue to monitor the mental health needs of the first responders, victims, families, and others, and to coordinate mental health response efforts, as appropriate.
8. Based on knowledge of Waushara County MH/SA services, the MH/SA Managers and staff will assist individuals and families to respond appropriately to the disaster situation or to Emergency Management direction. Such assistance will include assessing and coordinating continuation of care, transportation, treatment, and housing for clients with MH/SA needs who may not have resources to do so on their own or who do not have available caregiver/guardian support.
9. See also assignments listed under **Section IX. Team Assignments: CISD Team.**

D. Long-Term Care

This division is responsible for providing disaster services to vulnerable adult and developmentally disabled child services clients and at-risk adults who require protective services, in-home support, case management or guardianship due to medical frailty or disability limitations.

1. The Waushara County Long-Term Care Division is responsible for monitoring the health and custodial needs of older adults and at-risk or disabled children in need of protective services during and following a disaster.
2. The Waushara County Long-Term Care Division will coordinate services to incapacitated adults and children during and following a disaster and facilitate the transition back to regular services after a major event:
3. The Waushara County Long-Term Care Division will identify adults not previously served by the LTC Department, and triage for response and make appropriate referrals for service.
4. Where possible, the Waushara County Long-Term Care Division will assist victims in establishing, maintaining or regaining an appropriate level of independence following a disaster.

E. SOCIAL SERVICES

The Waushara County Social Services Department is responsible for protecting and serving child welfare, adult welfare and juvenile justice clients.

1. Waushara County Social Services is responsible for identifying and locating, to the extent possible, child welfare, adult welfare and juvenile justice clients in the event of a disaster and assessing the need for evacuation or relocating such clients.
2. Waushara County Social Services will assess the needs of any abandoned children or vulnerable adults for protective services as a result of the disaster.
3. In the event displaced or vulnerable children or adults are in need of placement post-disaster, Waushara County Social Services will identify available foster beds and or care beds for placement of these displaced individuals should no alternate sheltering be available or as a pre-disaster evacuation process.
4. Waushara County Social Services will continue to provide appropriate supervision, to the extent possible, of current families and make all efforts to locate such families for such supervision following a disaster.
5. Waushara County Social Services will maintain appropriate communication with displaced families and provide these families with pertinent information as it relates to court dates and other issues related to case supervision.
6. Where appropriate, Waushara County will assess the need for emergency protective services orders and process such orders in a timely fashion within appropriate or related jurisdictions, should the current County system be temporarily unavailable for legal actions.
7. Waushara County Social Services will initiate the locating and continued monitoring of displaced juvenile justice cases, so as to provide for continued supervision of their compliance with court orders.
8. In conducting follow up to the disaster, Waushara County Social Services will assist families to reunite by maintaining communication with and locating all affected family members, to the extent possible, through a formal inquiry process.
9. Waushara County Social Services will provide staff to disaster survivor reception centers. Such assigned staff will provide information to affected families of available material, financial and/or psychological assistance.

VI. EVACUATION

It may become necessary during an emergency or disaster to evacuate individuals with special needs to a shelter or alternate site in order to protect them and keep them safe from harm. The following procedures will take place in the event of a major disaster requiring such evacuation.

1. Waushara County Human Services will work together with Waushara County Emergency Management to utilize previously-identified transportation agencies and companies, including public, private, and handicapped accessible, in the area that can safely evacuate registered individuals with special needs.
2. Evacuation will begin with those identified in the impacted area who are without the capacity to self-evacuate or otherwise be evacuated by caregivers, relatives, or friends.

VII. SPECIAL NEEDS SHELTER MANAGEMENT

A. Situation

Waushara County has, within the general population, special needs individuals and special needs groups that will require individual and/or special assistance in the event evacuation is required.

Some persons with special needs may, with minimal assistance, be able to function in a mass care shelter, while those persons with special health needs requiring constant care and/or life support systems will require a special needs shelter or medical facility.

Screening will be accomplished collaboratively between the Waushara County Health Department and the Waushara County Department of Human Services for individuals not previously identified as appropriate for a Special Needs Shelter. These individuals may be referred for screening during the disaster response process.

Private and government-operated residential facilities caring for special needs groups, such as nursing homes, rest homes, group homes for the mentally ill or developmentally disabled, etc., are responsible for their clients' continual care during and after the time an evacuation is required. This includes financial responsibility.

Private and governmentally-operated facilities caring for special needs groups less than 24 hours, such as day care, pre-school, day health, are responsible for their clients' continual care during and after an evacuation is required, until or unless the client is released to a parent or responsible adult and consistent with preplanning in place by the caregiver.

Sheltering for special needs populations will be accomplished through the coordinated efforts of private facilities, governmental agencies, and county-to-county mutual aid agreements.

The Waushara County Human Services Department, supported by the Waushara County Health Department, is designated as the agencies to ensure that shelter care is provided for special needs groups. This will involve team planning for special needs shelters with public agencies, private facilities, and the medical profession.

The Waushara County Emergency Management Coordinator will assist the County Human Services Department and other local agencies with issues related to special needs shelters when a publicly operated special needs shelter is necessary.

Sheltering needs of special needs groups may be met in the County, if an appropriate facility is available; in adjoining counties with prior approval from DHS; and in certain DHFS state operated facilities coordinated through the DHFS Emergency Coordinator at 608-258-0099.

VIII. TRANSITION SERVICES

Post-disaster, there will be a period of recovery that may last days, months, or years. Waushara County Human Services will assist with the transition from disaster services throughout the County to regular services delivery to ongoing clients and acute clients requiring longer term care following the disaster.

All Human Services staff will be briefed by their department Manager related to remaining needs that will be met by their respective departments. Individuals in transition may seek services appropriate to another Human Services department. All staff will be directed to assess for need and make appropriate referrals of individuals with whom they have had direct contact during the disaster and response. Referrals may also come from other service agencies, Volunteer Organizations Active in Disaster and other community referral sources.

Where appropriate, Human Services will provide education, information, consultation, and direct service to individuals with ongoing and continued acute need.

Individuals who may need other community services should be linked with those resources in the community.

IX. EMERGENCY HUMAN SERVICES ORGANIZATION CHART

Resource Managers

Deb Jodarski *
Glenn Johnson
Paul Theyel**

Critical Incident Stress Debriefing (CISD) Team

Paul Theyel *
Sangita Patel, M.D.
Barry Perlman, Ph.D
Charles Hodulik, M.D..
Deb Jodarski
Dawn Anderson-Mueller
Sue Shemanski**
Kay Saarinen-Barr

Management Team

Glenn Johnson *
PaulTheyel**
John Timmerman
Irene Warwick
Kate Surprise
Dawn Anderson-Mueller
Dawn Buchholz
Deb Jodarski
Maralyn Trayler
Tom Eckles

Coordination Team

John Timmerman *
Pat Bero**
Rachel Frederick
Colleen Rogalski
Jan Novak
Susan Younger
Char Huff

Crisis Teams (Limited assistance and/or full mobilization)

	1	2	3
MH/AODA	Sue Shemanski *	Kay Saarinen-Barr	Brianna Kulibert
CSP	Dawn Anderson-Mueller**	Marnie Dewald	Kristin Gaulke
LTS	Sharon Westphal	Kate Surprise *	Peggy Bott
CRISIS	Stan Shemanski	Deb Jodarski	Roger Charette**
	April Zamzow	Lisa Bode	
C & F	Michelle Carpenter	Tom Eckles**	Dawn Buchholz *

Support Teams

1	2	3
Shelley Reetz *	Cheryl Berglund *	Lynda Taylor *
Sara Inda	Elisa Zuniga	Angie Konieczki

Financial Team

John Timmerman *
Paula Speilman
Pat Boquist
Flo Walker**
Barb Standke

Economic Support Team

Maralyn Trayler *
Pat Mankowski
Linda Kruzela
Rose Siwula**
Michelle Brownlow
Roxann Binkowski
Mary Lou Samaniego

Housing/Outreach Team

Irene Warwick *	Jim Surprise	Cindy Gray**
Lois Daniel	Dolly Justman	Vicki Smet
Bev Daye	Trisha Dvorchak	Lori Johnson
Cindy Gray	Cheryl Gehrke	Nancy Abel
Celia Wagner	Kelly Hendricks	
Tanya Schoenberger	Clara Shemanski	
Laurie Del-Rosario	Deb Schumann	

Press Backup

Ruth Zouski *
Glenn Johnson**
Paul Theyel

Consultant Team

C. Hodulik, M.D.
Sangita Patel, M.D.
Local Medical Doctors

- * - Team Leader
- ** - Back-up Leader

X. OPERATIONAL RESPONSIBILITIES

During Incident:

1. Alert Level. Monitor and assess developing situations.

- a. Notification is received that an incident which may require DHS assistance has occurred, is occurring, or may occur.
- b. Support Staff Team and **Coordination Team** notify all staff that they are at a disaster alert level.
 - 1. The **Director** and **Resource Manager** will maintain pagers, if available.

All staff should be prepared to take team actions at that time:

- 1. Be prepared to go to 8 hour rotating shifts.
- 2. Team I will begin their shift upon the issuance of a full mobilization order, followed by Team II, then Team III.
- 3. Team members will attempt to contact **Team Leaders** as to their whereabouts, and their specific needs (transportation, housing, etc).
- 4. **Team Leaders** will update Resource Manager as to the readiness of each team.
- 5. **Resource Manager** determines base of operations for Management Team meetings and notifies Emergency Operations Center (EOC) of location.
- 6. **Coordination Team** and Support Staff Team notify Management Team of location for base of operations.
- 7. The **Management Team** (Director, Resource Manager, Office Manager,

Supervisors, CISD Team Leader) will communicate staff readiness, numbers, needs, and information concerning alert to other members of the Management Team.

- c. **Coordination Team** will prepare to respond to all requests for assessment of situation.
 - 1. **Management Team** and Support Staff Team will immediately begin 8 hour rotation shifts.

The **Management Team** and Support Staff Team will review response plan in anticipation of mobilization.

- 1. Review Team Leader's report on readiness.
- 2. Relocate team resources as necessary.
- 3. The **Coordination Team** will be used as back up responders to victims in which they have specific training.
- 4. Support Staff Team will alert other team members of any reassignment.
- 5. **Management Team** to review alternate site availability, if necessary.
- 6. **Management Team** will discuss information concerning the alert and generate appropriate response scenarios.
- 7. **Resource Manager** will report information as necessary to Emergency Government.
- 8. **Financial Team** shall receive notification of Alert Level.
- 9. **Financial Team Manager** shall receive report concerning **Financial Team** and Coordination Team status.
- 10. **Financial Team Manager** shall report status to Resource Manager.
- 11. **Economic Support Team** will receive notification of alert status.
- 12. **Housing Team** will receive notification of alert status.

2. Limited Assistance:

- a. **Coordination Team** and Support Staff Team notify all staff that they are on the Limited Assistance Level.
 - 1. **Coordination Team** and Support Staff Team will continue 8 hour rotating shifts.

2. All staff on regular "on call" lists (excluding CISD members) will be available for crisis intervention on a 24 hour basis for the duration of the Limited Assistance Level.
 3. **Resource Manager**, with the aid of the **Coordination Team** and Support Staff Team, will contact "on call" staff for duty assignments.
- b. **Coordination Team** and Support Staff Team will contact other appropriate agencies, organizations and consultants for access to needed resources.
 - c. **Management Team** will prepare for coordination of activities should the situation escalate:
 1. Review information from "Alert Level" Management Team meeting.
 2. Update list of resources and needed resources as necessary.
 3. Review response scenarios.
 4. Review/prepare list of other agencies, organizations, etc. for coordination. Distribute list of contact persons for other agencies (including person's location, phone number, and resource needs).
 5. **Resource Manager** to report necessary information to Emergency Government.
 - d. **Financial Team** shall maintain normal working hours.
 - e. **Economic Support Team Manager** will receive notification of change in Limited Assistance level.
 1. **Economic Support Team Manager** will receive team status information and report to Resource Manager.
 2. **Economic Support Team** will maintain normal working hours.
 - f. **Housing Team Manager** will report team status to Resource Manager.
 1. **Housing Team** will maintain normal working hours, unless, due to Crisis Team Member shortage, Resource Manager requests assistance.
- 3. Full Mobilization**
- a. **Resource Manager** reports to Emergency Operating Center (EOC).
- Coordination Team** and Support Staff Team alert all staff of full Mobilization Level.
- Teams begin 8 hour rotational shifts.

Normal Community Programs weekly schedule will be maintained.

1. No staff will work more than 16 hour shifts.
2. **Management Team** will report to the Coordination Team on staff hours and staff availability.
3. **Coordination Team** will track staff availability and determine appropriate reallocation of staff.
4. Rescheduling of staff appointments will be recommended by **Coordination Team**. Final decision on rescheduling of staff appointments will be made by staff Supervisors.
5. **Director** will report the condition of the Community Programs (Courthouse Annex) building to the Resource Manager.
 - a. If building is operational, staff will continue normal hours.
 - b. If building is unavailable, staff will relocate to alternate site(s) identified in the Management Team report and return to the normal schedule as soon as possible.
 - c. Support Staff Team will advise clients of alternate site(s).
 - d. **Coordination Team** will use all communication sources available to announce relocation.
6. **Coordination Team** will advise Director, Team Leaders, and Supervisors of resources available to staff (housing, meals, messages, etc.).
7. **Team Leaders** will report staff needs to Coordination Team on at least an 8 hour basis.
8. **Coordination Team** will update the staff availability lists at least every 16 hours and report to Resource Manager and Director.
9. **Management Team** will meet once every 24 hours to review staff readiness, resource needs and review scenarios.
10. Normal operating hours will only be suspended upon a recommendation of the **Management Team** and agreement by the **Director**.
11. During weekends, only **Crisis Teams** and corresponding Support Staff Teams will staff the Courthouse Annex or alternate site(s).
12. During weekends, the **Coordination Teams** will coordinate "on call" staff needs.

13. **CISD Team** will verify all credentials of "outside agency" assigned staff.
 14. **Resource Manager** and **Management Team** will allocate "outside agency" staff to Crisis Teams as needed.
 15. **Resource Manager** and **Director** will advise CISD Team of emergency assignments.
 16. **CISD Team** will report activities and requests to Management Team every 24 hours.
- b. **Resource Manager** will report to the Emergency Operations Center (EOC) all requests for Community Programs assistance based on Management Team meetings.
 - c. **Resource Manager** will report to the Emergency Operations Center (EOC) on staff readiness and status of program implemented to respond to incident based on scenarios and recommendations of Management Team.
 - d. **Resource Manager** will update Director, Management Team and Team Leaders on developments every 8 hours.

Coordination Team will contact other appropriate agencies to coordinate activities, report Community Programs needs, list other agency needs, and make recommendations of reallocation of staff resources.

1. **Management Team** will re-evaluate scenarios, Coordination Team lists, and staff recommendations. Changes will be implemented by the **Director** and reported to the Resource Manager.
2. **Coordination Team** and Support Staff Team will advise all staff of any changes.
3. **Team Leaders** will contact all Crisis Team Staff who are "on call" to confirm changes.
4. **Resource Manager** will advise the Emergency Operations Center (EOC) of any changes in program implementation and coordination of activities with other agencies.
5. **Coordination Team** and Support Staff Team will communicate with local agencies involved to monitor progress of the emergency (indicated by Resource Manager) and report requests for services and assistance to Resource Manager at least every 8 hours.
6. **Resource Manager** will reallocate staff resources until the next Management Team meeting.

Financial Team shall maintain normal working hours.

Economic Support Team will receive notification of full Mobilization Level.

1. **Economic Support Team Manager** will confirm team status and availability of Human Services building and update Resource Manager.
2. **Economic Support Team Manager**, upon determination that their office space is unusable, shall assist in relocation to another county.
3. **Economic Support Team Manager** shall have **Economic Support Team** members, Resource Manager, and Director notified of county of relocation.
4. **Economic Support Team** will maintain normal working hours. Any change in normal working hours or overtime requests shall be channeled through the established Human Services procedures.
5. **Economic Support Team** will maintain alternate county presence until normal operations are available in Waushara County.

Housing Team Manager will report team status to Resource Manager.

Housing Team will maintain normal working hours, unless, due to Crisis Team member shortage, Resource Manager requests assistance.

C. Post-Incident

1. **Management Team** will assess any damage of Courthouse Annex and recovery activities.
 - a. Staff will maintain alternate site(s) until Annex is available.
 - b. **Coordination Team** and Support Staff Team will update all staff concerning site(s) and Annex status.
 - c. **Management Team** will continue assessment and project return to normal operations.
 - d. **Director** will have final decision on return to normal operations.
 - e. **Coordination Team** and Support Staff Team will advise all staff of return to normal operations.
 - f. **CISD Team** will meet with Management Team for instructions on Post-Incident debriefings.
 1. **CISD Team** will debrief all Crisis staff.

2. **CISD Team** will debrief/counsel, etc. any other agency staff upon request of Resource Manager.
2. **CISD Team** and **Management Team** will meet to conduct internal review of emergency response operations.
 - a. Recommendations for changes will be forwarded to the **Director**.
 - b. **Director** will make changes as necessary.

Director, Resource Manager, Office Manager, and CISD Team Leader will participate in interagency reviews of the integrated emergency response.

 - a. **Director** will recommend changes in response plan.
3. **Financial Team** shall assist in processing any requests for disaster related state and federal aid.
4. **Economic Support Team** will maintain normal operations.
 - a. **Economic Support Team** will assist in completing disaster related requests for assistance. Team will change normal working hours to accommodate expected increase in client volume.
5. **Housing Team** will continue outreach and referral activities unless or until a FEMA sponsored Recovery Team is formed.

XI. TEAM ASSIGNMENTS

MANAGEMENT TEAM

ALERT LEVEL

The **Management Team** (Director, Resource Manager, Office Manager, Supervisors, CISD Team Leader) will communicate staff readiness, numbers, needs, and information concerning alert to other members of the **Management Team**.

The **Management Team** and Support Staff Team will immediately begin 8 hour rotation shifts.

The **Management Team** and Support Staff Team will review response plan in anticipation of mobilization.

Management Team to review alternate site availability.

Management Team will discuss information concerning the alert and generate appropriate response scenarios.

LIMITED ASSISTANCE

Management Team will prepare for coordination of activities should the situation escalate:

1. Review information from "Alert Level" **Management Team** meeting.
2. Update list of available resources and needed resources as necessary.
3. Review response scenarios.
4. Review/prepare list of other agencies, organizations, etc. for coordination. Distribute list of contact persons for other agencies (including person's location, phone number, and resource needs).
- 5.

FULL MOBILIZATION

Management Team will report to Coordination Team on staff hours and staff availability.

Management Team will meet once every 24 hours to review staff readiness and resource needs and to review scenarios.

Normal operating hours will only be suspended upon a recommendation of the **Management Team** and agreement by the Director.

Resource Manager and **Management Team** will allocate "outside agency" staff to Crisis Teams as needed.

Management Team will re-evaluate scenarios, Coordination Team lists, and staff recommendations. Changes will be implemented by the Director and reported to the Resource Manager.

POST-INCIDENT

Management Team will assess any damage of Courthouse Annexes and needs for recovery activities.

Management Team will continue assessment and project a time for return to normal operations.

CISD Team and **Management Team** will meet to conduct internal review of emergency response operations.

CISD TEAM

FULL MOBILIZATION

CISD Team will verify all credentials of "outside agency" assigned staff.

CISD Team will report activities and requests to Management Team every 24 hours.

POST-INCIDENT

CISD Team will meet with Management Team for instructions on Post -Incident debriefings.

CISD Team will debrief all Crisis staff.

CISD Team will debrief/counsel, etc. any other agency staff upon request of Resource Manager.

CISD Team and Management Team will meet to conduct internal review of emergency response operations.

TEAM LEADERS

ALERT LEVEL

Team Leaders will update Resource Manager as to the readiness of each team.

FULL MOBILIZATION

Team Leaders will report staff needs to Coordination Team on at least an 8 hour basis.

Team Leaders will contact all Crisis Team Staff who are "on call" to confirm changes.

CRISIS TEAM

FULL MOBILIZATION

During weekends, only **Crisis Teams** and corresponding Support Staff Teams will staff the Courthouse Offices or alternate site(s).

FINANCIAL TEAM

ALERT LEVEL

Financial Team shall receive notification of Alert Level.

Financial Team Manager shall receive reports concerning **Financial Team** and Coordination Team status.

Financial Team Manager shall report status to Resource Manager.

LIMITED ASSISTANCE

Financial Team shall maintain normal working hours.

FULL MOBILIZATION

Financial Team shall maintain normal working hours.

POST – INCIDENT

Financial Team shall assist in processing any requests for disaster related state and federal aid.

ECONOMIC SUPPORT TEAM

ALERT LEVEL

Economic Support Team will receive notification of alert status.

LIMITED ASSISTANCE

Economic Support Team Manager will receive notification of change to Limited Assistance level.

Economic Support Team Manager will receive team status information and report to Resource Manager.

Economic Support Team will maintain normal working hours.

FULL MOBILIZATION

Economic Support Team will receive notification of full Mobilization Level.

Economic Support Team Manager will confirm team status and availability of Human Services building and update Resource Manager.

Economic Support Team Manager, upon determination that their office space is unusable, shall assist in relocation to another county.

Economic Support Team Manager shall have Economic Support Team members, Resource Manager, and Director notified of county of relocation.

Economic Support Team will maintain normal working hours. Any change in normal working hours or overtime requests shall be channeled through the established Human Services procedures.

Economic Support Team will maintain alternate county presence until normal operations are available in Waushara County.

POST - INCIDENT

Economic Support Team will maintain normal operations.

Economic Support Team will assist in completing disaster related requests for assistance. Team will change normal working hours to accommodate expected increase in client volume.

HOUSING (OUTREACH) TEAM

ALERT LEVEL

Housing Team will receive notification of alert status.

LIMITED ASSISTANCE

Housing Team Manager will report team status to Resource Manager.

Housing Team will maintain normal working hours, unless, due to Crisis Team member shortage, Resource Manager requests assistance.

FULL MOBILIZATION

Housing Team will begin 8 hour rotation shifts.

Housing Team will maintain 8 hour rotating shifts until immediate housing needs are met.

Housing Team shall assist clients relocated into temporary housing find appropriate permanent housing.

Housing Team shall assist clients in applying for emergency county, state, and federal assistance.

Housing Team, once identified emergency cases are stabilized, shall begin outreach activities to residents affected by the disaster to determine any Human Services assistance needed and make appropriate referrals for additional assistance.

POST – INCIDENT

Housing Team will continue outreach and referral activities unless or until a FEMA sponsored Recovery Team is formed.

COORDINATION TEAM

ALERT LEVEL

Support Staff Teams and Coordination Teams notify all staff that they are at a disaster alert level.

Coordination Team and Support Staff Team notify Management Team of location for base of operations.

Coordination Team will prepare to respond to all requests for assessment of situation.

The Coordination Team will be used as back up responders to victims in which they have specific training.

LIMITED ASSISTANCE

Coordination Team and Support Staff Team notify all staff that they are on the Limited Assistance Level.

Coordination Team and Support Staff Team will continue 8 hour rotating shifts.

Resource Manager, with the aid of the Coordination Team and Support Staff Team, will contact "on call" staff for duty assignments.

Coordination Team and Support Staff Team will contact other appropriate agencies, organizations and consultants for access to needed resources.

FULL MOBILIZATION

Coordination Team and Support Team alert all staff of full Mobilization Level.

Coordination Team will track staff availability and determine appropriate reallocation of staff.

Rescheduling of staff appointments will be recommended by **Coordination Team**. Final decision on rescheduling of staff appointments will be made by staff Supervisors.

Coordination Team will use all communication sources available to announce relocation.

Coordination Team will advise Director, Team Leaders, and Supervisors of resources available to staff (housing, meals, messages, etc.).

Coordination Team will update the staff availability lists at least every 16 hours and report to Resource Manager and Director.

During weekends, the **Coordination Teams** will coordinate "on call" staff needs. **Coordination Team** will contact other appropriate agencies to coordinate activities, report Human Services needs, list other agency needs, and make recommendations of reallocation of staff resources.

Coordination Team and Support Staff Team will advise all staff of any changes.

Coordination Team and Support Staff Team will communicate with local agencies involved to monitor progress of the emergency (indicated by Resource Manager) and report requests for services and assistance to Resource Manager at least every 8 hours.

Coordination Team and Support Staff Team will update all staff concerning site(s) and Annex status.

Coordination Team and Support Staff Team will advise all staff of return to normal operations.

SUPPORT STAFF TEAM

ALERT LEVEL

Support Staff Teams and Coordination Teams notify all staff that they are at a disaster alert level.

Coordination Team and **Support Staff Team** notify Management Team of location for base of operations.

Management Team and **Support Staff Team** will immediately begin 8 hour rotation shifts.

Support Staff Team will alert other team members of any reassignment.

LIMITED ASSISTANCE

Coordination Team and **Support Staff Team** notify all staff that they are on the Limited Assistance Level.

Coordination Team and **Support Staff Team** will continue 8 hour rotating shifts.

Resource Manager, with the aid of the Coordination Team and **Support Staff Team**, will contact "on call" staff for duty assignments.

Coordination Team and **Support Staff Team** will contact other appropriate agencies, organizations and consultants for access to needed resources.

FULL MOBILIZATION

Coordination Team and **Support Team** alert all staff of full Mobilization Level.

Support Staff Team will advise clients of alternate site(s).

During weekends, only Crisis Teams and corresponding **Support Staff Teams** will staff the Courthouse Annex or alternate site(s).

Coordination Team and **Support Staff Team** will advise all staff of any changes.

Coordination Team and **Support Staff Team** will communicate with local agencies involved to monitor progress of the emergency (indicated by Resource Manager) and report requests for services and assistance to Resource Manager at least every 8 hours.

POST-INCIDENT

Coordination Team and **Support Staff Team** will update all staff concerning site(s) and Courthouse status.

Coordination Team and **Support Staff Team** will advise all staff of return to normal operations.

RESOURCE MANAGER

ALERT LEVEL

The Director and **Resource Manager** will maintain pagers, if available.

Resource Manager determines base of operations for Management Team meetings and notifies Emergency Operations Center (EOC) of location.

Resource Manager will report information as necessary to Emergency Government.

LIMITED ASSISTANCE

Resource Manager, with the aid of the Coordination Team and Support Staff Team, will contact "on call" staff for duty assignments.

Resource Manager to report necessary information to Emergency Government.

FULL MOBILIZATION

Resource Manager reports to Emergency Operating Center (EOC).

Resource Manager and Management Team will allocate "outside agency" staff to Crisis Teams as needed.

Resource Manager and Director will advise CISD Team of emergency assignments.

Resource Manager will report to the Emergency Operations Center (EOC) all requests for Community Programs assistance based on Management Team meetings.

Resource Manager will report to the Emergency Operations Center (EOC) on staff readiness and status of program implemented to respond to incident based on scenarios and recommendations of Management Team.

Resource Manager will update Director, Management Team and Team Leaders on developments every 8 hours.

Resource Manager will advise the Emergency Operations Center (EOC) of any changes in program implementation and coordination of activities with other agencies.

Resource Manager will advise Coordination Team of emergency development at least every 8 hours.

POST-INCIDENT

Resource Manager will reallocate staff resources until the next Management Team meeting.

Director, Resource Manager, Office Manager, and CISD Team Leader will participate in interagency reviews of the integrated emergency response.

DIRECTOR

ALERT LEVEL

The Director and Resource Manager will maintain pagers, if available.

FULL MOBILIZATION

Director will report the condition of the Community Programs (Courthouse Annex) building to the Resource Manager.

Normal operating hours will only be suspended upon a recommendation of the Management Team and agreement by the Director.

Resource Manager and Director will advise CISD Team of emergency assignments.

Management Team will re-evaluate scenarios, Coordination Team lists, and staff recommendations. Changes will be implemented by the **Director** and reported to the Resource Manager.

POST-INCIDENT

Director will have final decision on return to normal operations.

Director will make changes as necessary.

Director will recommend changes in response plan.

**APPENDIX A:
EMERGENCY HS & DISASTER MENTAL HEALTH &
 WAUSHARA COUNTY AGENCY CONTACT INFORMATION**

**Key Facilities or Organizations in Waushara County
 To Assist Clients with Special Needs**

WAUSHARA COUNTY GOVERNMENT (Wautoma):

Department of Human Services.....	888-250-4331
230 W. Park Street.....	920-787-6550
Aging & Disability Resource Center.....	877-883-5378
209 S. Ste Marie Street.....	920-787-6505
Waushara County 24 Hour Crisis Line.....	800-784-2433
209 S. Ste Marie Street	
Ambulance Services.....	920-787-3321
230 W. Park Street.....	or 911
Emergency Services (business).....	920-787-0412
230 W. Park Street	
Health Department.....	920-787-6590
230 W. Park Street	
Sheriff's Department.....	920-787-3321
430 E. Division Street.....	or 911
Veteran's Department.....	920-787-0446
230 W. Park Street	
Department of Aging.....	920-787-0403
209 S. Ste Marie Street	

VILLAGE OF COLOMA:

Community Center.....	715-228-3145
Fire Department.....	715-228-2222
Police Department.....	715-228-5430

VILLAGE OF HANCOCK:

Fire Department.....	715-249-5426
Police Department.....	715-249-5521

VILLAGE OF PLAINFIELD:

Municipal Office..... 715-335-6501
Police..... 715-335-8282

TOWN OF POY SIPPI:

Fire Department..... 715-335-8282
Police Department..... 800-242-3377

VILLAGE OF WILD ROSE:

Fire Department..... 920-622-3699
Police Department..... 920-622-4148

VILLAGE OF REDGRANITE:

Fire Department..... 920-566-4411
Police Department..... 920-566-2820

CITY OF WAUTOMA:

City Hall..... 920-787-4044
Fire Department..... 920-787-7612
Police Department..... 920-787-4044

TOWN OF MARION:

Police Department..... 920-566-2818

SALVATION ARMY:

417 Algoma Blvd., Oshkosh..... 920-232-7660

AMERICAN RED CROSS:

163 W. Huron Street – Berlin, 54923 920-361-4490
Oshkosh Office 920-231-3590

WISCONSIN EMERGENCY MANAGEMENT: 608-242-3232

HUD: 866-373-9509

FEMA 800-621-3362

ALL AREA COUNSELING SERVICES:

719 W. Main Street – Wautoma, 54982 920-787-7472

TOWN OF AURORA:		
	Robert Schermetzler (Chairman)	920-361-9875
	N650 State Rd. 49, Berlin, 54923	
TOWN OF BLOOMFIELD:		
	David Winter (Chairman)	920-446-2564
	W639 Apache Ct., - Fremont, 54940	
TOWN OF COLOMA:		
	Mark Kerschner (Chairman).....	715-228-3144
	N2161 County Rd. FF – Coloma, 54930	
TOWN OF DAKOTA:		
	Bobby Bandt (Chairman).....	920-787-2067
	W7863 County Rd. YY, - Wautoma, 54982	
TOWN OF DEERFIELD:		
	Thomas A. Whalley (Chairman).....	715-249-5606
	N3885 7 th Ave., - Hancock, 54943	
TOWN OF HANCOCK:		
	Paul R. Miller (Chairman).....	715-249-5460
	W13264 Beechnut Dr., - Hancock, 54943	
TOWN OF LEON:		
	Chris Sorenson (Chairman).....	920-987-5495
	W3995 County Rd. H – Pine River, 54965	
TOWN OF MARION:		
	Garrel Walejko (Chairman).....	920-566-4297
	N783 24 th Ave. – Neshkoro 54960	
TOWN OF MT. MORRIS:		
	Dan Novak (Chairman).....	920-787-3975
	N2970 County Rd. S – Wautoma, 54982	
TOWN OF OASIS:		
	Terry Farago (Chairman).....	715-335-6332
	N6079 8 th Ave. – Plainfield, 54966	
TOWN OF PLAINFIELD:		
	Harry Nigh (Chairman).....	715-249-5647
	W13036 County Rd. O – Plainfield, 54966	
TOWN OF POY SIPPI:		
	Larry Albright (Chairman).....	920-987-5522
	W1298 County Rd. D – Berlin, 54923	
TOWN OF RICHFORD:		
	Robert M. Wedell (Chairman).....	715-228-3957
	N1917 9 th Ave. – Hancock, 54943	

TOWN OF ROSE:		
Duane Apps (Chairman).....	715-366-8341	
W9375 S. County Rd. A – Plainfield, 54966		
TOWN OF SAXEVILLE:		
Walter Peterson (Chairman).....	715-258-7360	
W4835 North Shore Dr. – Waupaca, 54981		
TOWN OF SPRINGWATER:		
Everett Eckstein (Chairman).....	920-622-3972	
W6771 Alp Ct. – Wild Rose, 54984		
TOWN OF WARREN:		
John Piechowski (Chairman).....	920-566-2855	
W3990 State Rd. 21 – Redgranite, 54970		
TOWN OF WAUTOMA:		
Jeffrey L. Nett (Chairman).....	920-787-4249	
W8674 Fawn Ct. – Wautoma, 54982		

OTHER RESOURCES

**Specifics of the programs can be accessed through BEACON or by
Calling Waushara Connections at 920-787-6505,
Licensed facilities may also be accessed through Waushara Connections.**

AIDS Resource Center of Wisconsin.....	920-733-2068
103 E. Washington St. Appleton, WI 54911	
Agnesian Health Care – home oxygen.....	920-923-7950
239 Trowbridge Dr. Fond du Lac, WI 54963	
Agnesian Hospice Hope.....	920-361-0586
114 N. Pearl St. Berlin, WI 54923	
All Area Counseling.....	920-787-7472
719 W. Main St. Wautoma, WI 54982	
Alzheimer’s Association Safe Return.....	715-848-1221
Wausau, WI 54402	
American Red Cross.....	920-231-3590
36 Broad St. – Suite 150 Oshkosh, WI 54901	
ARC – Wisconsin Disability Association.....	608-251-9272
600 Williamson St. Madison, WI 53703	

Aurora Health Center..... 900 E. Division St. Wautoma, WI 54982	920-787-6940
Aurora Behavioral Health..... 700 N. Westhaven Dr. Oshkosh, WI 54909	920-303-8700
Autism Society of Wisconsin..... PO Box 165 Two Rivers, WI 54241	920-553-0278
Boy Scouts of America..... 2555 Northern Rd. Appleton, WI 54914	920-734-5705
CAP Services..... 205 E. Main St. Wautoma, WI 54982	920-787-3949
CAPsell Building Waushara County Food Pantry..... 205 E. Main St. Wautoma, WI 54982	920-787-3095
Cerebral Palsy of Mid-east Wisconsin..... Family Support & Loan Closet 36 Broad St. – Suite 120 Oshkosh, WI 54901	800-261-1895
Children’s Hospital Poison Center..... Milwaukee, WI 53201-1997	414-266-2000
Children’s Service Society of Wisconsin..... 1212 S. 70 th St. Milwaukee, WI 53214	414-453-1400
CHN Medical Center..... State Rd. 22 N Wautoma, WI 54982	920-787-4613
Cooperative Care..... 402 E. Main St. Wautoma, WI 54982	920-787-1886
County Cupboard..... 303 W. Main St. Wautoma, WI 54982	920-787-3929
Father Carr’s Shelter..... 1965 Oshkosh Ave. Oshkosh, WI 54901	920-231-2378

Golden Sands Respiratory Care Service, Inc..... 220 W. Main St. Wautoma, WI 54982	920-787-0777
Mountain View Community Center..... Highway 152 Mt. Morris, WI 54982	920-787-7410
Muscular Dystrophy Association..... 2949 N. Mayfair Rd. Wauwatosa, WI 53222	414-453-7600
NAMI of Oshkosh, Inc..... 525 N. Main Oshkosh, WI 54901	920-233-3563
Redgranite Civic Center..... 202 Pine River St. Redgranite, WI 54970	920-566-2844
Respite National Council of Catholic Women..... 672 S. Water St. Wautoma, WI 54982	920-622-3084
Salvation Army Homeless Shelter..... 1600 Briggs Stevens Point, WI 54481	715-341-2437
UMOS 3475 Omro Rd. Oshkosh, WI 54904	920-232-9611
UW Extension..... 209 S. Ste Marie St. Wautoma, WI 54982	920-787-0416
Waushara County Veteran's Services..... 230 W. Park St. Wautoma, WI 54982	920-787-0446
Wild Rose Hospital..... 601 Grove Ave. Wild Rose, WI 54984	920-622-3257

WAUSHARA COUNTY ETHNIC AND CULTURAL GROUPS

Waushara County has a population estimated at 24,918. Waushara County, being a recreation/summer vacation area, may have a population several thousand more during summer vacation.

Ethnic populations are as follows:

Hispanic/Latino	848 persons*
Two or more races.....	159 persons
American Indian.....	79 persons
Asian.....	65 persons

*If migrant population is working in the area, another 800 Hispanic/Latino persons may be in the area.

When translators for the Hmong community are needed, translators are contracted from Shepard Services, (715-228-4979). There are less than 10 Hmong families in the county.

Hispanic translators are Enrique Soria (715-228-4979), Mary Lou Samaniego (920-787-6556), Linda Kruzela (920-787-6568), Sister Pat (920-787-3848).

Area Hispanic Organizations:

Hispanic Coalition
Meets 1st Tuesday of month
Four Star Restaurant
Wautoma, WI 54982

Family Health
400 Townline Road
Wautoma, WI 54982
1-800-942-5330

St. Joseph's Catholic Church
364 S. Cambridge St.
Wautoma, WI 54982
920-787-3848

UMOS
201 S. 16th Ct.
Wautoma, WI 54982
920-787-4617

Area Leaders: Mary Lou Samaniego – 920-787-6556
Ida Hertado – 920-232-9611
Rosa Ortega – 920-787-3338

CHURCHES

Church	Pastor	Street address	Phone #	e-mail
Immanuel Lutheran	Brian Beardsley	N2506 State Rd 49 Berlin 54923	920.361.1812	revbri@centurytel.net
Borth United Methodist	George Groves	W304 County Rd D Berlin 54923	920.987.5967	psumc@vbe.com
Calvary United Methodist	William Dow	230 E. Main St Coloma 54930	715.228.2006	bandrdow@mwt.net
Prince of Peace Lutheran	Kelli Fisher	409 N. Slater St. Coloma 54930 325 N. Stater (parsonage)	715.228.4171 715.228.4192	None
Grace Lutheran	Dale Bahls	W10805 County Road C Hancock 54943	715.249.3043	grceluth@uniontel.net
United Church of Christ	Diane Fite	301 N. Main St Hancock 54943	715.249.5133	2fites@vbe.com
Wesleyan Methodist	Eric Hambrock	132 School St. Hancock 54943	715.249.5623	revhambrock@yahoo.com
First Baptist	Tom Gaudet	205 Clark St. Plainfield 54966	715.335.6330	None
New Life Assembly of God	Howard Kruize	612 E. North St Plainfield 54966	715.335.6905	
Oasis Christian Fellowship	No pastor at this time (9/05)	N5559 8 th Ave Plainfield 54966	715.335.6640	None
Plainfield United Methodist	Richard Fite	308 N. Main Plainfield 54966	715.335.6738	2fites@vbe.com
St. Paul's Catholic	Bob Precourt – Associate Pastor	622 South Beach St Plainfield 54966	715.335.4314	stpaul@uniontel.net
Emmaus Evan. Lutheran	Frederick Mueller	N4494 Hwy 49 Poy Sippi 54967	920.987.5229	None
First Lutheran		708 Prospect St Poy Sippi 54967	920.987.5151	
United Methodist Church	George Groves	W2256 Liberty St Poy Sippi 54967	920.987.5223	psumc@vbe.com
First Congregational UCC	Dorothy Heckner - Mendonca	887 Bonnell Ave. Redgranite 54970	920.566.4666	None
St. Mark's Catholic	Fr. Jerome Taddy	228 Church Ave. Redgranite 54970	920.566.4442	
Trinity Evangelical Lutheran	Greg Sluke	330 Foster Rd. Redgranite 54970	920.566.4212	sluke1@juno.com
Saxeville Baptist		W4616 County A Saxeville 54976-0048	920.622.3206	
St. John's Lutheran	Robert Hanson	W4570 County Rd A Saxeville 54976	920.622.3371	sjsaxeville@gmail.com
Oakridge Menonite	Kenneth Witmer	W5133 N. Oakhaven Circle Wautoma 54982	920.293.4178 Fax # also	None
West Holden Lutheran	Blaine McNeil	N4256 Cty Rd MM Wautoma 54982	920.787.7277	holdenparish@network2010.net
Mt. Morris Holden Lutheran	Blaine McNeil	N3388 State Road 152 Wautoma 54982	920.787.3187	holdenparish@network2010.net
Faith Baptist	Mark Dobbertin	514 W. Elm St. Wautoma 54982	920.787.4202	None
Hope Lutheran	Nate Gauerke	301 E. Mt. Morris Ave Wautoma 54982	920.787.3920	office@hopeluthernawautoma.com

St. Joseph Catholic	Fr Philip Dinh-Van Thiep	364 S. Cambridge ST Wautoma 54982	920.787.3848	stjosephwautoma@network2010.net
Crossroads Family Church	Todd Forrest	640 S Water St. Wautoma 54982	920.787.2355	tforrest@crossroadsfamilychurch.com
Jehovah's Witness		Townline & Chicago Rd Wautoma 54982	920.787.4700	
Trinity Lutheran	Gregory Hyatt	121 W. Elm St Wautoma 54982	920.787.2891	trinity@wirural.com
Grace United Methodist	Dale Hanaman	N2133 Southgate Terrace Wautoma 54982	920.787.4668	None
Peace Evangelical Lutheran	John Roebke	335 W. Prairie St Wautoma 54982	920.787.3856	None
Wauhara Community	Alan Spittler	N2126 22 nd Ave Wautoma 54982	920.787.7148	wcc@vbe.com
St. Mary's Episcopal	Kenneth Guy	N2616 Bugh's Lake Rd Wautoma 54982	920.748.2422	stpetersripon@centurytel.com
Christ Lutheran	Christopher Navurskis	N6412 State Rd 49 Weyauwega 54983	920.867.3263	celc@athenet.net
Wild Rose Baptist	Scott Jones	610 Carey Ave Wild Rose 54984	920.622.4184	gsiones@core.com
St. Paul's Lutheran	Dale Bahls	420 Park St. Wild Rose 54984	920.622.3280	stpauluth@vbe.com
Wild Rose Presbyterian	Alyson Janke	501 Jackson St. Wild Rose 54984	920.622.3515	wrpresby@network2010.net
Wild Rose United Methodist	Diane Fite	225 Summit St. Wild Rose WI 54984	920.622.3800	2fites@vbe.com
Grace Bible Church	Pastor: Vacant Elders: John Lauritzen and Larry Wise	Wild Rose 54984	John: 622-3430 Larry: 787-3715	

APPENDIX B:

CONSIDERATIONS FOR EVACUATION AND SHELTER

I. PURPOSE

This annex describes how the county agencies will support municipal evacuation and sheltering operations during a disaster.

II. CONCEPT OF OPERATIONS

The county is responsible for developing a capability to provide sheltering services for its citizens in a disaster and should be prepared to care for people evacuated from the impacted area. This is done in coordination with municipal, volunteer, and private agencies.

A. Authority to Recommend Evacuation

1. Local

In the event of an escalating emergency outside city or village limits, the Sheriff of the affected county has the authority to recommend an evacuation of residents (s. 59). Within incorporated jurisdictional limits, the mayor or village president has statutory authority to order an evacuation (s. 66.325). In certain limited situations involving a small area, a fire chief has the authority to evacuate residents (s. 213.095).

2. State

During a state of emergency, the Governor can issue such orders as he or she deems necessary for the security of persons or property (s. 166.03 (1) (b) (5)).

B. Coordination

The county will assist municipal agencies with administering evacuation and sheltering activities and coordinating with state, volunteer, and private agencies.

III. RESPONSIBILITIES AND TASKS

A. County Emergency Management

Response

1. Coordinate with the appropriate agencies to recommend evacuation or shelter-in-place.
2. Coordinate the collection and dissemination of information concerning evacuation and sheltering to the public and emergency response personnel.
3. Coordinate the opening of reception centers and shelters. Refer to the telephone list for the contacts who open and equip the facilities.

4. Assist local efforts to address pet issues as requested.

Recovery

1. Support municipal jurisdictions with developing and implementing a re-entry plan.
2. Coordinate the dissemination of public information concerning sheltering and re-entry procedures.

B. Human Services

Response

1. Oversee the general activities of local and private sector, non-profit and public service/volunteer organizations regarding shelter operations.
2. Identify and request special resources needed for evacuation and sheltering operations.
3. Coordinate the requirements of short and long-term sheltering.
4. Work with other agencies to coordinate and administer food distribution programs as needed.

Recovery

1. Prioritize the use of personnel and equipment to provide for continuity of services.
2. Provide necessary outreach and counseling services to citizens affected by the disaster.
3. Brief County Emergency Management Director on recovery status.
4. Debrief staff and ensure workers are provided with counseling or that Critical Incident Stress Debriefing occurs.
5. Address long-term housing needs.

C. Public Health Department

Response

1. Coordinate with appropriate agencies evacuations and sheltering for all affected people including those with special needs.
2. Provide health care services (e.g. vaccinations, first aid) for evacuees and emergency workers as requested.

Recovery

1. Assist with the coordination of re-entry activities for people including those with special needs.
2. Assist Human Services with identifying the need for crisis to emergency workers and disaster victims.
3. Inform the public about appropriate health/medical related protective actions (e.g. protection against contaminated food/water, disposal of garbage/debris).

D. Law Enforcement Agencies

1. Establish a perimeter around the evacuated area and a pass system for emergency response resources for the protection of the property.
2. Initiate and monitor evacuation activities (e.g. traffic control, establishing staging areas, public warning/route alerting).
3. Assist with the warning of the public.
4. Coordinate and maintain traffic evacuation routes with consideration to responding emergency vehicles, disabled and abandoned vehicles and traffic volume.
5. Provide security in highway rest areas, reception centers, and shelters.

Recovery

1. Assist and monitor re -entry activities including traffic control.
2. Restore all equipment to a state of readiness.

E. Fire and Rescue Services

Response

1. Provide advice on evacuation decisions as a result of fires and/or hazardous materials.
2. Assist with public warning/route alerting and establish staging areas.

Recovery

1. Assist and monitor re -entry activities.
2. Restore all equipment to a state of readiness.

F. Emergency Medical Services

Response

1. Provide emergency medical services to all people involved in the evacuation or response to the disaster.
2. Identify and locate people with special needs and provide advice to the Public Health Department regarding evacuation decisions.

Recovery

1. Assist with the re-entry activities of medical patients and people with special needs.
2. Restore all equipment to a state of readiness.

G. Public Works/Highway Department

Response

1. Provide all necessary traffic control devices (e.g. signs, barricades).
2. Coordinate and maintain traffic evacuation routes with consideration to responding emergency vehicles, disabled, and abandoned vehicles and traffic volume.

Recovery

1. Restore all equipment and facilities to a state of readiness.

H. American Red Cross

Response

1. Open shelters and conduct shelter support services (e.g. mass feeding) for the victims of disasters as directed by the Red Cross guidelines. This also includes registering victims and making those lists available upon request from local or state government.
2. Handle disaster welfare inquiry calls regarding victims.
3. Provide individual family assistance grants (i.e. vouchers for clothing, food, and other emergency needs) to meet the basic needs of victims as determined by the Red Cross guidelines.
4. Distribute items needed by victims (e.g. toiletry kits, clean-up kits) as directed by Human Services.
5. Provide disaster mental health services to victims and responders.

Recovery

1. Assist evacuees with relocating with friends, relatives or other people offering space.
2. Work with other agencies to coordinate and administer food distribution programs as needed.

I. Other Volunteer Agencies

Response

1. Assist with providing family assistance for clothing, food and other items to meet the basic needs of victims as directed by Human Services.
2. Assist with the distribution of items needed by victims (e.g. toiletry kits, clean-up kits) as directed by Human Services.

Recovery

1. Assist evacuees with relocating with friends, relatives, or other people offering space.
2. Work with other agencies to coordinate and administer food distribution programs as needed.

J. Private Business and Agencies

Response

1. Utility companies shall monitor their own systems and:
 - a. Advise emergency management of any outages.
 - b. Restore power, gas, and telephone services.
 - c. Inspect all equipment and its operation before re-entry.
2. Local bus, transportation companies and medical facilities shall provide their vehicles and resources for the evacuation and re-entry process taking into consideration those people with special needs.

Recovery

1. Assist with the clean-up efforts by providing equipment and personnel as requested.
2. Compile and maintain records of disaster related expenditures.

APPENDIX C:
COLABORATION BETWEEN HUMAN SERVICES AND
MUNICIPAL GOVERNMENT

I. PURPOSE

This annex describes how the county will support municipal efforts with delivering human services in a disaster situation.

II. CONCEPT OF OPERATIONS

The county supports municipal government with meeting Human Service needs (e.g. congregate care, food coupons, monetary grants, crisis counseling) by providing staff and administering assistance programs. These services are directed towards re-establishing the lifestyles of residents affected by a disaster at the earliest practical time.

During the recovery phase, all agencies are expected to support continuing operations with equipment and staff.

III. RESPONSIBILITIES AND TASKS

A. Department of Human Services

Response

1. Assess and implement emergency human services relief programs in coordination with volunteer agencies.
2. Implement appropriate programs (e.g. crisis counseling, post-incident stress debriefings, Critical Incident Stress Management) that are made available through the county, state, or federal governments.
3. Coordinate the resource management of municipal, private and volunteer organizations during disaster operations.
4. Coordinate with volunteer agencies regarding evacuation and sheltering (see Appendix B) and donations management.
5. Provide assistance for people with special needs.
6. Conduct a needs assessment in coordination with volunteer organizations for short-term, long-term and unmet needs.

Recovery

1. Assess the extent of damage and recovery activities necessary to return to normal operations.
2. Provide outreach services to citizens in disaster.
3. Communicate with Wisconsin Department of Health and Family Services and request assistance if needed.
4. Assist with identifying and implementing appropriate protective actions and studies to address the long-term health effects.

B. County Emergency Management

Response

1. Work with municipal government to assess damage to the private sector and to determine its impact. Based on the assessment, determine how to meet the needs of those affected.

C. American Red Cross

Response

1. Provide individual family assistance grants (i.e. vouchers for clothing, food and other emergency needs) to meet the basic needs of victims as determined by Red Cross guidelines.
3. Provide blood and blood products as needed.
4. Handle disaster welfare inquiry calls regarding victims.
5. Provide disaster mental health services (e.g. critical incident stress management) to victims and other upon request and as needed.
5. Distribute items needed by victims (e.g. toiletry kit, clean-up kits).
6. Register victims and families during shelter operations and make lists available to county emergency management upon request.

D. Other Volunteer Agencies

Response

1. Provide assistance to families (i.e. vouchers, clothing) to meet the basic needs of victims.

APPENDIX D: eWiSACWIS DISASTER RECOVERY

eWiSACWIS Disaster Recovery

Waushara County will rely on having eWiSACWIS available in the event of a local disaster, as automated systems allow staff in any part of the State access to information, and allow central office staff to access information about children and families throughout the state.

The Bureau of Information Technology in DHFS has procedures in place to ensure the system continues to process all critical applications if a disaster were to occur. A formal contingency plan has been in place since February 2002 and key information is referenced below. (Note: This information is an integral part of the DHFS Information Technology Network Security Plan.)

- The responsibility for contingency plans resides with the Administrator of the Division of Enterprise Services (DES). DHFS has an overall master plan for continued operation of the Department's management functions. This plan addresses how the Department will recover and address management functions in the case of a disaster. As well, DES maintains a central repository of all DHFS business continuity plans in the DHFS central office building. For obvious reasons, these plans are highly secure and not available for distribution.
- DHFS has contingency plans in place for all critical business functions. Each business area has its own plan and is responsible for supporting the recovery of its business functions. (DCFS is responsible to support the business recovery of eWiSACWIS). Critical computer systems have been identified and prioritized. BIS maintains the list of critical systems (includes eWiSACWIS).
- Each Division within DHFS has a contingency plan. These plans are updated semiannually or annually, as needed, including appropriate sample testing and review by the Office of Program Review and Audit. The division administrators maintain copies of the individual plans in secure locations with one copy in the office and one copy at home. Additionally, DMT maintains a copy of all plans in a secured file.
- Training sessions have been held for all DHFS divisions. Employees have been trained in their roles and responsibilities relative to the emergency or disaster.
- All critical eWiSACWIS system components have been constructed with fail over technology and redundancy. The fail over solutions has been tested.
- Data integrity for recovery purposes is maintained by restore from backup media which is stored off site and which has been tested.
- eWiSACWIS is fully accessed via the Internet thus workers displaced by an agency network or office disaster can relocate to a designated bcal agency with Internet access and resume key child protective service business functions. County agencies are responsible for the maintenance of business resumption and continuity plans.

Future State Plans for Disaster Recover (Under Development)

In the event of a disaster, the DHFS, DES has a plan for eWISACWIS. The eWISACWIS Recovery will be accomplished via real-time server mirroring at the new DET Data Center. This center will serve as a real time, failover system for all of the eWISACWIS production servers. These servers will consist of iChain (our security/authentication server), the WebSphere Application Servers, and the Oracle Database servers. If any of the servers at the primary DET server site fail, the servers at the new Data Center will immediately become the new primary servers. This will result in minimal downtime for our user community and will serve as a perfect backup to our eWISACWIS data as the data is consistently mirrored at both locations. This real time mirroring of data at two locations several miles apart will serve as additional security and consistency to our nightly database backups.

APPENDIX E:
DISASTER PLANNING FOR FOSTER/RESPITE PARENTS AND
WAUSHARA COUNTY CHILDREN PLACED IN THEIR CARE

In the event of an Emergency/Disaster which would have foster/respice parents and the children that they care for evacuate their home, the following procedure is to be followed:

- 1) Foster parents will evacuate per the guidelines of emergency personnel.
- 2) Foster parents will NOT leave the state of Wisconsin with any foster child.
If a foster parent must leave the state without the child, Waushara County Department of Human Services must be notified **IMMEDIATELY**.
A DHHS staff person will make arrangements to take custody of the child.
Foster Parents should call: 920-787-6550 or 1-888-250-4331.
- 3) Foster Parents should be sure to take the child's records with their Insurance/Medical Assistance Card with them or give it to a DHS staff person.
- 4) Foster Parents who wish to stay in the State of Wisconsin will be provided lodging for their family and the foster children in their care.
Foster families should report to one of the following hotels, whichever is closer/available:

Super 8 Motel
Hwy. 21 & 73 East
Wautoma, Wisconsin
920-787-4811

Best Western Countyside
Hwy 49 S
227 Ripon Road
Berlin, Wisconsin
920-361-4411

Best Western Rapids Motor Inn
911 Huntington Ave.
Wisconsin Rapids, Wisconsin
715-423-3211

- 5) Foster Parents **MUST** notify Waushara County DHS within 24 hours of the evacuation to report where they can be located.

Foster Parents stranded outside of Waushara County before the evacuation may report to any Wisconsin County Department of Social Services or Health/Human Services and ask that County Department to contact Waushara County DHS.