

ANNEX 11
ESF-11 - FOOD SERVICES

COORDINATING: SC Department of Social Services

PRIMARY: SC Department of Education; SC Department of Agriculture; American Red Cross; The Salvation Army; Feeding the Carolinas

SUPPORTING: SC Baptist Disaster Relief

I. INTRODUCTION

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

II. PURPOSE

- A. Coordinate and identify food requirements in disaster affected areas.
- B. Procure and distribute food products to include USDA food to organizations engaged in mass feeding operations and/or staging areas within the affected areas.
- C. Ensure the safety, stability, and security of the food supply (commercial and USDA Foods).

III. CONCEPT OF OPERATIONS

- A. SC Department of Social Services (SCDSS) is the lead agency for ESF-11 and is responsible for coordinating ESF-11 administrative, management, planning, training, preparedness, mitigation, response, and recovery activities to include developing, coordinating, and maintaining ESF-11 Standard Operating Procedure (SOP).

- B. ESF-11 will coordinate with all supporting agencies and other appropriate departments/agencies and organizations in the planning and execution of the above to ensure operational readiness.
- C. Each ESF-11 primary and support agency/organization will operate under their mandated Federal, State, or organizational regulations, and their parent organizations will maintain complete administrative and financial control over their activities.
- D. ESF-11 will operate under and in accordance with existing USDA authorities and regulations, as well as the requirements of supporting agencies and the Stafford Act, to provide disaster food supplies to designated disaster staging areas.
- E. ESF-11 will obtain from ESF-6 (Mass Care) an estimate of the number of people that will be impacted in order to assess the anticipated demand.
- F. ESF-11 will coordinate with SC Department of Education (SCDE) and SC Department of Agriculture (SCDA) to obtain warehouse inventories if additional food supplies are needed. ESF-11 will coordinate the transportation of such supplies to food distribution sites and fixed meal sites as appropriate.
- G. ESF-11 will gather information from food services member agencies and organizations concerning their operational response, USDA Foods supplies and requirements, and location of established staging areas and feeding sites.
- H. Assess the stock levels of The Emergency Food Assistance Program (TEFAP) administered by SCDA and the availability of storage space, handling equipment, and support personnel.
- I. ESF-11 will coordinate with ESF-18 (Donated Goods and Services) regarding any donated food that may be available for disaster response and recovery. Feeding the Carolinas is the primary point of contact for food donations through a MOU with SCEMD.
- J. Menus
 - 1. Volunteer organizations conducting food preparation will determine menus with consideration of dietary needs.
 - 2. Volunteer agencies will determine and adjust menus based on food quantities as available.
 - 3. Other mass care organizations with food resources may supplement the food supply.

- K. Requisitioning of USDA Foods
1. The SCDE and SCDA will direct the requisitioning of USDA Foods under the respective programs they manage.
 2. ESF-11 will secure and ensure the delivery of food supplies suitable for either household distribution or fixed meal service as appropriate.
 3. Areas of acute need will be given priority transportation of USDA critical food supplies.
- L. In coordination with and in support of the counties, ESF-11 will assess the situation (pre- and post-event), and in coordination with local Emergency Management officials, develop plans to respond to the emergency.
- M. ESF-11 will assess the effectiveness of the food distribution network (i.e. pantries in counties affected) and oversee the inventory of food resources procured by ESF-11. Monitor county-level food distribution resources and provide regular food inventories usage reports daily.
- N. ESF-11 will coordinate through ESF-6 to facilitate timely deliveries of food. ESF-6 will then coordinate with SCEMD Logistics.
- O. ESF-11 will be the Point of Contact (POC) for all requests for USDA Foods.
- P. Food Banks
1. Feeding the Carolinas serves as the lead agency for the coordination of food through other food banks throughout SC.
 2. Food banks, through Feeding the Carolinas, will acquire, package and distribute non-USDA Foods products to affected households within the disaster area.
 3. USDA food supplies being stored in food bank warehouses cannot be used for household distribution without prior approval from the USDA Foods and Nutrition Service Southeastern Regional office.
 4. Donated food acquired by ESF-18 (Donated Goods and Volunteer Services) will be used for household distribution and/or mass feeding in accordance with the donor's intent.
- Q. ESF-11 will coordinate with Federal ESF-11 and USDA to obtain Federal assistance when required.

IV. ESF ACTIONS**A. Preparedness**

1. Maintain an accurate roster of personnel assigned to perform ESF-11 duties during a disaster.
2. Identify and schedule disaster response training for ESF-11 personnel.
3. Maintain current food resource directories to include maintaining points of contact.
4. Identify transportation shortfalls and coordinate solutions with SCEMD Logistics.
5. Ensure procedures are in place to document costs for any potential reimbursement.
6. Participate at least annually in State exercises and/or conduct an exercise to validate this Annex and supporting SOPs.

B. Response

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

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

C. Recovery

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

D. Mitigation

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

V. RESPONSIBILITIES

A. General.

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

2. ESF-11 lead and primary/support agencies will identify, train, assign, and provide personnel to staff ESF-11 in the SEOC.

B. SC Department of Social Services

1. Preparedness

- a. Develop operating procedures to facilitate the activation of ESF-11 and maintain an alert roster composed of SCDSS, SCDE, and SCDA emergency food services team members.
- b. Coordinate meetings as necessary in which ESF-11 member agencies and organizations will discuss their operational response and resolve problems to ensure coverage of the critical food needs of the affected population, and to prevent duplication of effort.
- c. Coordinate with SCDE and SCDA for transportation and distribution of USDA Foods supplies to the affected areas.
- d. Participate in exercises to test operating procedures.

2. Response

- a. Notify all ESF-11 primary and supporting agencies upon activation to report to SEOC for briefing.
- b. Assist with the coordination of ESF-11 member agencies and organizations in their assessment of the critical food needs of the affected population and compile reports for SEOC Operations as needed.

3. Recovery

- a. Assist with the coordination of the phase-down of USDA Foods distribution and other acquired food resources to designated feeding locations.
- b. Assist with the coordination with USDA Foods distribution agencies and organizations involved in feeding, to collect their report data and records of USDA Foods usage, personnel hours, and associated expenditures.
- c. Coordinate D-SNAP operations in affected county locations, if activated.

C. SC Department of Education

1. Preparedness
 - a. Assess the stock levels of USDA Foods administered by the SCDE and the availability of storage space, handling equipment, and support personnel.
 - b. Coordinate with contracted commercial distributors.
 - c. Assist County School District Food Services Supervisors by disseminating information and providing guidance in their development of emergency response operational procedures.
 - d. Coordinate with SCEMD Logistics for transportation and distribution of USDA Foods supplies to the affected areas.
2. Response
 - a. Coordinate with affected school districts in their assessment of USDA Foods requirements and the condition of the school districts' food preparation facilities.
 - b. Coordinate with other food service agencies and organizations to gather information concerning their food requirements and food preparation facilities in order to respond to requests for USDA Foods.
 - c. Assess USDA Foods stocks and distribution facilities.
 - d. Maintain communication with school districts involved in feeding shelter population, and in providing USDA Foods to established feeding sites.
 - e. In response to requests for USDA Foods, arrange shipment of USDA Foods administered by SCDE and assist in problem resolution when requested.
3. Recovery
 - a. Initiate a phase-down of USDA Foods distribution as feeding operations decrease.
 - b. Coordinate with affected school districts to collect and record USDA Foods (administered by SCDE) usage and distribution, personnel hours, and associated expenditures.

D. SC Department of Agriculture

1. Preparedness
 - a. Develop plans and SOPs for deployment of SCDA personnel and resources in an emergency.
 - b. Participate in exercises to train department personnel in emergency operations and procedures.
 - c. Assist in locating potential food resources for disaster feeding and coordinate food safety activities as necessary.
 - d. Receive and evaluate potential food safety alerts, and coordinate appropriate preparedness, response, and/or recovery activities.
 - e. Initiate embargo authority as needed to control products suspected to be adulterated or otherwise unsuitable for consumption.
 - f. Assess the stock levels of TEFAP administered by SCDA and the availability of storage space, handling equipment, and support personnel.
2. Response
 - a. Provide assistance in locating potential food resources suitable for disaster response activities.
 - b. Provide food safety response support.
 - c. Provide inspection and embargo authority where necessary to prevent use of food supplies that are damaged or suspected of being unsuitable for use.
 - d. Coordinates TEFAP requests from distributing agencies.
3. Recovery
 - a. Offer recovery assistance efforts which engage SCDA field inspectors.
 - b. Supervise salvage or other disposition of human food and animal feeds, which may have been damaged or compromised in an emergency event.

E. American Red Cross

1. Assist in identifying and assessing requirements for food prior to and during immediate and sustained phases, as needed.

2. Participate in the coordinated distribution of disaster relief supplies, as requested.
3. Participate in the coordinated Mass Care Feeding Task Force.
4. Provide independent food preparation and distribution in accordance with Red Cross policies.

F. The Salvation Army

1. Assist in identifying and assessing requirements for food needs (congregate feeding and/or household distribution) on a two-phase basis:
 1. Critical emergency needs immediately after the disaster.
 2. Long-term sustained needs after the emergency phase is over.
2. Participate in the coordinated distribution of disaster relief supplies at point of service.
3. Supplement USDA Foods items per established menu planning agreements with local vendors.
4. Provide food preparation and delivery in accordance with policies and plans.

G. Feeding the Carolinas

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

VI. FEDERAL ASSISTANCE

- A. This Annex is supported by the National Response Framework for ESF-11 (Agriculture and Natural Resources).
- B. Federal ESF-11 executes five primary functions:

1. Responding to animal and plant diseases and pests.
 2. Ensuring the safety and security of the commercial food supply.
 3. Protecting Natural and Cultural resources and Historic properties (NCH) resources.
 4. Providing for the safety and well-being of household pets.
- C. Federal ESF-11 will have a representative in the JFO.