

APPENDIX 12
(SOUTH CAROLINA REPATRIATION PLAN)
TO THE SOUTH CAROLINA EMERGENCY OPERATIONS PLAN

COORDINATING: SC Department of Social Services

PRIMARY: SC Emergency Management Division; SC Department of Health and Environmental Control; SC Department of Mental Health; SC Law Enforcement Division, Department of Natural Resources, Department of Probation, Parole and Pardon Services, Department of Public Safety, SC National Guard; SC State Guard; Clemson University Livestock-Poultry Health; American Red Cross; The Salvation Army; South Carolina VOAD; Charleston County Emergency Management; Charleston/Dorchester Department of Mental Health; Charleston Animal Society; Triad VOAD

I. PURPOSE

- A. Ensure repatriated U.S. citizens and their dependents are adequately assisted in an expedited, safe and successful return to their communities in the Continental United States (CONUS).
- B. Provide for the reception, temporary care, and onward transportation to final destination of repatriates, accompanying dependents, service animals and property who arrive at the Charleston International Airport, in an emergency repatriation situation.
- C. Define the roles and responsibilities of County, State and Federal agencies in response to emergency repatriation situations necessitating the mass movement of U. S. evacuees from overseas areas to the Charleston International Airport.

II. AUTHORITY

- A. See Attachment C (Authorities and References) to the SCEOP.

III. SITUATION AND ASSUMPTIONS

- A. The repatriation event will be a large scale (500 to 3,000 or more people) event.
- B. The State will receive notification at the point an evacuation is being considered and should have 48 hours to one (1) week to activate its plan before the first flight arrives.
- C. Emergency repatriation operations may begin prior to a declaration of national emergency. A State Declaration of Emergency may be necessary.
- D. The State will conduct Repatriation Operations with 24-hour coverage for the duration of the emergency.

- E. The U. S. Department of Health and Human Services (HHS) will provide flight manifests and/or repatriation information to the State.
- F. Repatriates will continue to travel to their final destination as quickly as possible.
- G. Repatriates could be elderly, disabled, sick, or wounded. Some may have small children.
- H. Repatriates may arrive with little or no identification or money, few personal items, and suffering considerable stress and anxiety.
- I. Repatriates may speak languages other than English.
- J. Repatriates may be infected with transmittable diseases.

IV. CONCEPT OF OPERATIONS

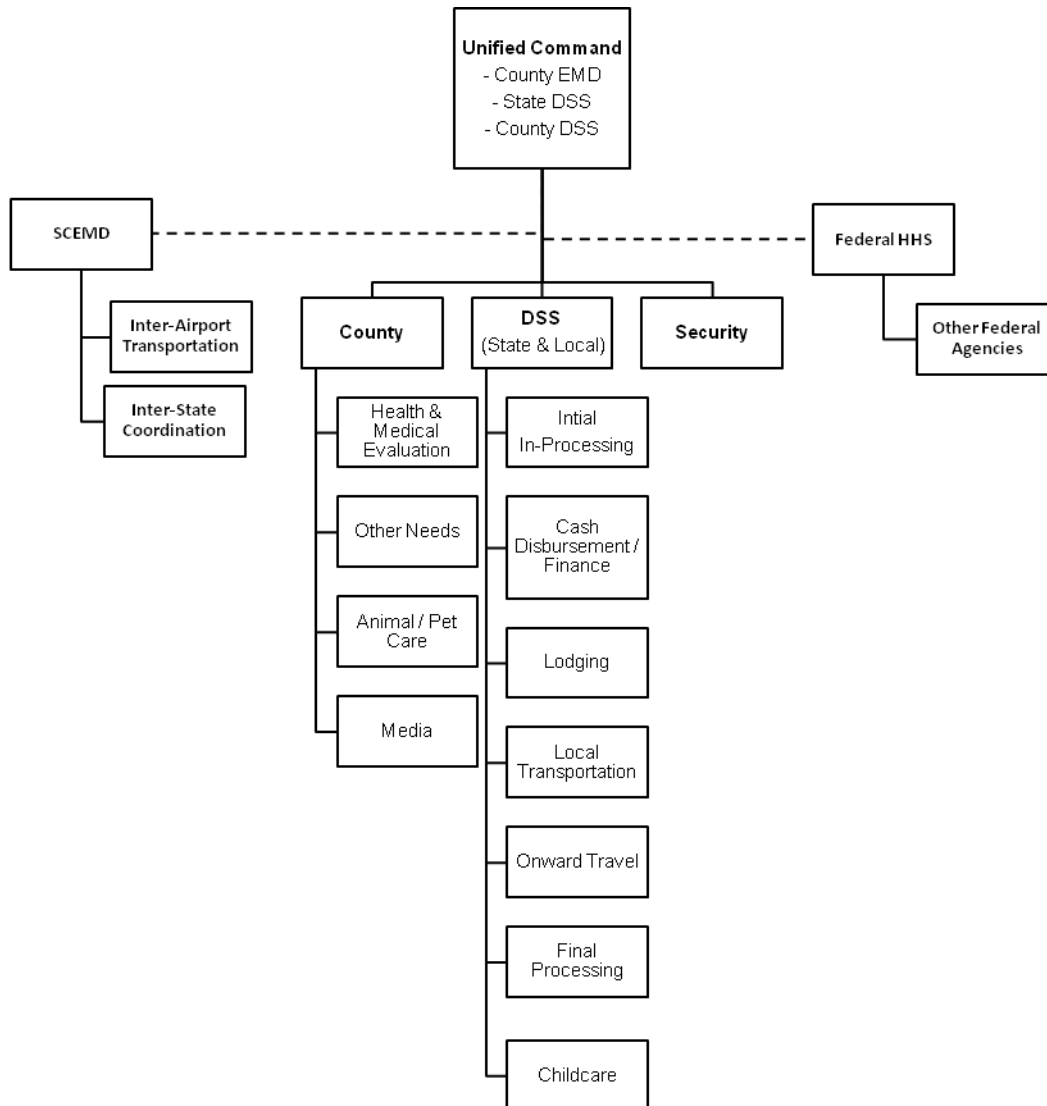
- A. Lead Agencies
 - 1. HHS under the authority of Executive (E.O.) 11490, as amended (E.O. 12656), is responsible for coordinating the provision of temporary assistance to U.S. citizens residing or traveling abroad in the event of their emergency repatriation to the Continental United States.
 - 2. HHS has delegated this responsibility to the Administrator for Children and Family Services (ACF), U.S. Office of Refugee Resettlement (ORR). ORR is responsible for planning, assessing, coordinating, and leading the emergency repatriation responsibilities and response activities.
 - 3. SCDSS is the designated Lead Agency for Repatriation Operations for the State of South Carolina. SCDSS develops and maintains Appendix 12 (SC Emergency Repatriation Plan) to the SCEOP, and coordinates all State, federal, and volunteer assistance required for emergency repatriation evacuee processing.
- B. Not all individuals will require every service available, but the program is prepared to provide effective and efficient needed services to eligible individuals.
- C. Emergencies may take place under a Presidential Declaration of National Emergency related to escalating international tension or hostilities overseas, or may occur under conditions not involving a declaration of national emergency.
- D. Emergency repatriation procedures in South Carolina are the same for an evacuation not involving a declaration of national emergency as for an evacuation under a formal Presidential declaration of national emergency.
- E. South Carolina has one designated Port of Entry (POE) located at Charleston International Airport, North Charleston, SC.

F. Notification

1. The DOS will notify the HHS when it appears an emergency repatriation will occur.
2. HHS will forward the notification to the Governor, the Emergency Repatriation Coordinator, and the Backup Emergency Repatriation Coordinator of the possible implementation the Emergency Repatriation Plan.

G. Organizational Structure

1. The overall Repatriation Operation will function under a Unified Command structure including representatives from SCDSS, Country DSS and Charleston County Emergency Management.
2. State and County DSS, with direct input from federal HHS, will control Emergency Repatriation operations within the ERC located at either Charleston International Airport or the Charleston Air Force Base, both located in North Charleston, SC.
3. Charleston County Emergency Management will control operations for all functions occurring outside the ERC.



- H. Dependent upon the scope of the emergency situation, repatriates may be immediately processed at the airport or transported to the nearby ERC.
- I. Clearing by Federal Agencies.
 - 1. At the processing center, U.S. Customs and Immigration Services, (USCIS), U.S. Customs and Border Protection (CBP) and Department of Agriculture will clear each repatriate their family members, as well as personal and household goods.
 - 2. Clearing of animals
 - a. The United States CBP conducts initial processing of animals.

- b. United States Department of Agriculture-Animal and Plant Health Inspection Service-Veterinary Services (USDA-APHIS-VS) inspects pets for foreign animal diseases/conditions.
 - c. The Centers for Disease Control and Prevention (CDC) is responsible for the Issuance of “Notice to Owners and Importers of Dogs” for rabies vaccination and confinement.
- 3. The Department of Health and Human Services may assist in the Public Health screening of repatriates, if requested by the local repatriation coordinator.
- 4. The process center will provide Repatriates with U.S. Postal Service forms to complete and mail to their former post office so their mail can be forwarded to the appropriate destination.
- J. After completing Federal clearance, repatriates will complete a State Registration Form concerning the repatriates’ physical and mental state. This will permit access to medical care, temporary shelter, transportation, feeding/clothing, communication with family, family reunification, counseling and other necessary services. Other available services may include snack areas, child care/nurseries, and travel agency assistance.
- K. If the repatriate lacks funds to pay for any of these services, the Federal Government will provide assistance but the repatriate will be billed by the Federal Government for repayment at a later date.
- L. Once registered and services are provided, the repatriate is free to leave the ERC once travel arrangements to their destinations are made.
- M. Temporary Sheltering
 - 1. If the evacuee is unable to continue to his/her final destination on the date of arrival and cannot make his/her own arrangements, the State is responsible for providing temporary shelter.
 - 2. Temporary shelter might be provided at commercial establishments (hotels and motels) or it may be necessary to provide shelter on a congregate basis.
 - 3. During the pre-operational phase of the event, ORR, in consultation with the SCDSS, will determine the number of hotel/motel rooms that might be necessary to accommodate the number of potential individuals requiring transitional shelter.
- N. Transportation. Transportation to temporary sheltering, airports and other necessary locations is the responsibility of the State.

- O. Feeding/Hydration. SCDSS will coordinate provisions for feeding/hydration to evacuees in conjunction with and following their arrival at the ERC or temporary shelter location as permitted by the Charleston Airport Aviation Authority.
- P. Care of Unaccompanied Children
 - 1. It is likely in a mass evacuation that unaccompanied children will be returned to the United States without their parents, or they may become separated during evacuation operations.
 - 2. SCDSS will make arrangements for the care and protection of such children at the ERC, temporary shelter or other suitable location while attempting to locate the parents or other family member, or while making plans under State child welfare policies for permanent arrangements such as placement in foster home or institutions.
 - 3. SCDSS will follow established procedures while caring for unaccompanied minors.
- Q. SCDSS will plan for and coordinate with the Trident VOAD to provide essential clothing and toilet articles suitable for immediate needs.
- R. Information and Inquiry Service.
 - 1. SCDSS will provide services or help to evacuees who request assistance in contacting relatives, friends or their employers, in locating family members from whom they have become separated, or aid in making personal transportation arrangements to their final destinations.
 - 2. SCDSS, through ESF-2, will coordinate for additional telephone and telecommunication services will be required at the ERC or temporary shelter locations to provide the needed communication services.
- S. Family Reunification
 - 1. SCDSS will assist in determining the location of the separated family member(s).
 - 2. After the family member is located, SCDSS will assist in establishing telephone contact and assist the individual(s) in arranging for onward travel to the place of final destination.
 - 3. SCDSS will coordinate with the American Red Cross (ARC) for access to the “Safe and Well” program.

- T. Transportation to Final Destination
1. For those evacuees who request help in making transportation arrangements and are not eligible for repatriation assistance, the State should assist them in making those arrangements.
 2. The State may coordinate with airlines or travel agencies and/or have a self-travel booking area equipped with computers, telephones and travel information for those individuals who want to make their own arrangements
- U. Counseling (non-medical/mental) and Other Services
1. As circumstances permit, SCDSS will provide assistance in counseling and other services.
 2. These services may include counseling on travel and transportation arrangements, determination of suitable community of destination, care and protection of children, and similar unmet needs at reception areas.
 3. In addition, there may be some dependents of U.S. citizens who do not speak English and will require translation services.
 4. Provision for the exchange of foreign currency should also be made.
- V. The State will establish a Joint Information Center (JIC) at an isolated area outside of the ERC.
- W. State Assistance to Department of Defense (DoD) Non-Combatant Evacuation Operations (NEO)
1. DoD is responsible for conducting NEO operations for the dependants of military personnel and DoD civilians.
 2. In the event DoD is unable to support NEO operations (i.e. – reception operations), they may request the assistance of HHS/State resources.
 3. In the event of a request for assistance, the State will utilize this plan (with the exception of personnel tracking and reporting) to conduct the repatriation assistance to the DoD.
 4. Whenever requested by ORR, DoD will provide the hardware, software, and training for the DoD Noncombatant Evacuation Operation Tracking System and the Automated Repatriation Reporting System (ARRS) ~~for the authorized ORR staff~~ to process evacuee's information at the ERC.

V. ESF RESPONSIBILITIES

A. ESF-1 (Transportation)

1. Assist ESF-6 (Mass Care) in obtaining notification of incoming flights.
2. Coordinate transportation of evacuees from the military or civilian airfield POE to the ERC, temporary shelters, and to transportation departure points.
3. Coordinate commercial or public onward transportation (air, rail, and/or bus) to evacuee's final destination.
4. Develop a detailed protocol to use other major airports as an alternate follow-on transportation site.

B. ESF-2 (Communication)

1. Assist ESF-6 (Mass Care) in establishing communications in order to obtain notification of incoming flights.
2. Coordinate establishing telephone and other communications (i.e., internet, email,) assistance as required to/from the ERC or temporary shelter locations as needed.
3. Coordinate the provision of communications services to the evacuees enabling them to contact relatives and friends concerning their personal status and onward transportation plans.

C. ESF-6 (Mass Care)

1. Lead ESF for Repatriation operations.
2. In cooperation with the SC Emergency Management Division (SCEMD), SCDSS, Charleston County EMD and Charleston County DSS, assist in developing Standard Operating Procedures for the ERC and its functions.
3. Coordinate all support for the Repatriation operations at the ERC through the SEOC and other ESFs
4. Assist SCDSS in identifying the need for, locating and coordinating for translators/interpreters.

D. ESF-7 (Finance and Administration)

1. Coordinate with SCDSS, State Office Division of Finance Services, to assist them in developing standardized forms consistent with Federal requirements to track finances in order to allow for quicker reimbursements.

2. Coordinate with SCDSS to assist in requesting advanced funding from the Office of Refugee Resettlement regional office upon implementation of the Emergency Repatriation Plan.
 3. Assist SCDSS in maintaining an accounting system of all funds expended.
 4. Assist SCDSS in completing claims to the ORR for State, county and other non-government agencies concerning repayment of administrative expenses.
- E. ESF-8 (Health and Medical)
1. Coordinate emergency medical services support.
 2. Coordinate the provision of behavioral health and psychological first aid.
 3. Coordinate with SCDSS the provision of appropriate medical care and necessary equipment (e.g. - wheelchairs, walkers, etc).
 4. Coordinate provision of medical screening, pharmacy, first aid and hospital care.
- F. ESF-11 (Food Services)
- If required, coordinate provision of food to disaster response organizations for mass feeding.
- G. ESF-13 (Law Enforcement)
1. Assist Charleston County in coordinating law enforcement and security operations to support the repatriation operations as requested.
 2. Coordinate security operations for alternate points of embarkation, if necessary.
- H. ESF-15 (Public Information)
1. See Annex 15 (Public Information) of the SCEOP.
 2. Coordinate media coverage of repatriation activities to include evacuee arrival and an initial information briefing at the aircraft or during transportation to the ERC.
 3. Establish a Joint Information Center (JIC) at an isolated area outside of the ERC and provide press conferences with volunteers from among the evacuees.
 4. Provide opportunities for Charleston AFB Public Affairs to participate once the ERC activities are initiated.

- I. ESF-16 (Emergency Traffic Management)
 - 1. If required, coordinate traffic control to and from ~~and in coordination with~~ the Ports of Debarkation, the ERC and any sheltering locations.
 - 2. Coordinate traffic control for movement of evacuees to alternate points of embarkation, if necessary
 - 3. Coordinate assistance to ESF-13 (Law Enforcement) in security and law enforcement operations as requested.

- J. ESF-17 (Animal/Agricultural Emergency Response)
 - 1. Assist Charleston County in coordinating resources for short-term care (and long-term care where required) of evacuees' animals at or near the ERC.
 - 2. Coordinate procedures to maintain animal identification records during such time evacuees need to be temporarily separated from their pets while awaiting onward transport.
 - 3. Coordinate the implementation of guidance provided by Federal animal health officials, such as for the examination and screening of evacuees' animals for evidence of diseases and/or pests not present in the U.S.
 - 4. Coordinate general health examination of evacuees' animals to identify/assess veterinary medical needs as well as any public health concerns.
 - 5. Coordinate with Charleston County EMD to provide assistance in the repatriation of animals.

- K. ESF-18 (Donations Goods and Volunteer Services)
 - 1. Assist SCDSS in identifying the need for, locating and coordinating for translators/interpreters.
 - 2. Coordinate provision of volunteer evacuee escorts.
 - 3. Coordinate the provisions for clothing, diapers, formula, etc.

- L. ESF-19 (Military Support)
 - 1. Assist ESF-1 (Transportation) in obtaining accurate flight and manifest information.
 - 2. Support repatriation operations as requested.

VI. RESPONSIBILITIES

A. General.

1. Each agency is responsible for establishing a generic tracking system to accurately account for personnel, time, and resources involved.
2. Each participating State and local agency and supporting non-governmental agency will conduct an After Action Report (AAR), publish an organization AAR; and forward the report to SCDSS for inclusion in final Repatriation AAR.
3. Each participating State, local, and supporting non-governmental agency will document matters for inclusion in agency or State/Federal briefings, situation reports, and action plans.
4. Emergency Repatriation agencies will work to educate citizens on disaster preparedness and disaster mitigation activities.
5. Emergency Repatriation agencies will support requests and directives resulting from the Governor and/or Federal Government concerning mitigation and/or re-development activities.
6. After termination of ERC operations, participating State and local agencies will conduct a financial review and submit expenditures, with documentation, for payment/reimbursement.

B. State

1. South Carolina Emergency Management Division
 - a. Preparedness
 - (1) Coordinate the overall State planning to ensure efficient resource utilization.
 - (2) In coordination with SCDSS, review and update the Emergency Repatriation Plan.
 - (3) As scheduled by SCDSS, participate in Repatriation Tabletop Exercise.
 - b. Response
 - (1) Receive notification of repatriation operations from SCDSS or the Governor, and alert appropriate State agencies and the Charleston County Emergency Management Department of impending repatriation operations.

- (2) Coordinate with Charleston Emergency Management to initiate Airport and County IT support for SCDSS.
 - (3) Ensure initial, ongoing, and final conference calls include all appropriate county, State, and other affected organizations, concerning repatriation activities.
 - (4) Maintain a liaison at the ERC to facilitate agency coordination.
 - (5) Coordinate with FEMA, General Services Administration (GSA), and/or ESF-2 (Communications) to ensure communication support for the ERC.
- c. Recovery. In conjunction with the Charleston County EMD, finalize agency operations at the ERC.

2. Department of Social Services

- a. For US Repatriation Program General Agreement Between US Department of Health and Human Services Administration for Children and Families Office of Refugee Resettlement and the State of SC Department of Social Services please refer to:

- Section 1113 of the Social Security Act, 42 U.S.C. 1313
- 24 U.S.C. Sections 321 through 329
- Executive Order 12656 as amended
- Program regulations in 45 C.F.R. Parts 211 and 212

b. Disaster Response Services

(1) Preparedness

- (a) Coordinate training and exercises with all agencies involved in the Emergency Repatriation Process.
- (b) Coordinate the overall planning of participating State agencies to ensure efficient utilization of State resources during emergency repatriation exercises.
- (c) Maintain and update contact list of major agencies involved in repatriation operations.
- (d) Develop an accounting system and track all funds expended in support of the SC Repatriation Plan implementation.

- (e) Forward copy of the SC Repatriation Plan to Federal HHS for review.
 - (f) Assist with the revision of the SC Emergency Repatriation Plan as needed; coordinate review and distribution.
- (2) Response
- (a) Upon notification of repatriation program implementation, the SCDSS Director for Disaster Response Services (DRS) will notify SCEMD and the Charleston County DSS Director.
 - (b) Verify that major agencies have been notified to conduct repatriation operations.
 - (c) Coordinate with the SCDSS Director of the Division of Finance Services to request operational funding from HHS.
 - (d) In coordination with the County DSS, provide command and control, and management of repatriation operations occurring within the ERC.
 - (e) Provide staff from Charleston County DSS, and additional staff from surrounding county DSS offices, or state office, to assist with ERC staffing in agency responsibilities.
 - (f) Assist Charleston County DSS with repatriation operations, to include local purchase of emergency items.
 - (g) Assist with lodging reservations.
 - (h) Coordinate with ESF 13 (Law Enforcement), coordinate for additional security as necessary.
 - (i) Coordinate direct financial payments to repatriates and vendors from HHS funds.
- c. State Office Division of Finance Services
- (1) Preparedness
 - (a) Coordinate with the State Treasurer's Office to obtain operating funds.

- (b) Coordinate with ESF-7 (Finance and Administration) to develop standardized forms consistent with Federal requirements to track finances in order to allow for quicker reimbursements.
 - (c) Coordinate with ESF-13 (Law Enforcement) for escorts for funds pickup and transport.
 - (d) Designate staff to work at the ERC.
- (2) Response
- (a) Coordinate with the Director of SCDSS to request operational funding from HHS.
 - (b) Ensure funds are received no later than 3 hours prior to scheduled arrival of repatriates.
 - (c) Disburse funds as necessary in accordance with repatriation process guidelines
- (3) Recovery. Maintain a case file for all funds disbursed.
- d. Child Care Services
- (1) Preparedness
- (a) Develop internal procedure manual for Emergency Repatriation Process.
 - (b) Coordinate with SCDSS Disaster Response Services to train all staff involved in Emergency Repatriation Process, specifically in FEMA Incident Command training (IS-700 and ICS-100).
 - (c) Coordinate with local county DSS as necessary.
 - (d) Participate in Emergency Repatriation Tabletop Exercises.
 - (e) Review and revise the SC Emergency Repatriation Plan as coordinated by SCDSS (when needed)
 - (f) Identify potential expenses for basic child care in Emergency Repatriation operations.

- (g) Identify and assign staff for Emergency Repatriation operations, and coordinate volunteer efforts.
 - (h) Develop a plan to coordinate with VOAD, Salvation Army, Child Care Resource and Referral Agency, etc. to secure basic supplies/items necessary to conduct emergency child care.
 - (i) Develop a policy to accompany children outside the child care area when not accompanied by parents/guardians.
- (2) Response
- (a) Consult internal SCDSS Child Care manual for operation procedures for Emergency Repatriation Process.
 - (b) Provide basic child care services for children while parents/guardians access Emergency Repatriation services.
 - (c) Provide essential items to infants/toddlers (diapers, formula, clothing, etc.) and older children as necessary.
 - (d) Assist local county DSS in the care of unaccompanied minors and other services as needed provided that sufficient SCDSS Child Care personnel are present to staff the child care area.
 - (e) Deploy staff from appropriate Regional and SCDSS Child Care Offices and secure volunteers with assistance from Child Care Resource and Referral Agency.
 - (f) Coordinate with VOAD, Salvation Army, Child Care Resource and Referral Agency, etc. to secure basic supplies/items necessary to conduct emergency child care.
 - (g) Implement policy to accompany children outside the child care area when not accompanied by parents/guardians.

3. South Carolina Department of Health and Environmental Control
 - a. Preparedness
 - (1) Submit Repatriation phone/name/address changes to Department of Social Services, Disaster Response Services.
 - (2) Maintain a SC Department of Health and Environmental Control (SCDHEC) Emergency Repatriation notification list.
 - (3) Coordinate and participate in annual Repatriation Tabletop exercise.
 - (a) As required, provide coordination and consultative services to the ARC, Salvation Army, Adjutant General, Veterans Administration (VA), and DoD.
 - (b) Coordinate Health Region planning to ensure efficient utilization of SCDHEC resources during an emergency repatriation operation.
 - b. Response
 - (1) Provide personnel for processing evacuees.
 - (2) Establish and manage medical triage at the ERC.
 - (3) Coordinate deployment of health and environmental resources with State, Region and County officials.
 - (4) Provide a liaison with the Charleston County Emergency Management Division.
 - (5) Provide for the retention of vital records.
 - (6) The Regional Public Health Preparedness Director will coordinate with county coroner to provide emergency mortuary services.
 - (7) Coordinate the provision of medical supplies, as required.
 - (8) Provide appropriate public health notices.
 - (9) Provide public health information to the Joint Information Center.
 - (10) Coordinate with the SC Department of Mental Health and the Charleston/Dorchester Department of Mental Health to

provide behavioral health support and psychological first aid as needed.

4. SC Law Enforcement Division
 - a. Assist Charleston County in law enforcement and security operations to support the repatriation operations as coordinated and requested.
 - b. Support security operations for alternate points of embarkation, if necessary.
5. SC Department of Natural Resources
 - a. Assist Charleston County in law enforcement and security operations to support the repatriation operations as coordinated and requested.
 - b. Support security operations for alternate points of embarkation, if necessary.
6. SC Department of Probation, Parole and Pardon Services
 - a. Assist Charleston County in law enforcement and security operations to support the repatriation operations as coordinated and requested.
 - b. Support security operations for alternate points of embarkation, if necessary.
7. SC Department of Public Safety
 - a. If required, provide traffic control to and from the Ports of Debarkation, the ERC and any sheltering locations.
 - b. Provide and support traffic control for movement of evacuees to alternate points of embarkation, if necessary.
 - c. Provide assistance to ESF-13 (Law Enforcement) in security and law enforcement operations as requested.
8. SC Department of Mental Health
Provide behavioral health support and psychological first aid as needed.

9. Clemson University Livestock-Poultry Health
 - a. Preparedness
 - (1) Submit agency Repatriation phone/name/address changes to the SCDSS, Disaster Response Services.
 - (2) Maintain agency/organization Repatriation Notification Phone list.
 - (3) Participate in annual Repatriation Tabletop exercise.
 - (4) Assist in reviewing and revising (as needed) the SC Repatriation Plan when coordinated by SCDSS.
 - (5) Coordinate with Charleston County Emergency Management in the recruitment of volunteers for the Animal Repatriation Center.
 - b. Response
 - (1) Provide a liaison at the SEOC to coordinate with local, State and Federal agencies and organizations involved in the EPPC during the emergency repatriation.
 - (2) Coordinate resources for short-term care (and long-term care, where required) of evacuees' animals, at or near the ERC, while awaiting onward transport.
 - (3) Coordinate through SCEMD for additional federally provided veterinary personnel or assets as needed
 - (4) Assist with implementation of guidance provided by Federal animal health officials, such as the examination and screening of evacuees' animals for evidence of diseases and/or pests.
 - (5) Assist with coordination of resources necessary for the appropriate handling of animals found to be harboring diseases and/or pests that are not present in the U.S.
 - (6) In collaboration with SCDHEC, assist with coordination of animal screening process to ensure proper rabies immunization status before returning to homes in the U. S.

10. South Carolina National Guard
 - a. Provide National Guard representative in County EOC/, State EOC, and ERC to determine and report flight manifests.
 - b. Support repatriation operations as requested.
- C. County
 1. Provide command and control, and management of repatriation operations occurring outside of the ERC.
 2. Coordinate for Emergency Medical Service (EMS) coverage for the repatriation operation and the ERC.
 3. Coordinate with local/county agencies and organizations to support repatriation operations.
 4. Charleston Animal Society
 - a. Coordinate with Charleston County Emergency Management Department (EMD) and Charleston County Sheriff's Office Animal Control (County ESF-17) to activate the Emergency Animal Processing Center.
 - b. Receive assigned duties by Charleston County EMD or designee at the Command Post.
 - c. Assist in the care and processing of animals to the extent that resources allow.
 - d. Receive animals at the CAS facility; evaluate, bathe, and treat animals as necessary.
 - e. House and feed animals until they can be returned to the owner for onward travel.
 - f. Clean and disinfect animals transport kennels as needed.
- D. Non-Governmental Organizations
 1. American Red Cross
 - a. Preparedness
 - (1) Maintain Emergency Repatriation notification lists, and submit phone/name/address information and changes to Department of Social Services, Disaster Response Services.

- (2) Review and revise (if needed) the Emergency Repatriation Plan when coordinated by SCDSS.
 - (3) Coordinate and participate in annual Repatriation Tabletop exercise.
 - (4) Identify, train, and assign staff for Emergency Repatriation Center operations.
 - (5) Provide coordination and consultative services as needed to the SCDHEC, Salvation Army, SCEMD, VA, and the DoD.
- b. Response
- (1) Provide personnel for processing evacuees.
 - (2) Assist in the temporary care and processing of evacuees as requested by the State.
 - (3) Provide snacks and beverages for evacuees.
 - (4) Provide mass feeding support for the repatriates and food service support to the ERC staff.
 - (5) Provide first aid in support of emergency medical service personnel, if required.
 - (6) Manage general population mass care shelters, when required.
 - (7) Assist with registration and family inquiry for evacuees housed in general population mass care shelters.
 - (8) Provide referrals and follow-up assistance for evacuees who claim residency in South Carolina.
 - (9) Coordinate assistance provided by other voluntary organizations.
 - (10) Assist Charleston County DSS in providing childcare services for evacuees, if necessary.
 - (11) Assist evacuees in procuring interpreters, or language cards.
 - (12) Assist evacuees in notifying Next of Kin (NOK).
 - (13) Provide comfort items in rest stations.

- (14) Coordinate with other agencies to provide behavioral health counseling to evacuees.
 - (15) Provide emergency financial assistance for clothing, prescriptions, or other medical needs.
2. The Salvation Army
- a. Preparedness
 - (1) Identify, train, and assign staff for Repatriation Processing Center operations.
 - (2) Coordinate with SCDSS, Disaster Response Services.
 - (3) Participate in the review and revision of the Repatriation Plan.
 - (4) Participate in annual Repatriation Tabletop exercise.
 - (5) Coordinate with other agencies and organizations.
 - b. Response
 - (1) Provide personnel for processing evacuees.
 - (2) Provide basic social services religious and psychological first aid.
 - (3) Based on available resources, provide evacuees with clothing and personal items.
 - (4) Provide mobile & fixed feeding support as required and/or requested.
 - (5) Provide trained personnel to conduct interviews for basic assistance, when requested.
 - (6) Assist in the care of unaccompanied children.
 - (7) Provide appropriate referrals and information for potential follow-up by a Salvation Army unit nearest the evacuee's final destination.
3. South Carolina Voluntary Organizations Active in Disasters (SCVOAD)
- a. Assist Trident VOAD in providing personnel for processing evacuees.

- b. Assist Trident VOAD in the temporary care and processing of evacuees as requested by the State in keeping with the Statement of Understanding between the State of South Carolina and SC VOAD.
- c. Assist Trident VOAD in acquiring translators (more than minimal) to assist in repatriation processing. Ensure the most current listing is available.

E. Federal

- 1. HHS is the federal agency which the State of South Carolina and SCDSS will rely upon to coordinate the federal response and federal support to the State's Repatriation Plan and operations.
- 2. In the event DoD requests assistance with their NEO, the 437th Airlift Wing (Charleston Air Force Base) is responsible for the following:
 - (1) Preparedness
 - (a) Coordinate, an ongoing emergency repatriation training and exercise program with SCDSS, OPR (Office of Primary Responsibility): 437 AW/XP (437th Air Wing Plans); OCR (Office of Collateral Responsibility) 437 AW/IG (437th Air Wing Inspector General).
 - (b) Develop stand-alone and joint repatriation plans to process personnel arriving at ERC for coordination of onward transportation to an end destination.
 - (c) Develop plans to support SCDSS repatriation operations at the Charleston International Airport. Teams will support all returning repatriation flights. OPR: 437 SPTG/CC; OCR 437 AW/XP.
 - (2) Response
 - (a) In coordination with SCDSS, act as the primary military coordinating agency for processing the evacuees after they have received Federal Inspection Service clearance.
 - (b) Coordinate with other DoD agencies to reduce duplication of effort and facilitate support to repatriating personnel. OPR: 437 AW/XP.

- (c) Provide DoD military and/or civilian personnel to conduct initial briefings, provide information to evacuees, and conduct entry and exit interviews for all repatriation flights arriving at Charleston International Airport. OPR: 437 SPTG/CC; OCR 437 MSS/CC.
- (d) In coordination with the Charleston International Airport officials, arrange and provide ticketing for all necessary travel (air and surface) for evacuees. OPR: 437 SPTG/CC; OCR: 437 SVS/CC.
- (e) In coordination with SCDSS, provide care for unaccompanied children or assist families with children during repatriation process as required. OPR: 437 SPTG/CC; OCR: 437 SVS/CC.
- (f) When onward transportation cannot be immediately arranged, the 437th Services Squadron will coordinate commercial lodging for evacuees requiring overnight accommodation. OPR: 437 SPTG/CC; OCR: 437 SVS/CC.
- (g) In coordination with SCDSS, arrange transportation for evacuees, as necessary. OPR: 437 SPTG/CC; OCR 437 SVS/CC.
- (h) Assist SCDSS in maintaining Lodging Rosters, indicating the evacuees by name, the hotel/motel where lodged, and the time the evacuees must have local transportation to make their travel connections. Provided copies of this list to the Local Transportation Section, and the Records Control Section. OPR: 437 SPTG/CC; OCR: 437 SVS/CC.
- (i) Provide personnel to conduct Interview, Temporary Lodging, Medical, Legal, Security, Finance, Personnel, Communications, and Chaplain Services functions of the Emergency Repatriation Processing Center as requested by SCDSS. OPR: 437 SPTG/CC; OCRs: 437 AW/SD, 437 MDG/CC.
- (j) Coordinate US Army Veterinary Services if required. OPR: 437 SPTG/CC; OCRs: 437 SVS/CC, 437 AW/XP.

- (k) Provide exit briefings as required and ensure evacuees are provided all necessary services. OPR: 437 SPTG/CC; OCR: 437 MSS/CC.
 - (3) Recovery. Publish organizational After Action Report, and submit to SCDSS and SPTG/CC; OCR: 437 MSS/CC.
3. In the event of repatriation operations, HHS will coordinate the following (as a minimum) with the supporting federal agencies:
- a. General.
 - (1) Each supporting federal agency and supporting non-governmental agency will maintain agency/organizational Repatriation Notification Information to include name/phone/address and provide the contact information to HHS.
 - (2) Each participating Federal agency and supporting non-governmental agency will conduct an AAR, publish an organization AAR; and forward the report to SCDSS for inclusion in final Repatriation AAR.
 - (3) Each participating Federal agency and supporting non-governmental agency will document matters for inclusion in agency or State/Federal briefings, situation reports, and action plans.
 - (4) Emergency Repatriation agencies will work to educate citizens on disaster preparedness and disaster mitigation activities.
 - b. U.S. Department of State (DOS)
 - (1) Preparedness
 - (a) Participate in repatriation exercises as scheduled by SCDSS.
 - (b) Review and recommend revisions the State Repatriation Plan.
 - (c) Notify the HHS of an escalating crisis, natural disaster, or other event which may require the evacuation of American citizens from a foreign country.
 - (d) Notify HHS when an evacuation is ordered. Provides all pertinent information, to include

evacuation, date operations will begin, actual numbers of evacuees, and specific arrival times and destinations.

(2) Response

(a) Provide updates to HHS.

(b) Inform HHS when the evacuation will be completed.

c. U. S. Department of Health and Human Services

(1) Division of Emergency Coordination

(a) Assist as overall coordinator of HHS emergency preparedness planning and operations.

(b) When notified by DOS to implement emergency repatriation, goes on alert status, and ensures coordinated FEMA-HHS communications are activated.

(2) Administrator for Children and Family Services

(a) Preparedness

[1] Participate in repatriation exercises as scheduled by SCDSS.

[2] Assist the State in the development of emergency repatriation plans, training and exercises.

[3] Review and recommend revisions to the State's repatriation plan.

[4] Receive information from the DOS regarding potential evacuations and the necessity to implement emergency repatriation plans.

(b) Response

[1] Coordinate with FEMA Communications Center; transmit information to Federal agencies, States and national volunteer agencies.

[2] Provide funds to the State for planning and implementation of emergency repatriation.

[3] Assume lead Federal responsibility for Public Affairs/Information.

d. Federal Emergency Management Agency

(1) Coordinate with HHS/ACF in the review of State emergency repatriation plans.

(2) Participate in repatriation exercises as scheduled by SCDSS.

(3) Provide communication services to notify Federal, State, and voluntary agency officials concerning emergency repatriation.

e. Department of Defense

(1) Under the FORSCOM Plan for Non-Emergency DoD Non-Combatant Repatriation, Fort Jackson (ATZJ-AG) will provide personnel for Joint Service Processing Support Teams at the ERC.

(2) Under non-emergency conditions, the Air Force will provide facility and personnel support, as available.

(3) In the event of a declared National Emergency, DoD support may not be available.

f. U.S. Department of Homeland Security

(1) U.S. Customs and Border Protection

(a) Coordinate with HHS/ACF in the review of The State Emergency Repatriation Plan.

(b) Participate in repatriation exercises as scheduled by SCDSS.

(c) Perform required customs clearances at POE.

(d) Keep the ERC Federal site manager informed of any unusual situation with arriving repatriates (e.g. criminals, etc).

(e) Perform required security clearances at points of entry.

- (f) Provides security plane-side and within the Federal Inspection Area of the Repatriation Processing Center.
 - (g) Assist with approval of flights as well as the location and manner of clearance.
 - (h) Initiate contact with arriving passengers and conveyances.
- (2) United States Citizenship and Immigration Services
 - (a) Coordinate with HHS/ACF in the review of the State Emergency Repatriation Plan.
 - (b) Participate in repatriation exercises as scheduled by SCDSS.
 - (a) Conduct statutory processing of evacuees.
 - (b) Issues clearances for U.S. citizens and their alien dependents to proceed to final destination.
- g. Federal Bureau of Investigation

Whenever necessary, perform required security clearances at the POE.
- h. General Services Administration
 - (1) Provide facility support services (building space, communications, protection, supplies, motor pool, and contractual services) to requesting agencies on a reimbursable basis.
 - (2) In accordance with the "National Plan for Communications Support in Emergencies and Disasters", the GSA Regional Federal Emergency Communications Coordinator serves as the sole communications coordinator to receive and process requests for emergency communications services from all agencies and major private relief organizations.
 - (3) The Federal Emergency Communications Officer is the GSA action communications carriers to provide the needed communications services.

- i. Department of Transportation
 - (1) Upon notification from HHS/ACF of the need for priority transportation for evacuees, adds "Evacuees" to the transportation priority listing.
 - (2) Advise the Federal Aviation Administration (FAA), the Interstate Commerce Commission (ICC), and the Federal Railroad Administration (FRA) of the priority of movement for evacuees.
 - (3) These Federal agencies inform the concerned civil carrier, i.e., FAA for air service, FRA for rail service and ICC for all rail services other than AMTRAK and for intercity motor services; that preference shall be afforded all evacuees to their final destination, including allocation of equipment, when essential, to expedite movement.

- j. Department of Housing and Urban Development (HUD)
 - (1) Identify available HUD-assisted housing at or near the POE, which may be used for some evacuees who cannot be moved in a timely manner to a final destination.
 - (2) Identify available HUD-assisted housing at or near the POE for longer stays, commercial housing facilities and congregate facilities.

- k. U.S. Public Health Service
 - (1) Coordinate with HHS/ACF in the review of the State's emergency repatriation plans.
 - (2) Participate in repatriation exercises as scheduled by SCDSS.
 - (3) Assist State in developing plans for providing medical services and transportation to medical facilities.
 - (4) If needed, arrange for medical teams at the ERC, to provide medical screening for alien dependents of U.S citizens, and for U.S. citizens who may have a contagious disease.

- l. U.S. Department of Agriculture
 - (1) Coordinate with HHS/ACF in the review of the State's emergency repatriation plans.

- (2) Participate in repatriation exercises as scheduled by SCDSS.
- (3) Coordinate with CBP to arrange for, and perform agricultural screening clearances, including those for animals, if needed.
- (4) Coordinate with other Federal agencies (USFWS, NOAA, and CDC/HHS) regarding animal species-specific or public health issues.

VII. ADMINISTRATION AND LOGISTICS

A. Administration

- 1. See Annex 7 (Finance and Administration) of the SC Emergency Operations Plan.
- 2. Program Funding
 - a. Available Funds
 - (1) Section 1113 of the Social Security Act authorizes HHS to provide Federal funds to States for the reception, temporary care, and onward transportation of U.S. citizens and their dependents returned from a foreign country due to destitution, illness, war, threat of war, or similar crisis.
 - b. Request for Advanced Funds
 - (1) At the time of notification of an impending emergency repatriation operation, the State (i.e. – SCDSS) may request an advance of funds from HHS/ACF to cover estimated program expenses.
 - (2) Upon receipt of the State's request, HHS/ACF will coordinate funds transfer to the State (i.e. – SCDSS) via available systems.
- 3. Program Eligibility
 - a. For those U.S. citizens and their dependents requesting assistance and are without resources, temporary assistance through the Repatriation Program may be provided.
 - b. Eligibility.

- (1) To qualify for assistance, persons must be U.S. citizens, or their dependents, returned from a foreign country or have been returned because of destitution or illness of such citizens or their dependents, war, threat of war, invasion, or similar crisis.
 - (2) In addition, these citizens must be without resources immediately accessible to them.
- c. Citizenship
- (1) U.S. Citizenship and Immigration Services (USCIS) will verify citizenship.
- d. Identification by DOS
- (1) Under normal conditions, cases are referred to HHS/ACF on an individual basis.
 - (2) In an emergency situation, notification from the DOS ~~State Department~~ that an evacuation has been ordered serves as the basis for DOS ~~State Department~~ identification.
- e. Personal Resources Considered
- (1) Personal resources to be considered will be only those which are immediately accessible to the evacuee at the time temporary assistance and services are required at the ERC, or when arrangements are made for onward transportation to final destination.
 - (2) Resources are considered as immediately accessible only when they are in the possession of, and under the control of, the evacuee, and he/she can draw upon them to meet immediate or temporary needs.
 - (3) The individual's declaration that he/she is without available resources will be accepted, unless the interview reveals that resources are available.
 - (4) Many of the evacuees will have their own resources at their final destination, or through public private employing organizations or agencies, but are not immediately accessible to them at the ERC. Such persons shall be eligible for temporary assistance as needed for onward transportation.

- (5) These individuals shall be required to repay to the United States the cost of such assistance and services once their resources become accessible to them.
4. Temporary Assistance at the ERC
 - a. Temporary assistance includes:
 - Money payments
 - Medical care
 - Temporary lodging
 - Transportation
 - Animal care
 - Other goods and services necessary for the health and welfare of individuals, including guidance, counseling and other social services.
 - b. Cash Assistance
 - (1) Cash shall be provided to evacuees at the ERC when it is determined that they have no such resources immediately available to them.
 - (2) Cash requirements will be nominal if the evacuee's needs for temporary shelter and food are being met on a congregate basis, with cash provided only for personal items.
 - (3) If it is necessary to use commercial facilities for lodging and food, the State may negotiate payments directly to these facilities, or may provide the evacuee with cash to cover these costs.
 - (4) Cash needed for meals and lodging while enroute to final destination shall also be provided to such eligible evacuees.
 - c. Medical Assistance.
 - (1) Evacuees may have insurance which will pay for any medical care needed at the ERC.
 - (2) However, if an evacuee does not have medical insurance, and does not have sufficient available resources to pay for medical care, arrangements for medical care shall be made by SCDHEC, and paid by for by HHS.

- (3) Individuals receiving medical care will be required to repay the United States for the medical care costs.
 - d. Airline Transportation
 - (1) The Onward Transportation Section at the Charleston International Airport (IAP) ERC shall coordinate with the franchised travel agency to arrange the evacuees' transportation.
 - (2) Onward Transportation Section staff shall complete a Request for Transportation and refer the evacuees to the franchised travel agency.
 - (3) If an evacuee is without available resources, the franchised travel agency shall complete the transportation arrangements section of the Request for Transportation Form and forward copies of the completed forms to HHS/ACF as documentation to support the direct billing. HHS/ACF shall reimburse the travel agency directly.
 - (4) Evacuees able to pay for the requested transportation shall do so using cash or credit card.
 - e. Surface Transportation. Arrangements for evacuee travel by surface will be made by the onward Transportation Section staff in coordination with local travel agencies.
- 5. Animal Veterinary Treatment.
 - a. Evacuees will be asked to reimburse costs of veterinary medical supplies used in veterinary treatment, if any is performed.
 - b. Reimbursement may not be required for certain import/regulatory test requirements carried out by federal animal health officials.
- 6. Temporary Assistance and Social Services at Community of Final Destination
 - a. When an eligible evacuee claims residency in South Carolina, the State will provide temporary cash assistance, medical assistance, and related social services under established standards and policies of the SCDSS in the community in which the evacuee establishes residence
 - b. SCDSS will apply current established SCDSS standards for the Temporary Assistance for Needy Families (TANF) in determining

the amount of financial assistance payments, with such adaptations as may be necessary due to the composition of the family.

- c. The State will provide Temporary Assistance to all individuals without sufficient resources under the State standard, without regard to age, disability, or single disabled parental status. Such temporary assistance may be continued for a period of 90 days following arrival in the United States.
- d. If an evacuee still has insufficient resources after 90 days, and is incapable of self-support/self-care and does not qualify for aid under any Federal, State or local assistance program, SCDSS shall refer the case to HHS/ACF for authorization to continue temporary assistance for up to an additional nine months.
- e. All requests for extensions of assistance beyond 90 days must be submitted to HHS/ACF prior to the expiration of the initial 90-day period.

7. Accounting for Funds - Required Reports

a. Report On Advance Of Funds

- (1) SCDSS will submit a summary report of expenditures to HHS/ACF within 30 days following the completion of repatriation activities.
- (2) The summary report will show the amount of funds advanced, the amount of funds expended, an estimate of outstanding debts, and the balance to be returned to HHS/ACF or the amount due to the State.
- (3) SCDSS will attach all applicable processing Check Sheets to substantiate expenditures.

b. Report On Referral (Form SSA-2061)

- (1) SCDSS will use Form SSA-2061 to report Repatriation expenses incurred subsequent to ERC expenditures (i.e., expenses not reported on an ERC Processing Sheet) if the State has not received an advance of funds.
- (2) SCDSS must submit the SSA-2061 to HHS/ACF within 5 days of initial contact with the repatriate. The Report on Referral form is the basis for the obligation of repatriation funds if there has been no advance of funds. HHS/ACF must process the form before they can process claims for reimbursement.

- (3) The State will submit an Expenditure Statement and Claim for Reimbursement Form SSA-3955 for each expenditure reported on an SSA-2061.
 - c. Expenditure Statement And Claim For Reimbursement (Form SSA-3955)
 - (1) Form SSA-3955 serves as the basis for reimbursement to the State and for accounting for funds advanced to the State. The State must submit claims are to be submitted monthly but not later than 15 days after the close of the month.
 - (2) The State will use Form SSA-3955 to report expenditures on each case individually, unless, or until, the volume of the cases assisted is such that group reporting is indicated.
 - (3) Case Records
 - (a) Charleston County DSS will maintain an individual or family case record for each individual or family provided cash assistance, medical assistance, onward transportation or any other assistance for which they must repay the Federal government.
 - (b) The case record should contain a signed ERC Processing Check Sheet (DD Form 2585) and a Repayment Agreement as a minimum.
 - (c) Subsequent to ERC processing, County DSS Offices providing further temporary assistance to evacuees who claim county residency will adapt their customary case recording methods for this purpose.
- 8. Reimbursable Expenses
 - a. The State may claim reimbursement for temporary assistance provided to evacuees.
 - b. In addition, the State can claim administrative expenses, provided the State:
 - (1) Identifies the time spent
 - (2) Converts identified time into an equivalent amount of money

- (3) Deducts this amount from staff providing services in connection with other programs
 - (4) Follows regular procedures for allocation of joint expenses.
- c. All funds provided for assistance to individual evacuees must be repaid. PHS/HRSA will actively pursue collection of monies for all assistance provided through its Accounts Receivable Capability system.
- d. Voluntary Relief Agencies Reimbursement.
 - (1) Voluntary relief agencies may provide a significant amount of assistance, which is beyond the scope of Federal agencies as defined in this Plan.
 - (2) The Federal Government will reimburse each agency for expenses incurred during an emergency repatriation operation.
 - (3) HHS/ACF will negotiate agreements with national Voluntary Agencies which will specify procedures for reimbursement.
 - (4) Agreements will require agencies to submit detailed expenditure reports to substantiate each claim for reimbursement.

9. Repayment

- a. All funds provided directly to repatriates are given in the form of a loan which must be reimbursed to the U.S. Government. Repayment by a recipient or recovery from subsequently available resources must be made to the HHS Program Support Center (PSC) for deposit to the U.S. Treasury.
- b. Repayment is required for all assistance provided evacuees through the Emergency Repatriation Program.
- c. The State is responsible for informing the individual of the repayment requirement and the amount of the repayment.
- d. In addition, the State shall recommend to HHS/ACF whether repayment or a waiver is warranted.
- e. HHS/ACF is responsible for seeking repayment.

10. Safeguarding Information
 - a. The operation of this plan as well as the Repatriation Program, under normal conditions, are subject to the provisions of the Privacy Act of 1974 (Public Law 93-579).
 - b. The use of information concerning persons who receive temporary assistance under this Program is strictly limited to the purposes for which such information was received.
11. Non-discrimination. No eligible persons shall be excluded from participation, or be denied any benefits or otherwise be subjected to discrimination under this Plan, because of their race, color, religion, sex, age, handicap, or national origin.

B. Logistics

See Attachment A (S.C. Logistics Plan) to the SCEOP.

VIII. SCHEDULE FOR EVALUATION, MAINTENANCE AND REVISION.

A. Evaluation and Maintenance Schedule

1. The repatriation plan will be evaluated on a bi-annual basis.

B. Revision

1. The repatriation plan will be reviewed on a bi-annual basis to ensure the information contained within is accurate and up to date.