



# SA G – Emergency Repatriation

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## Forward and Promulgation

This Emergency Repatriation Incident Annex was prepared by Oregon Emergency Management, the Oregon Department of Health and Human Services, and other federal, state and local governmental partners and volunteer agencies in order to develop, implement and maintain a viable capability for managing a Repatriation event that affects Oregon.

This Annex complies with applicable internal agency policies, federal, state and local regulations. It supports recommendations provided by the United States Department of Health and Human Services, Office of Refugee Resettlement. It is consistent with the State of Oregon’s Emergency Operations Plan.

This plan has been distributed to external agencies that may be affected by its implementation.

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NAME / TITLE

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Date



## SA G. Emergency Repatriation

SA G Tasked Agencies	
<b>Primary Agencies</b>	Oregon Department of Human Services Oregon Emergency Management Other State Agencies and Organizations
<b>Supporting Agencies</b>	Portland Office of Emergency Management Multnomah County Emergency Management Port of Portland ORVOAD Organizations American Red Cross Other Federal Agencies and Organizations
<b>Adjunct Agencies</b>	

## 1 References

- Memorandum of Understanding (MOU), U.S. Department of Health and Human Services (HHS) and State of Oregon, August 19, 2008
- State of Oregon Emergency Operations Plan.

## 2 Introduction

### 2.1 Purpose

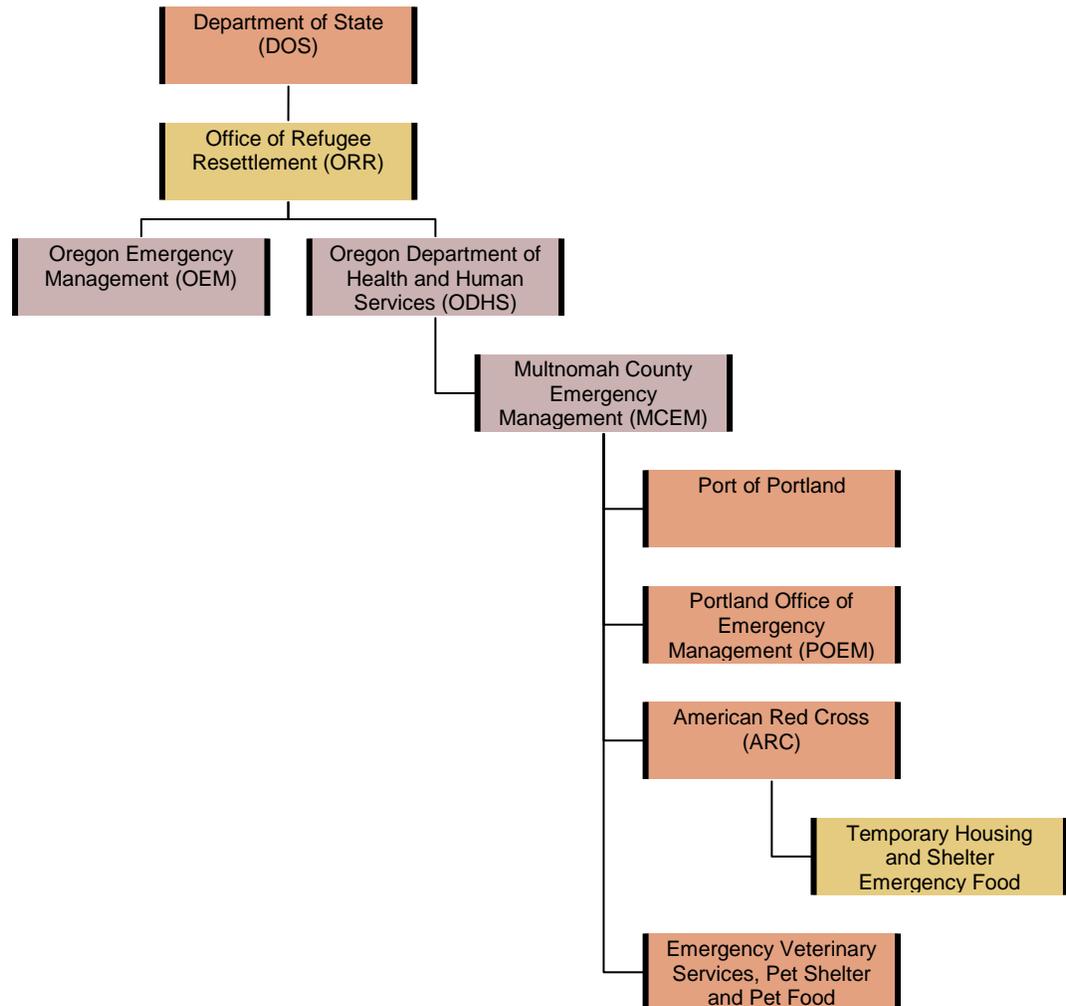
This Emergency Repatriation Plan was prepared to develop and maintain a capability for managing an emergency repatriation event in Oregon. This plan complies with and relies on applicable state agency policies, federal, state, and local regulations, and supports recommendations provided by the United States Department of Health and Human Services, Office of Refugee Resettlement (ORR). This plan has been distributed to external agencies that may be affected by its implementation.

Repatriation is the procedure whereby U.S. citizens are officially processed back into the United States after evacuation from overseas. The Secretary of the United States Department of Health and Human Services (HHS), in coordination with the heads of federal departments and agencies, is responsible for providing assistance to repatriated U.S. citizens and others, including noncombatants of the United States Department of Defense (DOD). When implemented on a mass scale, the plan calls for State and local governments to assist those who have been repatriated to U.S. ports of entry.

This Emergency Repatriation Annex provides a functional structure for a coordinated, effective reception of repatriates at ports of entry in Oregon, which may include military and civilian ports in the state, by federal, state, and local government authorities and private or volunteer organizations. Presently, the Portland International Airport is the only port designated to receive repatriates.

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Below is a chart showing a basic organizational structure.



The purpose of this plan is to provide the guidance in receiving emergency repatriates expeditiously; to provide for efficient registration, to include health screening; and to provide temporary care, housing, and onward travel assistance, if requested by the repatriates.

**2.2 Scope**

The State may be tasked to provide an Emergency Repatriation Center to support 50 to over 500 eligible individuals. In the event the Department of State (DOS) notifies the ORR that there will be an emergency repatriation, the ORR director or designee will notify the State’s emergency repatriation contact to “stand by”. If Oregon is selected as the port of entry, the repatriation point of contact for the Oregon Military Department, Office of Emergency Management (OEM), will activate the plan. OEM coordinates emergency management activities within the State in accordance with the State Emergency Operations Plan (EOP). OEM will act as liaison with other state agencies or departments as required. OEM will task

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the Oregon Department of Human Services (ODHS) as the state agency designated by the HHS to administer the U.S. Repatriation program in Oregon.

**3 Policies**

The State will be verbally notified that an evacuation is being considered as soon as an event has materialized. HHS is the notifying authority. An authorized representative of HHS will follow up this notification with an official written request that Oregon activate the State Repatriation Plan.

Upon receipt of the notification from HHS, OEM will activate the State Emergency Coordination Center (ECC). OEM will notify state agencies and local government, and volunteer agencies as participants in this plan in accordance with current standard operating procedures.

The Oregon EOP is compliant with the National Response Framework (NRF), National Incident Management System (NIMS), and Incident Command System (ICS). All repatriation operations will be conducted using NIMS and ICS protocols. Maintenance and update of this Annex will be consistent with the State EOP plan maintenance and update policy.

Repatriates transported to Oregon under this program, and are cleared for entry into the United States by U. S. Customs and Border Protection, and the services provided to them by the Oregon Emergency Repatriation Center, shall be considered in compliance with the Oregon Security / Immigration policies.

**4 Situation****4.1 Incident Condition**

Large numbers of United States citizens and their dependents are living, visiting, and traveling in foreign countries. These activities include those related to members of the armed services, U.S. diplomatic, foreign aid and related missions, other U.S. government agencies, international organizations, education, commerce, industry, and tourism.

Overseas evacuations occur under a variety of circumstances – war, civil unrest, military uprisings, environmental concerns, and natural disasters. Based on the situation, the United States Department of State (DOS) may authorize a voluntary departure or may order the departure of federal employees and their families. In the departure statement, the DOS will designate a particular country, normally the Continental United States (CONUS), as the safe haven for federal employees.

The departure of private citizens is at their own discretion; however, most will take advantage of the protection and transportation available at the time it is provided by the DOS. DOS may also approve the evacuation of selected host nation and third country nationals. U.S. citizens and designated aliens will be brought to safety, and are responsible for reimbursing DOS for transportation costs incurred on their behalf.

**SA G. Emergency Repatriation****4.2 Planning Assumptions**

This plan is based on managing about 1200 repatriates per day but is scalable to smaller or larger numbers. The processing of repatriates may be a 24-hour per day operation and will continue until all repatriates have continued travel to their final destination or are otherwise processed and provided assistance. Limitations that could reduce this capacity include the number of flights the airport can receive and space available in the airport for repatriate processing.

While not authorized by federal regulations, repatriates might bring pets with them. These pets will be processed by federal inspectors per standard procedure and remain the responsibility of their owners.

Repatriates could be elderly, disabled, sick, or wounded. Some may have small children. Repatriates may arrive with little or no identification or money, few personal items, and considerable stress and anxiety, requiring immediate assistance.

**5 Concept of Operations****5.1 Local Response****5.1.1 Multnomah County Emergency Management (MCEM)**

MCEM will coordinate all operational support of PDX, within the jurisdiction of the City of Portland. It also has responsibility for the following:

- Coordinate with Oregon Department of Human Services (ODHS) and other support organizations to develop plans and procedures in support of emergency repatriation operations.
- Coordinate emergency veterinary services and temporary pet housing.
- Provide Operations Section support to the Incident Command System.
- Arrange for law enforcement and security support from the City of Portland.
- Provide ambulance, mortuary, hospital, and first aid services, as necessary.
- Arranges crisis-counseling services in coordination with the American Red Cross, local agencies and ODHS.
- Provide emergency medical services at Portland International Airport (PDX) and arrange for rapid transportation to regional coordinating hospital-designated locations for repatriates requiring such services.

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- If requested, assist ODHS and the Center for Disease Control and Prevention (CDC) Quarantine Station in conducting disease surveillance at PDX..

**5.1.2 Portland International Airport (PDX)**

- Notify and coordinate federal inspection services for activation.
- Provide location in coordination with Multnomah County suitable for Emergency Repatriation Operations Center.
- Provide liaison to Emergency Repatriation Center (ERC) and Incident Command.
- Facilitate ERC staff and supplies through security checkpoints and access to work areas.
- Provide for secure storage of repatriates' baggage.

**5.1.3 American Red Cross (ARC)**

ARC will assist in the temporary care and processing of evacuees as requested by the State in accordance with the National Memorandum between the United State Administration for Children and Families (ACF), HHS and ARC. ARC has responsibility for the following, but is not limited to:

- At the request of ODHS, assist with provision of childcare services in ERC by activating agreements with voluntary organizations that specialize in this service.
- Arrange for temporary lodging as necessary and requested.
- Provide personal comfort and hygiene items (toiletries, blankets, diapers).
- Provide food, snacks, and drinks for repatriates and ERC workers. Food for repatriates should include both culturally appropriate foods as well as standard American fare.
- Support repatriate and repatriation staff worker counseling in coordination with ODHS.
- Provide emergency communications and family reunification assistance through the Red Cross Disaster Family Welfare Inquiry System.
- Provide access for military personnel to emergency messaging and financial assistance.

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- Provide direct assistance to families with verified event caused needs who are ineligible for standard government assistance.
- Support, within its agreements, the provision of relief efforts by any volunteer organization actively engaged in providing other relief assistance to repatriates.
- Provide subject matter expertise on volunteer coordination/activities.

**5.1.4 Local Hospital Support**

- Coordinate with ODHS to provide emergency and non-emergency medical transport.
- Assist ARC in providing basic first aid service.
- Assist CDC Quarantine Station in assessment of ill repatriates for diseases of public health significance.

**5.1.5 ORVOAD**

The National Voluntary Organizations Active in Disaster members will assist in the temporary care and processing of evacuees as requested by the State.

**5.2 State Response****5.2.1 Oregon Emergency Management (OEM)**

Provide direct operational support and coordination for the repatriation process and has the following responsibilities during repatriation:

- Provide a plan coordinator for the repatriation program. Appoint a Director of the ERC who will serve as Incident Commander.
- Develop, coordinate, and maintain the Emergency Repatriation Annex to the State EOP.
- Notify participants of plan activation and schedule initial operations brief.
- Activate and staff the State Emergency Coordination Center in support of the ERC.
- Notify state agency liaisons as needed to report for duty at the ECC.
- Maintain communications with the following federal agencies during repatriation operations to ensure proper representation at the ERC and/or Incident Command:
  - U.S. Customs and Border Protection

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- U.S. HHS Regional Emergency Coordinator
  - Federal Bureau of Investigation
  - CDC Quarantine Station
  - U.S. Department of Agriculture Plant Protection and Quarantine
  - Transportation Security Administration
  - Department of Defense - point of contact, if appropriate.
- Maintain communications with the following state and local agencies and organizations during repatriation operations to ensure proper representation at the ERC and/or Incident Command:
- Oregon Department of Human Services
  - Oregon State Police
  - Port of Portland
  - Regional Coordinating Hospital
  - American Red Cross
  - Multnomah County Emergency Management
- Establish a Joint Information Center as necessary.
- Provide coordination and planning to meet the ERC communication needs. Arrange for installation of telephone and information systems.
- Prepare and coordinate the Governor’s state of emergency declaration as needed.
- Claim administrative expenses from ODHS for agencies appointed to conduct or support repatriation activities. This also applies to agencies and organizations that are not part of ODHS and are not reimbursed by the county/municipality.
- Conduct a “hot wash” as soon as possible (usually within 7 days) after the conclusion of the event, whether for an actual event or an exercise. A copy of this “hot wash” will be forwarded to HHS within 30 days. An After Action Review (AAR) will be completed with copies forwarded to HHS within sixty (60) days.

**5.2.2 Oregon Department of Human Services (ODHS)**

ODHS is the lead state agency for repatriate support services and state repatriation fiscal matters and has responsibility for the following:

**SA G. Emergency Repatriation****■ Administrative and Operational Support**

- Provide the program manager for the Repatriation Program. The primary role of the program manager is to ensure that repatriates receive assistance and that emergency processing center operations are consistent with local, state, and federal governmental regulations.
- Director, Oregon Department of Human Services or designee will appoint the Assistant Director of the ERC.
- Schedule ERC workers and maintain staffing patterns: Staffing requirements, staff list, and work schedules for ODHS staff will be established and coordinated by the Assistant Director for the ERC or designee. A list of participating staff/volunteers from ODHS will be established and maintained.
- Operate the Department of Defense Automated Repatriation Reporting System (ARRS): The national plan developed by HHS requires use of this system to register repatriates. Upon activation, the USDOD will provide the system software and hardware. ODHS will work with USDOD for training prior to events. ODHS will work with OEM and the ERC Facility Manager on equipment needs.
- Develops and provides cultural sensitivity information to organizations and agencies represented in ERC.
- Develops and publishes detailed procedures as needed for the following functions within the ERC:
- Assist repatriates, whenever requested by authorized federal staff, to complete repatriation processing check sheet.
- Establish a local locator system and input to the national locator system.
- Provide care and processing for unaccompanied children, the elderly, and handicapped.
- If requested by HHS, ODHS will assist with the repatriates' eligibility assessment. Repatriates will be interviewed in order to determine resources needed and will be referred to appropriate providers.
- OEM will support ODHS to make any necessary requests for mutual aid through the Statewide Mutual Aid agreement or through the Emergency Management Assistance Compact.

**SA G. Emergency Repatriation****■ Repatriate Assistance Services**

- Development of standardized briefings in multiple languages that can be read on the aircraft prior to landing or shortly after landing that will detail services available and other information needed by repatriates. Upon their arrival at the ERC, authorized ODHS staff will give the repatriates a short briefing on the repatriation process and the services offered at the ERC.
- If requested by HHS, ODHS will brief, interview, register, and process repatriates. Repatriates will be provided a written briefing or checklist advising them of the services offered or to ensure they complete all necessary processing steps.
- Arrange for interpreter and translation services. ODHS will coordinate with the DHR designated Limited English Proficiency Manager for on-site translation/interpreter services. Interpreters should be available on site. An on-demand telephone interpreter service system (24 hour telephone service) may be used to communicate with repatriates who are not English-proficient. ODHS staff will request and coordinate the use of on-site interpreters as required. An estimated 50 hours of telephone interpretive services may be required.
- Arrange child care and child foster care: For children traveling without a parent or designated guardian, ODHS will use existing procedures to obtain foster care through ODHS, Children, Adults, and Families Division (CAF). For children traveling with parents, ODHS will request ARC assist with provision of ERC childcare services
- Assist with phone bank: The ERC will provide a telephone phone bank for repatriates to use. ODHS will staff to assist repatriates and provide phone security.
- Monitor public health screening for communicable diseases.
- Assist federal or local public health officials as requested.
- Coordinate provision of medical screening, first aid, hospital care, and mental health services to include pastoral care and other services as needed and identified.

**■ Financial Management**

- Provide updated cost estimates for implementation of the plan to the HHS, Administration for Children and Families, Office of Refugee Resettlement (HHS/ACF/ORR).

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- Request funds advance from HHS/ACF/ORR upon implementation of the plan.
- Track repatriation operational costs.
- Accept requests for reimbursement from state agencies and local government and volunteer agencies: Costs will be reimbursed to state agencies and local government and volunteer agencies following guidance from HHS/ACF/ORR.
- Financial Assistance: Establishes a finance center, advance funds as necessary and advises individuals of repayment requirements. Provide cash, debit card, or equivalent to repatriates.
- Submit a summary report of expenditures within 15 days following completion of repatriation activities, as required by the National Repatriation Plan.
- Develop agreements with the American Red Cross or federal government for mass feeding, shelter management, personal care kits, child care, mental health counseling, and onward transportation of foreign nationals not eligible for reimbursable resources and other support. American Red Cross expenses should be billed directly to the federal government in accordance with existing agreements.
- Pay vendors who are unwilling to extend credit.

**5.2.3 Oregon Department of Transportation (ODOT)**

Supervises and provides staff during repatriation operations to arrange, contract, and coordinate ground transportation.

**5.2.4 Oregon Department of Agriculture (ODA)**

Supports the United States Department of Agriculture (USDA) with identifying and contracting veterinary organizations that can provide appropriate facilities for pet quarantine and care for pets and animals cleared for entry into the United States.

**5.2.5 Oregon State Police (OSP)**

Provide law enforcement functions when local resources have been exhausted, to include: traffic control, crowd control, and security protection of repatriates outside the boundaries of PDX.

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### 5.3 Federal Response

#### 5.3.1 United States Department of State (DOS)

Notifies HHS of an escalating crisis, natural disaster, or other event, which may require the evacuation of U.S. citizens from a foreign country. DOS also has responsibility for the following:

- Reports the estimated number of evacuees in the affected area.
- Updates HHS on the number of potential repatriates as the situation changes.
- Notifies HHS when an evacuation is ordered, provides method of evacuation, date operations will begin, and actual numbers of repatriates and specific times and places where they will arrive.
- Informs HHS when the evacuation operation will be completed.
- United States Department of Defense (USDOD). USDOD is responsible for the care and onward travel of non-combatant DOD evacuees and non-DOD evacuees. USDOD has responsibility to provide the following:
  - An Executive Agent who assists states in their repatriation operations.
  - Hardware, software, and training for the Defense Manpower Data Center Noncombatant Evacuation Operation/Noncombatant Tracking System used at PDX and the Automated Repatriation Reporting System (ARRS) used at the ERC.
  - Provide Defense Accounting and Finance Service assistance to non-combatant DOD evacuees at the ERC.

#### 5.3.2 United States Department of Health and Human Services (HHS)

HHS serves as overall coordinator of the National Emergency Repatriation Program and other related emergency preparedness and operations activities.

#### 5.3.3 United States Administration for Children and Families/Office of Refugee Resettlement (ACF/ORR), HHS

ACF/ORR has the primary responsibility for planning and execution of emergency repatriation under Executive Order 12656 (Assignment of Emergency Preparedness Responsibilities). ACF/ORR receives information from DOS regarding potential evacuations and the necessity to implement repatriation plans and provides the following:

- The Coordinator of the National Emergency Repatriation Program.

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- Coordination for the planning and operation activities of all agencies and organizations concerned with emergency repatriation.
- Provide Cash, advance credit, and reimbursement for the expenses of the State for repatriation operations.
- Provide Emergency Repatriation Staff Coordinator when the activation notice is issued.
- Determination, in consultation with DOS, of the different Points of Entry (POE) within the Continental United States.
- Perform repatriates' eligibility assessment.
- Assist with public affairs.

**5.3.4 Centers for Disease Control and Prevention (CDC) Quarantine Station, HHS**

- Administer public health surveillance and prevention programs at PDX; evaluates and provides technical support on the enforcement of policies necessary for implementation of federal quarantine authority.
- Conduct pre-debarkation visual assessment of arriving repatriates to monitor for signs of potential public health significance; collaborates with DHR-DPH, ARC, and ODHS to monitor and evaluate repatriates for illnesses of potential public health significance and implement control measures in ERC.
- Assist in developing plans for providing medical aid at ERC.

**5.3.5 United States Customs and Border Protection (CBP)**

CBP inspects repatriates and their goods and personal belongings for entry into the United States. CBP is among the first agencies to receive definitive notification of arriving international flights (time of arrival, number of passengers, port of departure, etc.) so a close communication with CBP is necessary for ERC to maintain an optimum level of preparedness.

**5.3.6 United States Department of Agriculture (USDA)**

USDA clears food, plants, birds with hooked beaks, and farm animals for entry into the U.S. Food and plants not cleared for entry are confiscated and destroyed by the federal government. Items that have been denied entry are returned to origin, destroyed, or quarantined at the owner's expense.

**5.3.7 Food and Nutrition Service (USDA/FNS)**

Authorizes State distributing agencies to release foods to recognized distributing relief agencies, such as the American Red Cross, for group feeding as provided

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for by existing USDA disaster or emergency programs, regulations, or emergency procedures.

**5.3.8 United States Fish and Wildlife Service (USFWS)**

The United States Fish and Wildlife Service clear exotic animals and endangered species for entry into the United States. Animals that have been denied entry are returned to origin, destroyed, or quarantined at the owner's expense.

**5.3.9 United States Department of Housing and Urban Development (HUD)**

Identifies available assisted housing near the point of debarkation to be used to shelter evacuees who are delayed from moving to their final destination.

**6 Repatriation Center Operations****6.1 Concept of Operations**

During a repatriation emergency, Oregon Emergency Management (OEM) will appoint a State Coordinating Officer (SCO) who will then appoint a Director of the Emergency Repatriation Center (ERC). The Director of the Oregon Department of Human Services (ODHS), or designee, will appoint an Assistant Director. These individuals will act as on-site Incident Commanders, staffing the center as required to meet the emergency operation.

It is assumed that there will be at least 36-72 hours advance notice in the event of a repatriation effort. Volunteers, leads, and supervisors will be provided training as needed at the ERC prior to the first arrivals. This would include discussing responsibilities, expectations, reporting, etc. The United States Department of Defense (DOD) will provide software training to data entry staff.

All activities will be conducted in accordance with the National Incident Management System (NIMS) using Incident Command System (ICS) protocols. The ICS oncoming shift briefing is a valuable tool to provide updates and clarifications on procedures and processes.

**6.2 Processing Area****6.2.1 Evacuee Arrival**

Upon arrival at the ERC, evacuees will be met by an official from the Department of State (DOS), the United States Health and Human Services (HHS), or a state official.

Those in need of immediate medical attention will be screened by appropriate medical personnel and staff from the Center for Disease Control (CDC) Quarantine Office. Treatment will be overseen by local medical personnel. Appropriate transportation will be arranged to a designated hospital, clinic, or other health care facility, if needed.

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The deceased will be handled in accordance with existing airport procedures in compliance with state and local law.

Unaccompanied children will be registered onsite, paired with an ERC staff member, and provided special care by the Oregon Department of Human Services (ODHS), in cooperation with the American Red Cross (ARC), or other services who can coordinate or provide child care.

All evacuees will be given an information pamphlet, prepared by the Administration for Children and Families (ACF) / Office of Refugee Resettlement (ORR).

**6.2.2 Registration of Evacuees**

Authorized federal staff will process repatriates at the ERC using Department of Defense (DOD) Form 2585, Repatriation Processing Center Processing Sheet, and/or HHS assessment form. ODHS may be requested by HHS to assist in this task.

**6.2.3 Transportation of Evacuees**

Specific information regarding the logistics of transportation for the large number of evacuees that would be competing for the limited number of seats on local flights, passenger trains, or buses is provided in the National Emergency Repatriation Plan (NERP).

Evacuees will be afforded an opportunity to secure public transportation to their final destination, if financially able.

HHS/ACF/ORR will provide onward transportation assistance via its commercial travel contractor at the ERC to all eligible evacuees. This transportation assistance will be staffed by either federal staff or contract travel agents. Setting up of this transportation assistance site within the ERC would be the responsibility of the state. Setting up may include computers, faxes, printers, etc., necessary to perform reservations and ticketing. HHS/ACF/ORR will be billed directly for airline tickets furnished by the contractor.

**6.2.4 Housing and Feeding of Evacuees**

Evacuees awaiting transportation assistance will be provided with culturally sensitive and standard American meals, resting areas, and other necessities for traveling.

The U.S. Department of Agriculture Food and Nutrition Service can make food commodities available to states in the operation of programs such as the School Lunch Program. Such commodities are made available to relief agencies such as ARC for group feeding in emergency situations. Food commodities must be requested from the Emergency Coordination Center (ECC), as necessary.

HHS may refer eligible repatriates to ODHS for temporary repatriation assistance for up to 90-days. Services would be provided in accordance to 45 CFR 212 or

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211. Services may include finding short or long term care (i.e., lodging, food, clothing, financial assistance, other services, etc.). ODHS will provide this assistance with support from the Salvation Army and ARC. HHS guidelines and Standard Operating Procedures will be followed in such instances.

**6.2.5 Medical Assistance**

Medical assistance at the ERC will be provided by federal, state, and local authorities, as required and appropriate. Medical services will be the responsibility of ODHS. While the CDC Quarantine Station would make the initial medical assessment of any arriving aircraft passengers from overseas, ODHS staff, ARC medical volunteers, and other designees will assist repatriates and determine medical requirements.

ERC staff will direct repatriates requesting or requiring medical attention to the health screening unit which will perform a medical assessment. Mental health services for the repatriates will be coordinated by the ODHS with assistance from ARC. Surveillance and response to illnesses among repatriates that might pose health threats to other repatriates and the ERC Staff will be conducted by CDC Quarantine Staff and ODHS.

Evacuees may have hospitalization insurance which will pay for any medical care needed. However, if an evacuee does not have hospitalization insurance, and does not have sufficient available resources to pay for medical care, authorized federal staff will make a determination as to whether the individual is eligible for temporary repatriation assistance which includes medical services. Once a determination is made, a referral will be sent to ODHS to arrange for appropriate medical services. Individuals who receive medical care will be required to repay the United States for the medical care costs.

**6.3 Emergency Repatriation Center**

The ERC is not to be a waiting area for connecting flights but is to be used for processing those repatriates that need assistance. Every effort must be made to move the repatriates along in the system to integrate them into the normal flow of travelers thus speeding remaining repatriates' access to services.

The processing area must provide services as follows:

- **Registration.** An area with desks, tables, and chairs is needed. Up to 100 evacuees per hour may require processing. As many as 10 registrars/interviewers may be required at one time and would be provided by the appropriate federal agency, unless the state is asked by HHS to assist with the processing of cases.
- **Transportation Section.** An area with telephones is needed for repatriates to arrange air, bus, and/or rail travel.

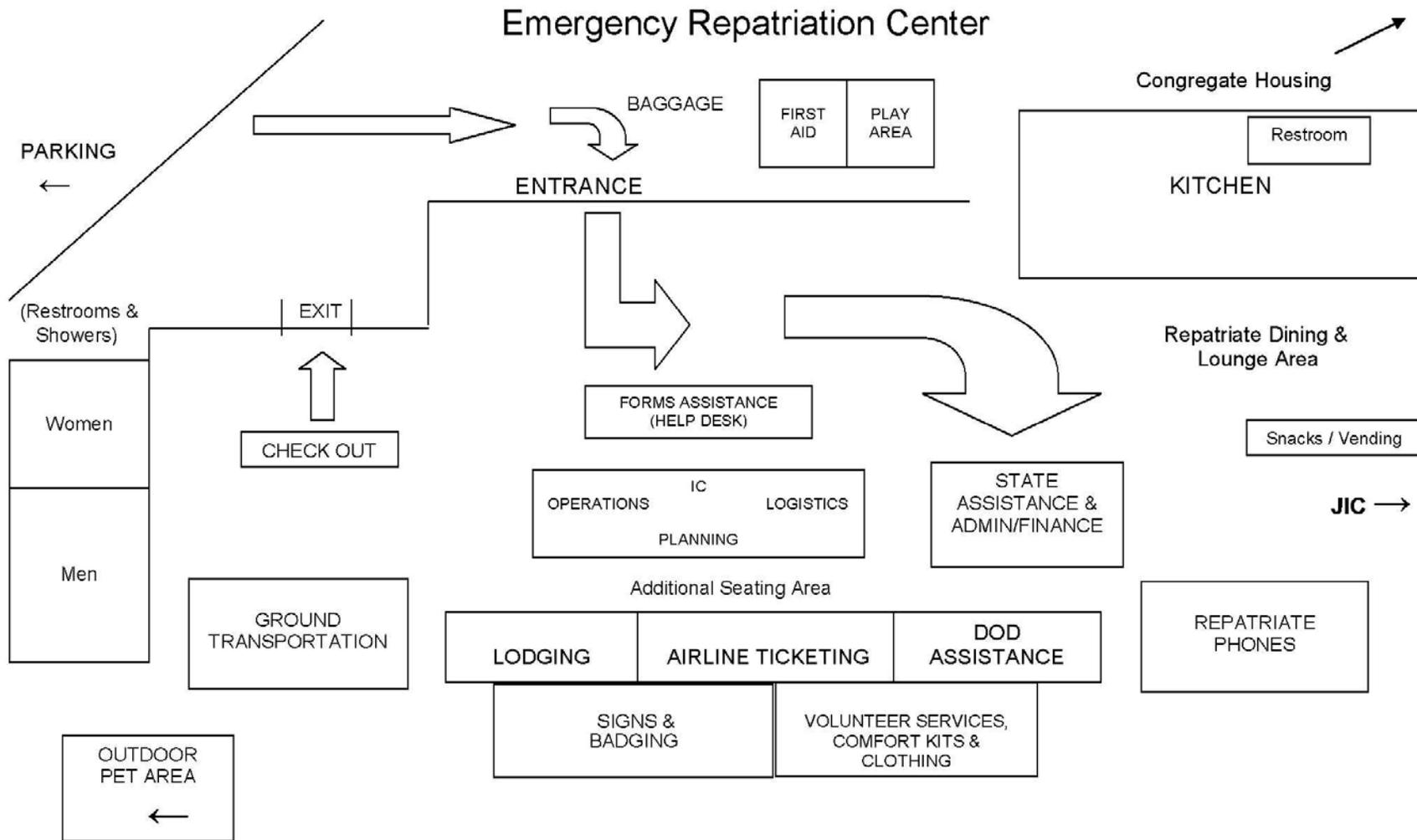
**SA G. Emergency Repatriation**

- Financial Operations. A secure area is needed.
- Red Cross/Volunteer Agencies. Sufficient space is required to process evacuees needing assistance and to store such items as comfort kits.
- Housing. A Housing Desk should be provided, if necessary. Primary emphasis will be on onward transportation, not on temporary housing.
- Press Area. A large area, separated from the ERC, and conforming to Joint Information Center procedures.
- Other areas that may be needed in a separate area or in the near vicinity of the ERC can include food service, childcare, mental health, or pastoral care.

**6.4 Administration and Finance**

The Administration and Finance functions for the repatriation program shall be coordinated by ODHS. It has responsibility for cost tracking, repatriate processing, repatriate services, cost reimbursement, development of staff and volunteer scheduling, advance funds for repatriates, and submission of costs to the federal government for reimbursement.

The next page shows a diagram of an Emergency Repatriation Center.



**SA G. Emergency Repatriation****6.4.1 Responsibilities**

ODHS will work with participating jurisdictions to ensure all claims for reimbursement are complete and accurate. ODHS fiscal staff will prepare all state claims and submit to HHS for reimbursement using the HHS specified form.

Case Records Management. An individual or family case record shall be maintained by ODHS for each individual or family provided cash assistance, medical assistance, onward transportation, or any other assistance for which they must repay the Federal government.

The case record should contain a signed ERC Processing Check Sheet (DD Form 2585, or HHS form) and a Repayment Agreement (ACF-120) as a minimum.

Subsequent to ERC processing, county local offices providing further temporary assistance to evacuees who claim county residency will adapt their customary case recording methods for this purpose. Eligibility for assistance will be based on criteria set forth by HHS and DOS.

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.

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.

The individual's declaration that he/she is without available resources will be accepted, unless the interview reveals that resources are available.

Many of the evacuees will have their own resources at their final destination or through their public or private employing organizations or agencies, which are not immediately accessible to them at the ERC. Such persons shall be eligible for temporary assistance as needed for onward transportation. However, these individuals shall be required to repay to the United States the cost of such assistance and services once their own resources become accessible to them.

**6.4.2 Program Finances - Funding**

Available Funds. Title XI, 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. In a case of increasing world tensions where implementation of the National Emergency Repatriation Plan seems imminent, HHS will request an emergency apportionment from the Office of Management and Budget. In such an emergency situation, funds may be made available to HHS/ACF/ORR so that states can be advanced funds to cover emergency repatriation operations. For

**SA G. Emergency Repatriation**

most emergencies, HHS would reimburse the states for reasonable, allowable, and allocable costs associated to the emergency repatriation.

Reimbursable Expenses. Each participating agency that expects reimbursement of repatriation operation costs will have a contract with ODHS. This contract will state the requirements for tracking costs, preparing invoices, requesting reimbursement, and maintenance of records that document the amount of reimbursement that is requested from ODHS. ODHS will manage and track the individual contracts providing reimbursement to the participating agencies. ODHS is responsible for requesting reimbursement from HHS for all approved costs associated with the repatriation operation.

Repatriation program funds will cover all reasonable, allowable, and allocable costs associated to the provision of temporary assistance to eligible evacuees. Temporary assistance includes money payments, medical care, temporary lodging, transportation, and other goods and services necessary for the health and welfare of individuals, including guidance, counseling, and other social services.

In addition, the state can claim administrative expenses, provided that the state performs the following:

- Identifies the time spent;
- Converts identified time into an equivalent amount of money;
- Deducts this amount from staff providing services in connection with other programs; and
- Follows procedures for allocation of joint expenses.

#### Repayment for Temporary Assistance

Monies provided for assistance to individual evacuees must be repaid. All funds will be provided directly to repatriates in the form of cash or grants which must be reimbursed to the U.S. Government. Repayment by a recipient or recovery from subsequently available resources must be made to HHS for deposit to the U.S. Treasury.

It is expected that a significant amount of assistance will be provided by voluntary relief agencies or services will be provided by Federal agencies which are beyond their scope of responsibility as outlined within this plan. Each agency will be reimbursed for reasonable, allowable, and allocable expenses they incur during an emergency repatriation operation.

HHS/ACF will negotiate agreements with national voluntary agencies which will specify procedures for reimbursement. Agreements will require agencies to submit detailed expenditure reports to substantiate each claim for reimbursement. When Federal agencies perform services, a Journal Voucher is used to affect a transfer of funds between appropriations.

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Cost Tracking. Each participating agency (state, local government and volunteer agencies) will track their costs for the repatriation operation during implementation. The tracking of costs will include time sheets, travel vouchers, invoices, etc. that document the total expenditures by an agency for the repatriation operation. The details for documenting the costs of the operation will be described in required funding reports.

To ensure that all partner agencies are reimbursed for actual costs incurred, it will be the responsibility of each partner agency to provide actual costs to ODHS Coordinating Officer when all repatriates have begun travel to their final destination. The Administration and Finance Program Manager will collect all information and submit to DHR for reimbursement.

Required Funding Reports & Report on Advance of Funds. ODHS shall submit a summary report of expenditures to HHS within thirty (30) days following the completion of repatriation activities. 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, or the amount due the state. All applicable processing reports must be attached to substantiate expenditures. Procedures to return funds to HHS will be negotiated at the time of submission of the summary report. However, this will not delay the submission of the report.

ERC Processing Sheets (SSA Form 2585). Emergency Reception Center Processing Sheet forms (SSA Form 2585) or HHS assessment form, shall be completed at the ERC for each individual or family, to record applicable information on the individual/family.

Report on Referral (SSA Form 2061). SSA Form 2061 shall be used by ODHS 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.

The SSA Form 2061 must be submitted to HHS/ACF/ORR within five (5) days of initial contact with the repatriate (instructions for completion of the form are included on the back). The Report on Referral is the basis for the obligation of repatriation funds, if there has been no advance of funds. The form must be processed by HHS/ACF/ORR before claims for reimbursement can be processed.

For each expenditure reported on a SSA Form 2061, the state shall submit an Expenditure Statement and Claim for Reimbursement Form 3955.

Expenditure Statement and Claim for Reimbursement (SSA Form 3955). SSA Form 3955 serves as the basis for reimbursement to ODHS and for accounting for funds advanced to ODHS. Claims are to be submitted monthly, not later than fifteen (15) days after the close of the month.

SSA Form 3955 shall be used to report expenditures on each case individually, unless, or until, the volume of the cases assisted is such that group reporting is indicated.

**SA G. Emergency Repatriation**Temporary Assistance and Social Services at Community of Final Destination.

When an eligible evacuee claims residency in Oregon, the case must be cleared and closed with the repatriation program then temporary cash assistance, medical assistance, and related social services shall be provided under established standards and policies of ODHS in the community in which the evacuee establishes residence.

Current established state standards for temporary assistance for needy families shall be applied in determining the amount of financial assistance payments, with such adaptations as may be necessary due to the composition of the family. Temporary assistance shall be provided to all individuals without sufficient resources under the state standard, regardless as to whether they are aged, blind, disabled, and to families with children without concern as to whether one of the parents is absent or incapacitated. Such temporary assistance may be continued for a period of ninety (90) days following arrival in the United States.

If situations arise where an evacuee still has insufficient resources after 90 days, and is handicapped in attaining self-support or self-care because of age, physical condition or lack of vocational preparation, and does not qualify for aid under an federal, state or local assistance program, ODHS shall refer the case to HHS/ACF for authorization to continue temporary assistance for up to an additional nine months.

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.

**6.5 Repatriation Automated Tracking Systems**

An automated tracking system will be used at all ERC. HHS will be processing the repatriates' information and may be either using a DOD system and/or other systems. It may be necessary to transmit the evacuee's personal data to a centralized database in Monterey California (Defense Manpower Data Center). The system provides an online query capability for the DOD and other governmental agencies.

The ERC will have the capability to generate reports on site. The system will be used for cost applications, summary reporting, and can be updated throughout the operational period.

ODHS, per prior agreement, will provide the computer systems, and support needed to register and process repatriates.

**6.6 Records and Further Processing of Evacuees**

Records concerning a repatriation event will be assembled by HHS and ODHS for further processing, billing, and handling beyond the emergency repatriation crisis period. All applicable Privacy Act and HIPAA regulations will be adhered to at all times.

**SA G. Emergency Repatriation****6.7 Public Information**

Timely public information is essential to the public's understanding of the situation at each point of entry and to public confidence in the reception and processing operations. The responsibility for repatriation public information is designated with the Director of Public Affairs at ODHS.

**6.7.1 Federal Public Information Role**

At the national and regional levels, HHS/ACF/ORR has the lead responsibility for public information. The Public Information Officer for HHS will provide coordinated information on repatriation operations to the national news media and will establish an information center at the HHS Emergency Operations Center at the national level. As such, ODHS will provide input to the HHS/ACF/ORR Regional Office on the status of repatriation activities in the State.

All federal agencies, including the Federal Emergency Management Agency (FEMA), will provide input to HHS/ORR on status of repatriation activities so that releases to the media will contain coordinated information. Regional Administrators for the ORR are responsible for providing information on the status of operations in their states to HHS/ORR which will provide FEMA with summary reports on the status of operations so

FEMA may respond to overall emergency situations. FEMA is responsible for providing to the news media and the public, coordinated information on the overall civil emergency.

The HHS/ORR has developed a repatriation fact sheet for use by federal and state public affairs personnel. The fact sheet provides for a general concept of operations, which can be distributed, to news media representatives for basic understanding of how the program is operated.

**6.7.2 State Public Information Role**

Consistent with the National Incident Management System (NIMS), state, local, VOAD and other agencies involved in repatriation will use a Joint Information System (JIS) to coordinate the release of information through a Joint Information Center (JIC) at the Emergency Reception Center to create a clear, factual, and unified message.

The JIC and the Public Information Officer (PIO) assigned to the JIC will work collaboratively with federal PIO. The overriding concept of the JIC is the recognition that each individual represented in the JIC may continue to represent his/her own agency, while at the same time providing public affairs support for state emergency management efforts.

Access to the JIC and other areas of the ERC will be determined by the policies, rules and regulations of the organization or agency where the ERC is located.

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ODHS will be the lead agency in the JIC, supported by OEM and public information officers from other appropriate agencies, consistent with OEM's Crisis Communications Plan.

Staff assigned to the JIC is not authorized to arrange interviews with evacuees or repatriates on behalf of the news media.

FEMA may augment state and local public affairs operations. Requests for such support must be sent to FEMA through OEM.

**6.8 Telephones**

OEM will be responsible for provision of sufficient telephone lines and other communication needs to the ERC. A large number of telephones will be required for immediate use by evacuees. Additional lines should be made available for restricted use by the press.

**6.9 Veterinary Assistance**

Veterinary care for pets will be provided using the established emergency pet care procedures outlined in local emergency plans.

**7 Appendices**

- Appendix 1 Hotels and Transportations
- Appendix 2 Acronyms

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**Appendix 1      Hotels and Transportations**

See Attached Excel Spreadsheets

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**Appendix 2      Acronyms**

AAR	After Action Review
ACF	Administration for Children and Families
ARC	American Red Cross
ARRS	Automated Repatriation and Reporting System
CAF	Children, Adults, and Families Division
CBP	Customs and Border Protection
CDC	Centers for Disease Control and Prevention
CONUS	Continental United States
ODHS	Oregon Department of Human Services
DMAT	Disaster Medical Assistance Team
DOD	Department of Defense
DOJ	Department of Justice
DOS	Department of State
ECC	Emergency Coordination Center
EOP	Emergency Operations Plan
ERC	Emergency Repatriation Center
FEMA	Federal Emergency Management Agency
HHS	Federal Department of Health and Human Services
HUD	Department of Housing and Urban Development
ICS	Incident Command System
ISS	International Social Services – USA Branch
JIC	Joint Information Center
NEO	Non-combatant Evacuation Operation
NERP	National Emergency Repatriation Program
NIMS	National Incident Management System
NRP	National Response Plan

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ODHS	Oregon Department of Human Services
OEM	Oregon Emergency Management
OEOP	Oregon Emergency Operations Plan
OGC	Office of General Counsel
OLAB	Office of Legislative Affairs and Budget
ORR	Office of Refugee Resettlement
OSP	Oregon State Police
PDX	Portland International Airport
POE	Point of Entry
SATO	Scheduled Airline Traffic Office
SCO	State Coordinating Officer
SSA	Social Security Administration
VOAD	Volunteer Organizations Active in Disasters