



# SA G – Emergency Repatriation

Last updated: December 2018

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## Forward and Promulgation

This Emergency Repatriation Incident Annex was prepared by Oregon Department of Human Services, Oregon Office of Emergency Management, 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



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SA G Tasked Agencies	
<b>Primary Agencies</b>	Oregon Department of Human Services (ODHS) Oregon Emergency Management (OEM)
<b>Supporting Agencies</b>	Oregon Health Authority (OHA) Oregon Department of Veterans Affairs OHA, Health Systems Division Oregon Housing and Community Services Oregon Department of Agriculture (ODA) Oregon State Police (OSP)
<b>Local Government</b>	Multnomah County Emergency Management Multnomah County Public Health Port of Portland Portland Bureau of Emergency Management (PBEM)
<b>Federal Agencies</b>	Department of Health and Human Services (HHS), Administration for Children and Families(ACF) Department of State (DOS)* Department of Homeland Security (DHS), Customs and Border Patrol (CBP)* Corporation for National and Community Services(CNCS) Department of Defense (DoD) Department of Housing and Urban Development (HUD) Department of Justice (DOJ) DOJ/Federal Bureau of Investigation (FBI) Department of Transportation (DOT) DHS/Citizenship and Immigration Services(CIS) DHS/Federal Emergency Management Agency (FEMA) DHS/Office of Health Affairs (OHA) General Services Administration (GSA) HHS/ACF Divisions HHS/Centers for Disease Control and Prevention (CDC) HHS/Office of the Assistant Secretary for Preparedness and Response (ASPR) HHS/Intergovernmental and External Affairs(IEA) HHS/Office of the Assistant Secretary for Health (OASH) HHS/OASH Office of the Surgeon General (OSG) HHS/Office for Civil Rights (OCR) HHS/Office of the General Counsel (OGC) HHS/Substance Abuse and Mental Health Services Administration (SAMHSA) HHS/Program Support Center (PSC) HHS/Office of the Assistant Secretary for Legislation (ASL) HHS/Office of the Assistant Secretary for Public Affairs(ASPA) HHS/Office of the Assistant Secretary for Financial Resources (ASFR) HHS/Centers for Medicaid and Medicare (CMS)

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	HHS/Administration for Community Living (ACL) HHS/Centers for Faith Based and Neighborhood Partnership(CFBNP) HHS/ Office of Security and Strategic Information (OSSI) U.S. Department of Agriculture (USDA)
<b>Adjunct Organizations</b>	International Social Services Organization (ISSO) Or International Social Services, USA Red Cross OHSU Regional Hospital ORVOAD Organizations Salvation Army

\* Federal Primary Agency

□ Federal Domestic Lead Coordinating Agency

## 1 Authorities

- 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 Plans
- **Health and Human Services’ Administration for Children and Families:**
- 42 U.S.C. §1313 - Assistance for United States Citizens Returned from Foreign Countries;
- 24 U.S.C. §§ 321-329 - Hospitalization of Mentally Ill Nationals Returned from Foreign Countries;
- 45 C.F.R. Part 212 - Assistance for United States Citizens Returned from Foreign Countries;
- 45 C.F.R. Part 211 - Hospitalization of Mentally Ill Nationals Returned from Foreign Countries;
- Executive Order 12656, as amended;
- HHS/ACF U.S. Repatriation Program agreements with all the U.S. States and some U.S. Territories;
- ACF/ORR U.S. Repatriation Program agreement with non-for-profit organizations;
- The National Emergencies Act (NEA) authorizes the president to declare a national emergency (National Emergencies Act, Pub. L. No. 94-412. Codified in part at 50 U.S.C. §§ 1621, 1631). A declaration



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under NEA triggers emergency authorities contained in other federal statutes. *Final Draft NERP Base Plan*

- ACF/ORR U.S. Repatriation Program interagency agreement with Federal agencies.
- **Department of State:**
- Executive Order 12656 - Assignment of Emergency Preparedness Responsibilities, as amended;
- Memorandum of Agreement Between Departments of State and Defense on the Protection and Evacuation of U.S. Citizens and Nationals and Designated Aliens from Threatened Areas Overseas;
- 22 U.S. Code § 2671 - Emergency expenditures; and
- 31 U.S. Code § 1535 - Agency agreements.

## **2 Introduction**

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. 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.

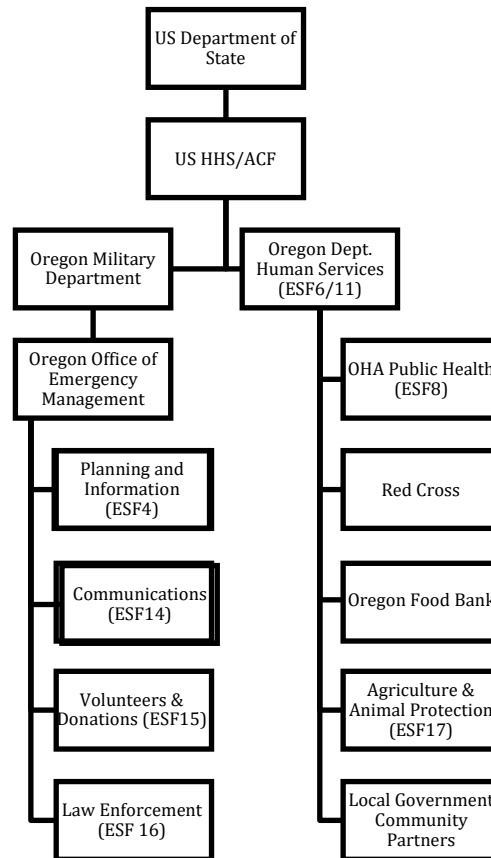
### **2.1 Purpose**

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.

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 for an emergency repatriation event.



**2.2 Scope**

This plan applies to Federal emergency repatriation operations following Department of State (DOS) coordinated evacuations. Emergency repatriation is triggered when there are 500 or more private U.S. citizens, their dependents, and other DOS authorized persons from overseas to the continental United States due to war, threat or war, invasion, civil unrest, or similar crisis. This plan may also be used to respond to evacuations involving fewer than 500 individuals. Emergency repatriation operations could expand to 1200 qualifying individuals per day.

In the event the Department of State (DOS) notifies the ACF that there will be an emergency repatriation, the ACF director or designee will notify the State’s emergency repatriation contact to “stand by”. If Oregon is selected as the port of entry, the Oregon Department of Human Services (ODHS) and the Oregon Military Department, Office of Emergency Management (OEM) will activate the plan under unified command. OEM will activate the Emergency Coordination Center (ECC) and notify other OERS Council Agencies.

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This plan supplements, but does not supersede or replace, the routine non-emergency repatriation activities of the HHS U.S. Repatriation Program.

**3 Policies**

HHS is the notifying authority. Under the circumstances the Department of State (DOS) identifies a potential threat to private U.S. citizens in a foreign country that may necessitate an evacuation, HHS Administration for Children and Families (ACF) may provide advisory notice to the State.

Under the circumstances HHS Administration for Children and Families (ACF) sends the Standby Notice to the designated State agency and staff, pursuant to the SERP of each identified point of entry (POE). 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.

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 and applicable federal policies.

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 plan will be consistent with the State EOP plan maintenance and update policy.

The Oregon Emergency Repatriation Plan will be reviewed, updated and validated every five years from the date of plan approval. In the event of activation and after-action review will be conducted post operations and the plan will be updated accordingly.

**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.

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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.

### 4.2 Planning Assumptions

This plan is based on managing about 1200 repatriates per day up to 120 days but is scalable to smaller or larger numbers. The processing of repatriates is assumed to be fully activated with 48 hours and maintain operations 24-hours per day unless notified otherwise 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.

At any time an emergency may occur in a foreign country that would require the immediate evacuation or repatriation of private U.S. citizens, their dependents, and other DOS authorized persons from overseas areas to the United States. Non-U.S. citizens may also be evacuated. Service animals may be evacuated with their owners. Federal policy does not guarantee pets will be evacuated during an event. The Oregon Department of Agriculture (ODA), will ensure that animals entering the United States during an emergency repatriation event will be processed by federal inspectors per standard procedure and remain the responsibility of their owners.

Repatriates will be under a considerable amount of stress, may or may not have the means to support themselves and could have limited luggage. Depending on the events that resulted in an emergency, evacuated family members may be separated from one another. Repatriates will include vulnerable populations and persons with access and functional needs. Repatriates may arrive with little or no identification or money, few personal items, and may have unmet medical needs.

Types of repatriates can include:

- 1) **U.S. citizens**: Include USG employees, tourists, business people, commercial travelers, employees of U.S. non-federal agencies working on foreign projects, students, missionaries, and other U.S. citizens residing in a foreign country such as retirees. Generally eligible for Program temporary assistance.
- 2) **Dependents of U.S. Citizens**: Dependents may include spouse, parents, unmarried minor children (including adopted and stepchildren), unmarried adult children (who are dependent because they are disabled or with qualifying access and functional needs), grandparents, spouse's parents,

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and minor siblings of the U.S. citizen. These evacuees may be eligible for Program temporary assistance if able to prove to be a dependent of the U.S. citizen.

- 3) **Third-Country Nationals:** Citizens of other countries may be evacuated along with U.S. citizens. Some may come with a visa (e.g., humanitarian assistance), paroled, or other immigration status. These evacuees may be utilized by DOS as escorts for U.S. citizens. DOS will ensure timely communication, planning, and coordination with pertinent USG agencies, including HHS and Department of Homeland Security (DHS), to ensure evacuees have proper documentation to lawfully enter the United States, and to address proper U.S. coordination and potential impact (both at the Federal and local levels) of these evacuees. These evacuees may be eligible for Program temporary assistance only if determined a dependent of a U.S. citizen. However, most reception services will be available to this group. Please look under Section 7.2 for more information regarding the services that can be provided at the ERC to these evacuees. The number of these evacuees is expected to be low.
- 4) **Lawful Permanent Resident (LPR):** Any person not a citizen of the United States who is residing in the U.S. under legally recognized and lawfully recorded permanent residence as an immigrant. Eligible only if determined a dependent of a U.S. citizen.
- 5) **U.S. Nationals:** For the purpose of this Program, individuals who were born in American Samoa or in the Commonwealth of the Northern Mariana Islands are generally eligible during emergency repatriations.
- 6) **U.S. Tribal member:** For the purpose of this Program, these evacuees are U.S. citizens.
- 7) **Refugees and asylees:** Not expected to be part of an evacuation. However, if an evacuee meets the definition of refugee or asylee, he or she will not be eligible to receive Program temporary assistance, unless determined to be a dependent of a U.S. citizen. They may separately qualify for ORR refugee assistance, in which case, after leaving the ERC the State of final destination may provide assistance according to its approved State refugee assistance plan.

## **5 Concept of Operations**

### **5.1 Federal Response**

#### **5.1.1 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.

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- 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.

**5.1.2 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.

**5.1.3 United States Assistant Secretary of Preparedness and Response (ASPR), HHS**

ASPR has the primary responsibility for planning and execution of emergency repatriation under Executive Order 12656 (Assignment of Emergency Preparedness Responsibilities). ACF 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.
- 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.

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- 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.

**5.1.4 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, Red Cross, and OHA 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.

**5.1.5 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.

**5.1.6 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.

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

**5.1.8 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.

**SA G. Emergency Repatriation****5.1.9 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.

**State Response****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:

- Provide a plan coordinator for the repatriation program. Appoint a Director of the ERC who will serve as Incident Commander.
- Coordinates activities with the Port of Portland/Portland International Airport for the initial arrival, care, movement of repatriates.
- Develop, coordinate, and maintain the Emergency Repatriation Annex to the State EOP. Coordinate and establish updates to the plan with all participants on a two-year cycle.
- **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.
  - 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.
  - 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.



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≡ 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.

**■ 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 Welfare Program. For children traveling with parents, ODHS will request assistance through the Red Cross or ESF 15, Volunteers and Donations for assistance.
- 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 privacy.
- Assist federal or local public health officials as requested.

**Financial Management**

ACF/ORR will reimburse activated states for all reasonable, allowable and allocable operational and service costs contingent upon the availability of funds.

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Emergency Repatriation is a non-Stafford Act-funded emergency event subject to Homeland Security Presidential Directive 5 (HSPD-5). In most cases Federal agencies with response requirements perform those functions using their own personnel and own funds. In other cases, Federal agencies such as the DOD must be reimbursed for functions performed in accordance with the Economy Act, 31 USC 1535.

Reimbursement of Federal agency costs may occur if covered by an applicable IAA with ACF, provided funding authority is made available by Congress. ACF/ORR is responsible for reimbursement of reasonable, allowable and allocable expenses that are deemed covered by an applicable IAA contingent upon funding authority made available by Congress.

Non-federal agencies (e.g. States) participating in Emergency Repatriation activations are responsible for tracking their own costs incurred during response operations. All requests for reimbursement must be submitted to ACF/ORR using the HHS Emergency and Group Repatriation Financial Form (RR-02 Form). ACF/ORR is responsible.

The Oregon Department of Human Services will:

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

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should be billed directly to the federal government in accordance with existing agreements.

- Pay vendors who are unwilling to extend credit.

**5.2.1 Oregon Office of Emergency Management (OEM)**

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

- Director, Oregon Office of Emergency Management or designee will appoint the Assistant Director if the ERC.
- Notify participants of plan activation and schedule initial operations brief.
- Conduct coordination calls with all participating agencies and organizations.
- Activate the State Emergency Coordination Center and notify the appropriate OERS Council Agencies in support of the ERC.
- Notify state agency liaisons as needed to report for duty at the ECC.
- Maintain Communications with all federal, state and local agencies to ensure representation at the ERC and establish a Joint Information Center.
- 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.
- Coordinates and request support from local county emergency management agencies as necessary
- Support ODHS to make any necessary requests for mutual aid through the Statewide Mutual Aid Agreement or through the Emergency Management Assistance Compact.
- 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.

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An After Action Review (AAR) will be completed with copies forwarded to HHS within sixty (60) days.

**5.2.3 Oregon Health Authority****■ Public Health and Medical Operations**

Activate Agency Operations Center (AOC) to:

- Coordinate with ASPR as the lead for planning and executing emergency repatriation mission for HHS Monitor repatriation operations
- Coordinate all necessary medical activities with local private and public health care organizations
- Coordinate activities necessary to provide medications to repatriates
- Coordinate all necessary activities with County Public Health Agencies.
- Monitor public health screening for communicable diseases
- Maintain accountability of all repatriated persons and final disposition, medical and non-medical.
- Evaluate further support in the form of the Oregon Medical Station and SERV-OR supporting personnel

**■ Support any DOD/NDMS Patient Movement**

- If Oregon is not selected as a reception destination be prepared to support NDMS patient movement if the Portland Federal Coordinating Center (FCC) is activated.
- Maintain accountability of families that may be split for medical reasons during the repatriation process. Work with HHS SAT (Service Access Team) members to provide family integrity.

**5.2.4 Department of Administrative Services (DAS)**

Supports Oregon Emergency Repatriation operations by providing procurement and provision of state and private resources during activation. DAS will also provide logistical and resource support for requirements not specifically addressed in other operational areas and assist ODHS with the tracking of resources and financial costs associated with an emergency repatriation activation.

Provides emergency contract procurement of transportation assets necessary to move repatriates between the Emergency Repatriation Center and the Portland International Airport.

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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.

Assist with coordination of repatriate pet needs.

Works with local community-based Animal Human Societies to assist with animal control issues.

**5.2.6 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.

**5.3 Non-Governmental Organizations****5.3.1 American Red Cross**

Red Cross may 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 Red Cross. Assistance is provided to the extent to which resources are available. Services provided by the American Red Cross may include:

- At the request of ODHS, assist with provision of childcare services in ERC by activating agreements with voluntary organizations that specialize in this service.
- Arranging for temporary shelter as necessary and requested.
- Providing personal comfort and hygiene items (toiletries, blankets, diapers).
- Coordinating food, snacks, and drinks for repatriates and ERC workers. Food for repatriates should include both culturally appropriate foods if necessary and meet dietary requirements for medical issues.
- Providing emotional support services to repatriates ERC workers in coordination with ODHS.
- Providing emergency communications to family and friends via the American Red Cross Safe and Well website. Providing access for military personnel to emergency messaging and financial assistance via the Red Cross Services to the Armed Forces program.

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- Emergency financial assistance which may be made available in accordance with the American Red Cross Disaster Cycle Services program guidance and after consultation with the ERC Assistant Director.
- Support, within its agreements, the provision of relief efforts by any volunteer organization actively engaged in providing other relief assistance to repatriates.
- Providing subject matter expertise on volunteer coordination/activities.

**5.3.2 Oregon Food Bank (OFB)**

The OFB will provide oversight for feeding operations for all emergency repatriation activities. The Oregon Multi-Agency Feeding Plan may be activated at the discretion of the OFB or ODHS.

**5.3.3 Oregon Voluntary Organizations Active in Disasters (ORVOAD)**

ORVOAD members will assist in the temporary care and processing of evacuees as requested by the State through ESF 15.

The Oregon Voluntary Organizations Active in Disaster members will assist in the temporary care and processing of evacuees as requested by the State. As requested, coordinate the provision of the following services by activating agreements with local voluntary organizations:

- Child care and supervision
- Spiritual care and counseling
- Volunteer and Donations management

**6 Repatriation Center Operations**

The primary Emergency Repatriation Center (ERC) is located at 11826 NE Glisan St, Portland, OR 97220. This is the East Branch of the Oregon Department of Human Services Offices and houses a small convention center suitable for emergency repatriation operations. **Agency assignments are in Appendix A.**

**6.1 Concept of Operations**

During a repatriation emergency, the State Coordinating Officer (OEM) and the Director of the Emergency Repatriation Center (ODHS) will act as on-site Incident Commanders, staffing the center as required to meet the emergency operation. OEM will liaison with federal coordinating agencies while ODHS will oversee direct ERC operations.

Ideally there may be at least 36-72 hours notice in the event of a repatriation effort however, emergency repatriation operations could be a no notice event.

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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.

### 6.1.1 Unified Command Group (UCG)

An emergency repatriation operation will require coordination and collaboration among the key stakeholder agencies involved in emergency repatriation activities. In order to facilitate a coordinated and unified approach to the event, a Unified Command Group (UCG) will be established, by the Director of ODHS or designee, to serve as a strategic decision-making body. The UCG will be comprised of representatives of the following agencies and organizations:

- U.S. HHS Repatriation designated staff
- Oregon Department of Human Services (ODHS)
- Oregon Office of Emergency Management (OEM)

As circumstances require, the ODHS Director or designee in consultation with the UCG may include other state and federal agency representatives in the UCG. The primary UCG communications and coordination protocol will be face-to-face engagement meetings while physically co-located at the State ECC (or other designated site at the discretion of the ODHS Director).

## 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), and/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.

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

Unaccompanied children will be registered and paired with an ERC staff member and provided special care by the Oregon Department of Human Services (ODHS),

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in cooperation with the Red Cross, or other services who can coordinate or provide child care.

All evacuees will be given a welcome packet, prepared by the Administration for Children and Families (ACF).

**6.2.2 Registration of Evacuees**

Authorized federal staff will process repatriates at the ERC using form RR01, Emergency and Group Processing 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 will provide onward transportation assistance through OMEGA travel 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 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 Red Cross for group feeding in emergency situations. Food commodities must be requested through Oregon Emergency Operations/ODHS Emergency Support Function 11, Food and Water, 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 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, Red Cross, Oregon Food Bank, and additional supporting agencies and organizations as necessary. HHS guidelines and Standard Operating Procedures will be followed in such instances.



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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 Oregon Health Authority (OHA). While the CDC Quarantine Station would make the initial medical assessment of any arriving aircraft passengers from overseas, OHA staff, Red Cross disaster health services staff, 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 OHA with assistance from Red Cross. 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 OHA.

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 OHA 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.

**6.4 Administration and Finance**

The Oregon Department of Human Services and federal HHS/ACF have a signed Memorandum of Understanding (MOU) whereby the HHS/ACH agrees to reimburse the state for all reasonable, allowable, and allocable assistance provided but the state to individuals in accordance with federal regulations.

The Oregon Department of Human Services will manage the administration and finance functions of an emergency repatriation operations. The ODHS Chief Financial Officer, or their designee, will be the point of contact with HHS. Responsibilities include: cost tracking, repatriate processing, repatriate services, transportation services, cost reimbursement, development of staff and volunteer scheduling, advance funds for repatriates, and submission of costs to the federal government for reimbursement.

Other State Agencies, Non-Governmental Organizations (NGO) or other entities that incur reasonable reimbursable expenses will submit claims to the ODHS Financial Branch.

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Submission to HHS/ACH will be submitted will be using Emergency and Group Financial Form.

**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, at a minimum, the documents listed below:

- RR-01: Emergency and Group Processing Form
- RR-02: Emergency and Group Repatriation Financial Form
- RR-03: Loan Waiver Request Form
- RR-04: Non-Emergency Monthly Financial Statement Form
- RR-05: Privacy and Repayment Agreement Form
- RR-06: Refusal of Temporary Assistance Form
- RR-07: Temporary Assistance Extension Request Form
- RR-08: State Request for Federal Support Form
- State Repatriation Program Coordinators Contact Form - Attachment B
- FIER Contact Form

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.

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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.

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.

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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.

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.

RR-02: Emergency and Group Repatriation Financial Form. RR-02 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.

RR-02 Form 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.

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

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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 a 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.

**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. Public Information will be managed through a Joint Information Center established by the Oregon Office of Emergency Management.

**6.7.1 Federal Public Information Role**

At the national and regional levels, HHS/ACF 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 Regional Office on the status of repatriation activities in the State.

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

During an Emergency Repatriation Operation the State of Oregon is acting on behalf of HHS/ACH. All communications including media requests, press releases, interviews or any other communication to the public must be cleared through HHS/ACF.

Communications within the state will be accomplished through a Joint Information Center (JIC) managed by the Office of Emergency Management. A HHS/ACF communications liaison will be housed in the Oregon JIC. All members of the JIC will use a Joint Information System (JIS) to ensure a clear, consistent, factual and unified message.

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.

OEM will be the lead agency in the JIC, supported by ODHS and may activate Emergency Public Information Collaborative (EPIC).

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 coordinating the 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.

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

**7 Appendices**

- Appendix 1      Emergency Repatriation Center Services
- Appendix 2      Emergency Repatriation Center Information
- Appendix 3      Ground Transportation Assets\*
- Appendix 4      Acronyms
- Appendix 5      Definitions and Terms
- Appendix 6      Emergency Repatriation Forms\*

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7 APPENDICIES

Appendix 1: Emergency Repatriation Center Services

ERC Area	Service	ERC Service Description	State Agency Providing Support	Federal Function
ERC entrance	ERC services briefing	<p>If not already done so on the aircraft, once evacuees clear the Customs area they will receive an informational briefing. A welcome package will be provided. The welcome package should contain a welcome letter, information about ERC services available, U.S. HHS eligibility assistance forms, U.S. postal service forms for change of address, and other relevant information.</p> <p>Interpreters/translators may be needed.</p>	<p><u>ODHS:</u> Provide welcome package and establish a system to track the repatriates who enter and exit the ERC</p> <p><u>ODHS:</u> Provide logistical support and post ERC related signage and directions.</p> <p>If interpreter/translator services cannot be provided by, request through the ESF 7 at the OEM ECC.</p>	<p>Federal staff: TDB</p> <ul style="list-style-type: none"> <li>Provide guidance and information as needed.</li> <li>Inform evacuees on ERC services.</li> </ul>
Intake/Assessment	ERC intake and assessment for temporary assistance	<p>To determine the types of assistance needed and if the evacuee is eligible for assistance, Intake staff will use the appropriate U.S. HHS RR-01. As needed, staff will assist evacuees to fill out this form, and advise on the U.S. HHS repatriation loan and all other services offered at the ERC.</p> <p>In-time training will be provided by HHS. All relevant U.S. HHS forms will be provided by ACF/ORR.</p> <p><b>Note: Eligibility/approval for financial assistance is determined <u>only</u> by the Federal Loan Approval Officer.</b></p>	<p><u>ODHS &amp; DAS:</u></p> <ul style="list-style-type: none"> <li>Assist evacuees in filling out applicable U.S. HSS forms.</li> <li>File completed forms and any copies of supportive documents.</li> </ul>	<p>Federal staff: Loan Approval Officer</p> <ul style="list-style-type: none"> <li>Determine/approve eligibility for financial assistance.</li> <li>Provide information and guidance as needed.</li> <li>Provide in-time training to support staff.</li> </ul>
Onward Travel Assistance: Desk 1	Referral to state of final destination	Assist federal Referral Officer coordinate referrals to the state of final destination.	DAS ODHS OEM PDX	<p>Federal staff: Referral Officer</p> <ul style="list-style-type: none"> <li>Confirm eligibility for financial assistance</li> </ul>

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		<p>The state of final destination is responsible for providing the appropriate temporary assistance to referred eligible individuals and family up to 90 days. State of final destination should use the ongoing repatriation procedures when providing services.</p> <p><b>Note: In-time training will be provided to state staff by ACF/ORR.</b></p>		<ul style="list-style-type: none"> <li>Oversee referral to final destination</li> <li>Provide in-time training to state support staff.</li> <li>Provide guidance and information as needed.</li> </ul> <p><b>Note: OMEGA travel agents will <u>not</u> be present in the ERC but will be available by phone.</b></p>
Onward Travel Assistance: Desk 2	Transportation to final destination	<p>State staff will assist evacuees identify their final destination, and will be responsible for arranging onward transportation.</p> <p><u>Local Transportation:</u> In planning for local transportation, provide information to repatriates explaining the transportation systems available in the area.</p> <p><u>Onward via Amtrak/Planes:</u> For onward travel to final destinations via plane or Amtrak, state staff in conjunction with the federal Travel Officer will work with <b>OMEGA World Travel</b> (OMEGA) to provide remote booking assistance.</p> <p><b>Note: HHS will provide the state with in-time training and authorizations needed to make reservation with OMEGA.</b></p>	<p><u>ESF 7</u> DAS OEM PDX</p>	<p>Federal Staff: Travel Officer</p> <ul style="list-style-type: none"> <li>Confirm eligibility/approval for travel assistance.</li> <li>Communicate/coordinate with OMEGA to provide state designated staff with the authorization level necessary to book onward travel for repatriates.</li> <li>Provide in-time training to state staff.</li> <li>Provide guidance and information as needed</li> </ul> <p><b>Note: OMEGA travel agents will not be present in the ERC but will be available by phone.</b></p>
Onward Travel Assistance: Desk 3	Onward travel assistance and escort services for unaccompanied minors	<p>For unaccompanied minors in need of reunification with their parents/legal guardian (P/LG) in another state, the responsible state agency will coordinate with the parents the necessary release of minors using established state laws/procedures.</p>	<p><u>ODHS/ESF 6/NGO</u> Temporary care/supervision of minor.</p> <p>Communicate /coordinate travel arrangements with child's parent/legal guardian.</p>	<p>Federal staff: Loan Approving Officer OMEGA Travel</p> <ul style="list-style-type: none"> <li>Approve escort services.</li> </ul> <p>Federal staff: Travel Officer</p> <ul style="list-style-type: none"> <li>Confirm onward travel eligibility/approval.</li> </ul>

		<p>P/LG will be required to pay for the costs of arranged escort services and other associated costs. For those P/LG who are without resources to travel to the ERC or pay the minor's onward travel, the state will coordinate services through OMEGA, including escort services. If the airline is not able to offer this service and the P/LG has no resources to pay for the cost of service, the state will obtain approval from the designated HHS staff for escort arrangement. P/LG must authorize this service and should sign the repayment agreement form prior to services being rendered.</p>	<p>Fill out travel related paperwork on behalf of the child.</p> <p><u>DAS/Travel</u> Assist with onward travel arrangement, including escort services for unaccompanied minors.</p> <p>Provide financial loan to cover travel cost if needed.</p>	<ul style="list-style-type: none"> <li>Provide guidance and information as needed.</li> </ul>
<p>Financial Assistance</p>	<p>Temporary cash loan assistance</p>	<p>It is anticipated that many evacuees will have financial resources available to them and, they will be able to arrange for onward travel, accommodations, medical care, and meals. However, for those without resources, financial assistance may be available through the repatriation program. Eligibility for this service will be determined at the ERC intake area by a federal Loan Approval Officer.</p> <p>In the event commercial facilities for lodging and meals are necessary, the amount of financial assistance provided will take these costs into consideration. Cash may also be provided for meals and lodging while traveling to the final destination.</p> <p>Medical care will be provided and paid for by the state if the repatriate does not have medical insurance or other available resources to pay for the care. A repatriation letter will be available for hospitals indicating how the repatriation</p>	<p>ODHS TANF?</p> <p>ESF 7 - DAS OEM</p>	<p>No federal staff assigned.</p> <p>As needed, request federal guidance or assistance via the ERC Operations Section.</p>

		<p>program works and how they will be able to claim the medical costs, which are generally reimbursed by the repatriation program at the Medicaid or Medicare rates.</p> <p><b>Note: Funding of emergency repatriation services is the responsibility of the federal government. Therefore, state agencies will be reimbursed for all reasonable, allocable, and allowable expenses.</b></p>		
<p>Temporary Housing Assistance</p>	<p>Short-term accommodation assistance</p>	<p>If evacuees are unable to continue to their final destination on the date of arrival and are without available resources to secure their own lodging, ERC staff will assist by arranging and providing funding for short-term accommodations, generally for no longer than one day.</p> <p>The duration of short-term accommodations may be extended on a case-by-case basis depending on the evacuee's individual situation, subject to HHS approval.</p> <p>Small numbers of evacuees may be sheltered at local hotels/motels. If large numbers of evacuees require sheltering or if lodging at commercial establishments is unavailable, ERC Operations Sections Chief will coordinate with the Red Cross to establish a congregate shelter facility.</p>	<p><u>OHCS</u> <u>ESF 7 - DAS and OEM</u> Commercial establishments</p> <p><u>Red Cross</u> Congregate shelter</p> <p><u>DAS</u> Ground transportation</p>	<p>No federal staff assigned.</p> <p>As needed, request federal guidance or assistance via the ERC Operations Section.</p>

Communications	Communications assistance and accommodations.	<p>Telephone, telecommunication and internet services will be provided to evacuees who need contact their family, friends or employer in the U.S. or overseas.</p> <p>Access to effective communication, including auxiliary aids and services, materials in accessible formats, access to language interpreters and sign language interpreters, assistive technology and materials in alternate formats.</p>	<p><u>OEM</u> Provide communication devices and equipment.</p> <p>Provide interpreters/translators if not provided by DHS and OEM</p> <p><u>OEM:</u> Provide connectivity and logistical support.</p> <p>Provide translators based on capability/resources.</p> <p><u>DAS and OEM:</u> Coordinate provision for effective communications (assistive equipment, devices and supplies).</p> <p><u>DAS</u> Coordinate ASL interpreters.</p>	<p>No federal staff assigned.</p> <p>As needed, request federal guidance or assistance via the ERC Operations Section</p>
Information	General information	Information about PDX services and other facilities and amenities prior to departing the airport (e.g. direction to bathroom facilities and the locations of ATMs and Currency Exchange counters).	<u>PDX</u>	<p>No federal staff assigned.</p> <p>As needed, request federal guidance or assistance via the ERC Operations Section.</p>
Medical	Medical services	Some evacuees may have minor medical needs which occurred prior or following their arrival at the ERC, or may have an existing medical condition. Those	<p><u>ESF 8 - OPH</u> Provide provision for first aid as needed.</p>	<p>Federal staff: Incident Response Coordination Team (IRCT). <b>*Should additional assistance be needed, this team can be requested by the</b></p>

		<p>individuals will be referred to the Medical service area.</p> <p><u>Medical Emergency:</u> If there is a medical emergency that cannot be managed at the ERC, medical service area personnel will make arrangements for transporting the evacuee to an area hospital or other suitable facility in the vicinity.</p>	<p><u>ESF 8 - OPH:</u></p>	<p><b>state through the SEOC using the RR-08 form.</b></p> <ul style="list-style-type: none"> <li>▪ During an event, may be deployed upon state request for assistance, or federal assessment.</li> <li>▪ Depending on the federal footprint, may be deployed to provide administrative control and logistical support to deployed U.S. HHS federal assets.</li> <li>▪ Provide guidance and information as needed.</li> </ul>
Feeding	Food and refreshment services	<p>Food and refreshments will be provided. Consideration must be given to special feeding requirements of evacuees (e.g. diabetics, infants). Food should be culturally sensitive.</p> <p>Should the state activate a temporary shelter, food must also be provided at this facility.</p>	ESF 11 - OFB Red Cross Salvation Army	<p>No federal staff assigned.</p> <p>As needed, request federal guidance or assistance via the ERC Operations Section.</p>
Essential Items	Provision of essential items	Some evacuees may have been unable to secure adequate clothing, personal toiletry articles and hygiene items before departure. These items will be provided.	Red Cross Salvation Army ORVOAD	<p>No federal staff assigned.</p> <p>As needed, request federal guidance or assistance via the ERC Operations Section.</p>
Temporary Onsite Child Care	Temporary child care services	Onsite child care will be provided to evacuees who wish to leave their child in a supervised area while they navigate through the ERC. Staff in charge of supervising children must have child care related training and an approved Background Record Check (within the last year).	ESF 15 - ORVOAD	<p>No federal staff assigned.</p> <p>As needed, request federal guidance or assistance via the ERC Operations Section.</p>

		*Unaccompanied minors are not to be left in this area.		
Counseling and Spiritual Care	Counseling and spiritual care services	Religious, pastoral and counseling services will be available to all evacuees in need of this service.	ORVOAD	No federal staff assigned.  As needed, request federal guidance or assistance via the ERC manager.
Crisis Counseling	Crisis counseling services assistance	Some evacuees, both children and adults, may need emotional and mental health support. Those individuals will be referred to this service area.	ESF 15 - OEM  Red Cross assist ESF 8 - OPH with Psychological First Aid as needed	No federal staff assigned.  As needed, request federal guidance or assistance via the ERC Operations Section.
ERC Checkout	ERC exit services	The repatriation package with all signed forms and supporting documents are to be kept by the state. Before the evacuee leaves the ERC, the state must ensure proper documents are kept and necessary copies are provided to the repatriate (e.g. travel itinerary, signed U.S. HHS repayment Agreement Form).	OEM ODHS	No federal staff assigned.  As needed, request federal guidance or assistance via the ERC Operations Section.

Service	Emergency Repatriation Service Description	State Agency Providing Support	Federal Function
Care of Unaccompanied Minors	<p>It is likely in a mass evacuation that unaccompanied children and youth will be returned to the United States without their care takers, if one is available. The State must make arrangements for the care and protection of children at the ERC, temporary shelter and/or other suitable location while attempting to locate parents, legal guardian, or while making plans under state child welfare policies for more permanent arrangements in accordance with state law.</p> <p>Note: Some family members may become separated during the evacuation overseas and may be transported to different POEs.</p>	ODHS/Red Cross/OSP/ORVOAD	<p>No federal agency assigned.</p> <p>As needed, request federal guidance or assistance via the ERC Operations Section.</p>
Family Reunification	<p>Area located outside the ERC for evacuees who will be met by their relatives or other individuals.</p> <p>Personnel assigned to this service area will facilitate information sharing to support family reunification.</p>	<p>ODHS &amp; Red Cross</p> <p><u>ODHS ERC</u> Area designation, set-up and logistical support.</p>	<p>No federal agency assigned.</p> <p>As needed, request federal guidance or assistance via the ERC Operations Section.</p>
Mortuary Services	<p>Deceased will be addressed in accordance with existing airport procedures and in compliance with federal, state and local laws. Assistance with mortuary services will not be reimbursed by ACF.</p> <p>When possible, provide death notification to the family of the deceased.</p>	Oregon ME PDX	<p>No federal agency assigned.</p> <p>As needed, request federal guidance or assistance via the ERC Operations Section.</p>
Veterinary Assistance and Care of Service Animals	The designated state will follow its procedures on how to support and care for service animals during emergency situations.	<p><u>ODA</u> Coordinate veterinary services and any other immediate resources needed (e.g. food).</p> <p><u>ODA:</u> Designate service animal relief area outside of ERC.</p>	<p>No federal agency assigned.</p> <p>As needed, request federal guidance or assistance via the ERC Operations Section.</p>
Baggage Services	Arrange for luggage to be deposited directly to a secured baggage holding area, with the understanding that appropriate clearance and inspection procedures may take place in front of the evacuee. It is not recommended for employees to bring luggage to the ERC	PDX: Provide baggage services for repatriates at the ERC	Federal agency: TSA



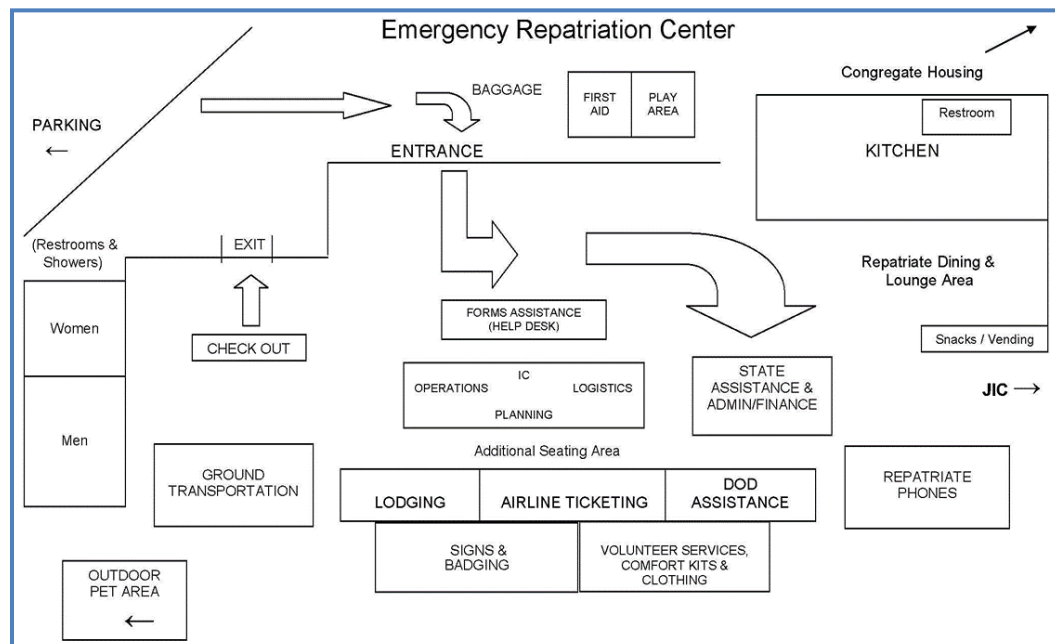
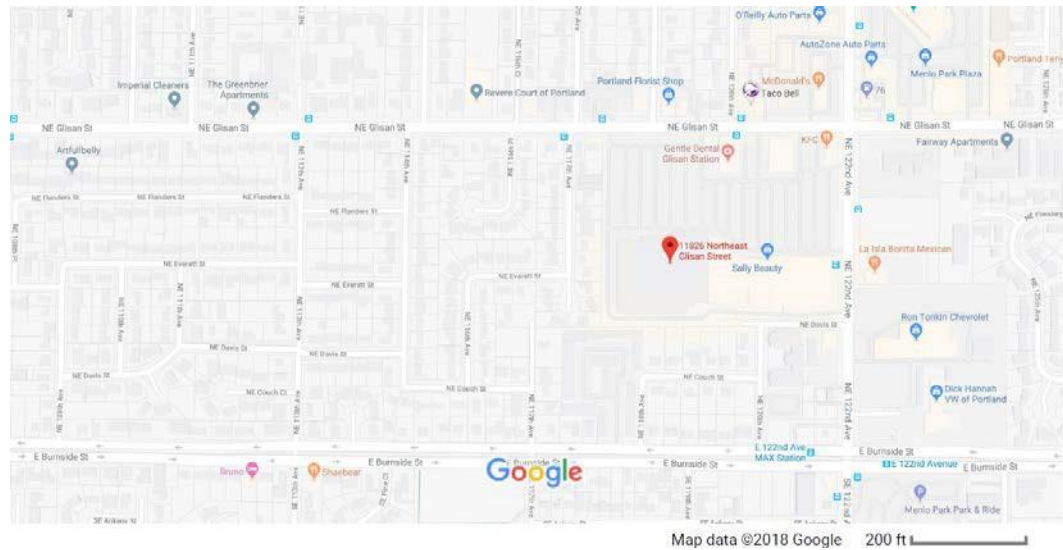
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Appendix 2: Emergency Repatriation Center Information

Oregon Department of Human Services/East Branch

Address: 11826 NE Glisan St, Portland, OR 97220

Phone Number: 971-673-0909



## Appendix 3: Ground Transportation Information

**Appendix 4: Acronyms**

AAR	After Action Review
ACF	Administration for Children and Families
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
ODHS	Oregon Department of Human Services
OEM	Oregon Emergency Management

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OEOP	Oregon Emergency Operations Plan
OGC	Office of General Counsel
OHA	Oregon Health Authority
OLAB	Office of Legislative Affairs and Budget
OSP	Oregon State Police
PDX	Portland International Airport
POE	Point of Entry
SATO	Scheduled Airline Traffic Office
SCO	State Coordinating Officer
SERP	State Emergency Repatriation Program
SSA	Social Security Administration
VOAD	Volunteer Organizations Active in Disasters

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**Appendix 5: Definitions and Terms**

*Congregate Shelter:* Any private or public facility that provides short term lodging in an aggregate capacity for evacuees and/or repatriates to sleep and/or rest while waiting for their onward travel to final destination. Examples include schools, stadiums, military facilities, churches, etc.

*Congregate Services:* Short term assistance provided in an aggregate capacity to evacuees and/or repatriates while waiting for processing and onward travel to final destination. These services may include mass feeding, Emergency Repatriation Center emergency medical services, congregare shelter, among other ACF authorized congregare assistance.

*Dependent of U.S. citizens:* A dependent generally refers to the citizen's spouse, unmarried minor children (including adopted and stepchildren), unmarried adult children (who are dependent because they are disabled or with qualifying access and functional needs), and under certain circumstances, parents and other immediate family member with qualifying access and functional needs who are financially dependent on an adult U.S. citizen either temporarily or permanently. A dependent family member ordinarily refers to a person who lives with the adult U.S. citizen, and is related through blood, marriage, adoption, or other legal family relationship.

*Eligible Person:* For the purpose of the HHS U.S. Repatriation Program, a U.S. citizen and his/her dependent/s identified by the Department of State (DOS) as having returned or being brought to the United States due to destitution, illness, war, threat of war, invasion, or similar crisis, and is without resources immediately accessible to meet his/her needs. For the purpose of DOS evacuation from overseas to a safe haven, eligible person is a U.S. citizen, U.S. non-citizen national, or certain non-U.S. citizens identified by the DOS as meeting eligibility requirements of one or more loan programs to travel to the United States due to destitution, illness, war, threat of war, invasion, or similar crisis.

*Emergency Repatriation Activities:* Department of State coordinated repatriations and/or evacuation of individuals from overseas to the United States. Emergency activities are characterized by contingency events such as civil unrest, war, threat of war or similar crisis, among other incidents. Depending on the type of event, number of evacuees and resources available, ACF responds utilizing two scalable mechanisms, group repatriations (evacuations or repatriations of 50 to 500 individuals) and emergency repatriations (evacuations or repatriations of more than 500 individuals).

*Emergency Repatriation Center (ERC):* A joint service center established and managed by the State on behalf of ACF. This site is used for processing non-combatant evacuees and for the provision of temporary assistance as defined by Program regulations. ERCs are usually located at commercial service airports

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and/or military bases. Under rare circumstances, ERCs may be located in facilities or areas outside an airport or military base (e.g. hotel, seaport.).

*Evacuees:* Individuals evacuated during a DOS authorized or ordered departure. This term includes but is not limited to U.S. citizens, dependents of U.S. citizens, lawful permanent residents (i.e. “LPRs” or green card holders), third country nationals, and other individuals with proper documentation to enter the United States (e.g., visa holders).

*Evacuation:* The act of moving designated eligible persons from an area usually of danger to a safer area.

*Lawful Permanent Resident (LPR):* Any person not a citizen of the United States who is residing in the U.S. under legally recognized and lawfully recorded permanent residence as an immigrant.

*National Emergency Repatriation Plan (NERP):* Through the **U.S. Repatriation Program**, ORR provides temporary assistance in the form of a service loan to eligible repatriates referred from the U.S. Department of State.

*Noncombatant Evacuees (NCEs):* U.S. and non-U.S. citizens who may be authorized or assisted in evacuation. It may include (1) civilian employees of U.S. Government agencies and their dependents; (2) U.S. citizens and their dependents; and (3) designated aliens and others.

*Noncombatant Evacuation Operations (NEO):* DOS-ordered or authorized evacuations executed by DOD wherein NCEs and others are evacuated from overseas to a safe haven. If the safe haven is the United States, the NEO is complete when the noncombatants have arrived at the port of entry within the United States.

*Non-emergency Activities:* The ongoing routine operations of the HHS U.S. Repatriation Program where DOS refers individuals or families to ACF Program eligibility, reception and provision of temporary assistance in the United States upon arrival from overseas.

*Port of Entry (POE):* Place of debarkation where one may lawfully enter the United States. The POE can be a commercial service airport, military base, border, seaport, or other Federally authorized entry point.

*Private Citizen:* Term use for U.S. citizens who do not hold any U.S. public or official position and/or are noncombatants.

*Reasonable and Allowable Costs:* See definition for temporary assistance or assistance.

*Reception Services:* Emergency services provided at the ERC to evacuees and repatriates following their evacuation and/or repatriation from overseas by DOS. During emergency repatriation activities, reception services are generally

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provided at the ERC for up to the first 24 hours and do not include U.S. Repatriation Program temporary assistance.

*Refugees:* A status that may be granted to people who have been persecuted or fear they will be persecuted because of race, religion, nationality, and/or membership in a particular social group or political opinion.

*Repatriation:* The procedure whereby private U.S. citizens and their dependents are officially processed back into the United States subsequent to DOS facilitated/coordinated evacuation.

*Repatriation Case:* One repatriate or a nuclear family composed of eligible evacuees who are processed using the same HHS Emergency and Group Processing Form.

*Safe Haven:* A place where NCEs under the U.S. Government's responsibility may be evacuated during an emergency. This location can be in the United States or outside the United States.

*State:* The terms United States and States are defined by 45 C.F.R. 212.1(g) to include the District of Columbia, Puerto Rico, the Virgin Islands, and Guam along with the fifty (50) States. These are the only geographical areas where ACF may provide repatriation assistance during emergencies and non-emergency activities.

*State Emergency Repatriation Coordinator (SERC):* State-designated staff responsible for coordinating the development, implementation, and execution of the State emergency repatriation plan (SERP). This person is the main State POC before, and potentially during and immediately after an emergency evacuation.

*State Non-emergency Repatriation Coordinator (SNERC):* State-designated staff responsible for coordinating, in consultation with ACF and its designated grantee, the provision of up to 90 days of temporary services to eligible repatriates at the State of final destination. Also responsible for coordinating the repatriate's meet and greet at the POE during non-emergency repatriation activities.

*Supporting Agency:* Government (e.g., Federal, State) and non-government agency or organization with which ACF has entered into an agreement to assist with specific U.S. Repatriation Program functions. Also referred to "Partners" or "Service Providers."

*Temporary Services or Assistance:* Services provided to eligible HHS repatriates and include cash payment, medical care (including counseling), temporary billeting (e.g. shelter), transportation, and other goods and services necessary for the health or welfare of individuals. It is given to eligible individuals upon arrival to the United States for up to 90 calendar days. Services are provided in the form of a loan repayable to the United States Federal Government.

*Third Country National (TCN):* A non-U.S. citizen who is in a country other than the person's country of nationality. On a case-by-case, space-available and

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reimbursable basis, DOS may provide evacuation transportation to TCNs to the designated safe haven

*Tribal Member:* A member of a group or community of Indigenous peoples in the United States. For the purpose of the HHS U.S. Repatriation Program, these evacuees are considered U.S. citizens.

*Unaccompanied Minors:* U.S. citizen minor or dependent of U.S. citizens from 0 – 17 years who are traveling alone.

*U.S. Nationals:* An individual who owes their sole allegiance to the United States, including all U.S. citizens and some individuals who are not U.S. citizens. For the purpose of this Program, individuals who were born in American Samoa or in the Commonwealth of the Northern Mariana Islands who have made the election to be treated as U.S. nationals and not as U.S. citizens are generally eligible for HHS temporary assistance if repatriated due to mental illness and/or during emergency repatriation activities.



**Appendix 6: Emergency Repatriation Forms**