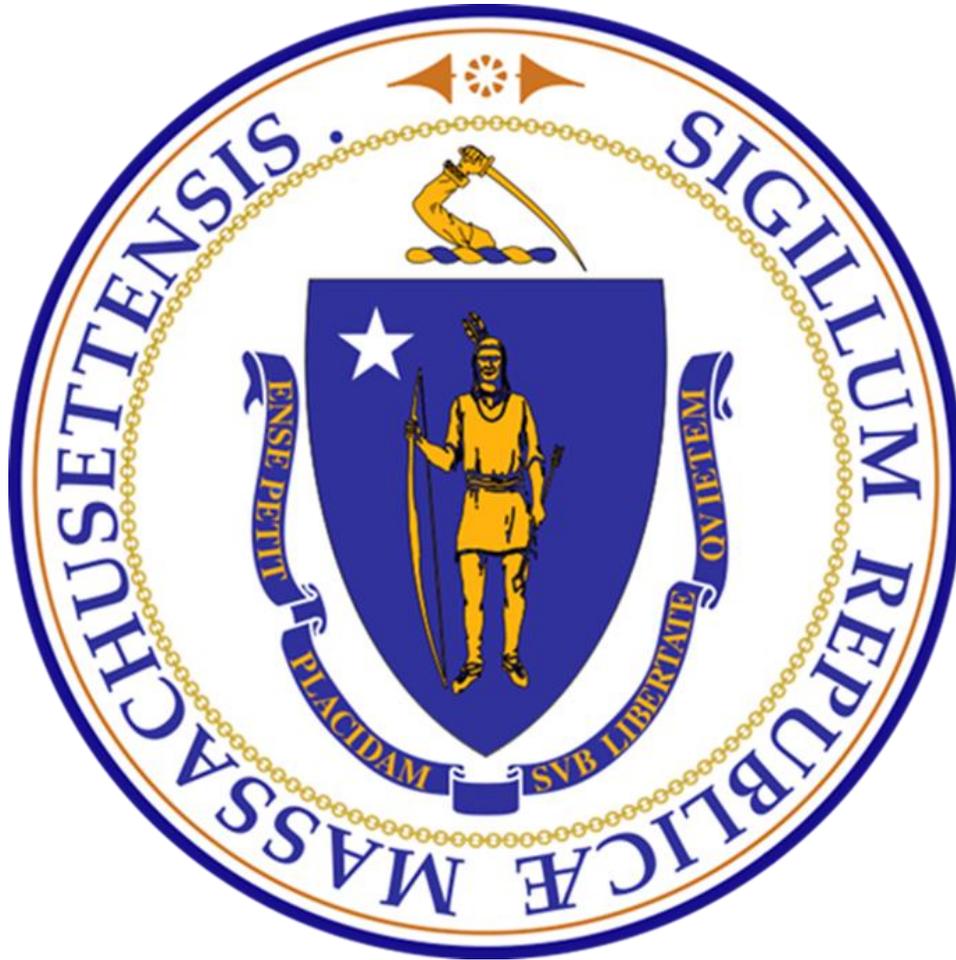


**COMMONWEALTH OF MASSACHUSETTS**



**STATE EMERGENCY REPATRIATION PLAN**

**2025**



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## **RESPONSIBLE AGENCIES**

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### **Non-Governmental Organizations**

American Red Cross  
MA Voluntary Organizations Active in Disaster  
Salvation Army

### **State Agencies and Bureaus**

Councils on Aging  
Massachusetts Bay Transportation Authority  
Massachusetts Department of Children and Families  
Massachusetts Department of Agricultural Resources  
Massachusetts Department of Mental Health  
Massachusetts Department of Public Health  
Bureau of Substance Addiction Services  
Massachusetts Department of Transitional Assistance  
Massachusetts Emergency Management Agency  
Massachusetts Executive Office of Elder Affairs  
Massachusetts Port Authority  
Massachusetts State Police  
Office of the Chief Medical Examiner

### **Federal Agencies**

Administration for Children and Families  
Administration for Strategic Preparedness and Response  
Centers for Disease Control and Prevention  
Federal Aviation Administration  
Federal Emergency Management Agency  
United States Citizenship and Immigration Services  
United States Customs and Border Protection  
United States Department of Agriculture and Resources  
United States Department of Defense  
United States Department of Health and Human Services  
United States Department of Homeland Security  
United States Department of Housing and Urban Development  
United States Public Health Services  
United States Department of State  
United States Substance Abuse and Mental Health Services Administration  
United States Department of Transportation



# 1.0 INTRODUCTION

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## 1.1 Overview

The U.S. Repatriation Program (“the Program”) was established in 1935 under Section 1113 of the Social Security Act (42 U.S.C. § 1313) to provide temporary assistance to United States (U.S.) citizens and their dependents who have been identified by the U.S. Department of State (DOS) as having returned, or been brought from a foreign country, to the U.S. because of destitution, illness, war, threat of war, or a similar crisis, and because they are without resources immediately accessible to meet their needs.

The Program is managed by the U.S. Department of Health and Human Services’ (U.S. HHS) Administration for Children and Families’ (ACF) Office of Human Services Emergency Preparedness and Response (OHSEPR).

Each day, OHSEPR and its grantee utilize routine repatriation procedures to support U.S. citizens that are returned to the United States by the U.S. Department of State. During emergency repatriation incidents, OHSEPR leads federal planning, coordination, and execution of domestic repatriation plans and operations.

## 1.2 Purpose

The purpose of this plan is to describe the State systems for coordination, notification, deployment, and delivery of emergency repatriation services, in support of the U.S. Repatriation Program during an emergency repatriation event in the Commonwealth. These services assist private U.S. citizens, their dependents, and DOS authorized persons once they have arrived in the U.S. as a result of a coordinated evacuation or repatriation from a foreign country.

This plan defines state emergency repatriation roles and responsibilities and establishes procedures for implementation of state coordinated emergency repatriation operations in the Commonwealth.

In addition, this plan describes how the State will play a critical support role in establishing an Emergency Repatriation Center (ERC), to provide services for the reception, temporary care, and onward transportation of repatriates returning to the U.S., via the Commonwealth’s Port of Entry (POE), during a DOS initiated emergency repatriation event.

## 1.3 Scope and Applicability

This plan applies to state agencies and organizations identified as having a support role in coordinating and executing a federally led emergency repatriation operation in the Commonwealth.

Operations under this plan are limited to evacuations of U.S. citizens, their dependents, and other DOS authorized persons from abroad to the Commonwealth’s POE due to war, threat of war, invasion, civil unrest, or similar crisis occurring in conjunction with:

- A Presidential Declaration of National Emergency; or

- Without a declaration in response to DOS' notification to the U.S. Department of Health and Humans Services of its authorized evacuation to the Continental United States.

The Massachusetts Comprehensive Emergency Management Plan (CEMP) forms the basic framework for all emergency management activities in the Commonwealth. This plan augments the CEMP by addressing the specialized knowledge, skills, and procedures needed to respond to an emergency repatriation operation. In addition, this plan:

- Does not supersede existing local or state emergency management plans, but rather is designed to supplement and support such existing plans.
- Builds on established capabilities, capacities, contracts, and plans that may exist at the local and state level.

## **2.0 SITUATION AND PLANNING ASSUMPTIONS**

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### **2.1 Situation**

Large numbers of U.S. citizens and their dependents live, work, study, and travel abroad. In the event, the DOS determines a significant threat to the health and safety of its citizens abroad exists, or is imminent, DOS may recommend citizens leave the foreign country or countries impacted by the event.

In certain situations, DOS may evacuate U.S. citizens and their dependents to a foreign safe-haven or to a POE in the Continental United States (CONUS). If the safe haven is in the CONUS, OHSEPR is the lead Federal agency responsible for the coordination and provision of reception and temporary services to all non-combatant repatriates returned from a foreign country.

While the Repatriation Program is managed by the U.S. HHS/ACF/OHSEPR, states and territories through OHSEPR have established repatriation agreements, and carry out the operational responsibilities for the reception, temporary care, and onward transportation of the non-combatant repatriates. During emergency repatriations, whenever necessary and upon state request, OHSEPR, through interagency assignments, works with other federal agencies to assist with the provision of needed temporary services.

### **2.2 Planning Assumptions**

The following circumstances have been assumed to be true for purposes of plan development:

- The scope of the event will be beyond the capability of agencies normally involved in repatriation to manage as part of their normal day-to-day operations.
- Agencies involved in the implementation of this plan are familiar with its contents and have developed internal plans and procedures to carry out responsibilities assigned to them as part of the plan.
- DOS evacuations of private U.S. citizens, their dependents, and other DOS authorized persons, may occur without a Presidential Declaration of National Emergency.
- The primary POE for the Commonwealth is Logan International Airport.

- The processing of repatriates may be a 24- hour per day operation and will continue until all repatriates have secured travel to their final destination or otherwise have been processed and provided assistance.
- Repatriates may arrive without identification, with little or no money, or with few or no personal items.
- Repatriates may be under considerable stress and anxiety, requiring immediate behavioral health support.
- Some repatriates may have an illness or other medical condition requiring medical attention.
- Some repatriates may have a disability or other Access and Functional Need (AFN) and may require additional assistance.
- Federal regulations do not authorize the evacuation of pets; however, service animals are permitted by law.
- Repatriates cannot be required to go to an ERC.
- An emergency repatriation operation will be a major media event.
- While the Commonwealth will be reimbursed by U.S. HHS for expenses incurred as part of the emergency repatriation process, U.S. HHS is not expected to provide funding in advance of emergency repatriation operations.
- Temporary financial assistance is not an entitlement but a service loan repayable to the U.S. Government.
- The Department of Defense (DOD) will provide temporary services to its personnel and family members. However, if DOD is not present at the ERC, DOD personnel and family members will be treated as regular repatriates for the purpose of establishing eligibility and receiving repatriation temporary assistance.
- Repatriates may be limited in English proficiency.

## **3.0 CONCEPT OF OPERATIONS**

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### **3.1 General**

The concept of operations outlined below describes the systems, operational processes and coordinating structures required to execute this plan.

### **3.2 Direction and Control**

#### **3.2.1 Federal**

The coordinating structure for federal operations is outlined in the 2021 National Emergency Repatriation Framework (NERF). The primary coordinating and command entities within this structure are described below.

- a. U.S. Department of State (DOS)

Overseas, DOS is the lead for emergency repatriation activities and accomplishes this responsibility through arrangements with federal and non-federal agencies. Evacuations of U.S. citizens and their dependents are arranged through joint agreements with commercial carriers. Evacuations may take place under a Presidential Declaration of National Emergency, due to escalating international tension, or outbreak of hostilities overseas, or they may occur under conditions not involving a Presidential Declaration of National Emergency.

b. Washington Liaison Group

Washington Liaison Group (WLG) is led by DOS to promote collaboration, coordination, synchronize policy, and advise principals on issues aimed at improving and guiding the U.S. government's overseas emergency evacuation decisions, including recommendations for the development of necessary plans, policies, implementation of plans, coordination of repatriation activities, and recovery from crises abroad.

c. Administration of Children and Families, Office of Human Services Emergency Preparedness and Response (ACF/OHSEPR)

In the United States, ACF/OHSEPR acts as the lead federal agency for the planning, coordination, and execution of all emergency repatriation activities. In the event of a massive evacuation of U.S. citizens and their dependents from overseas, ACF/OHSEPR coordinates, directly or through federal arrangements, the national response and services that need to be provided to eligible repatriates and others. ACF/OHSEPR accomplishes this responsibility through:

1. Arrangements with federal and non- federal agencies.
2. The agreements it holds with all states and applicable U.S. territories to assist with operations during repatriation emergencies, and
3. Memorandum of Understanding (MOU) with U.S HHS/ACF to assist, as needed, with the emergency and incident management activities related to coordination and operations during an event.

Federal Interagency Emergency Repatriation Working Group

The Federal Interagency Emergency Repatriation (FIER) Work Group serves as a forum for coordination and unity of effort to respond to repatriation incidents and coordinate incident management activities. The FIER also provides unified command and direction to activated Emergency Repatriation Functions (ERFs).

Emergency Repatriation Functions (ERFs)

ERFs provide the structure for coordinating Federal interagency emergency repatriation responses and is activated by ACF/OHSEPR. Activation of ERFs is dependent on needs of the event; activation of all ERFs may not be required. Each ERF, and its lead coordinating agency, is described below:

**ERF 1 – Evacuation and Reentry**

*Coordinating Agency – Department of State*

- Determines and advises ACF/OHSEPR of evacuations of private U.S. citizens and their dependents from overseas; identifies Safe Havens; coordinates with interagency partners to arrange flights, entry, and arrival at selected ports of entry; identifies individuals eligible for evacuation; develops manifests; and supports ACF/OHSEPR in obtaining eligibility criteria.
- Members: Department of Defense, Department of Homeland Security (DHS)/Customs and Border Protection, DHS/Citizenship and Immigration Services, Department of Transportation (DOT), DOT Federal Aviation Administration, U.S HHS/Centers for Disease Control and Prevention.

**ERF 2 – Human Services, Case Management, and Temporary Assistance**

*Coordinating Agency – U.S HHS/Administration for Children and Families*

- Coordinates the intake assessment, triaging and case management of repatriates to determine eligibility for temporary assistance via the U.S. Repatriation Program and the resolution of immediate unmet needs through partner agencies.
- Members: American Red Cross, U.S. HHS/Office of the Assistant Secretary for Health, U.S. HHS/Substance Abuse and Mental Health Services Administration, U.S. States.

**ERF 3 – Public Health, Health, and Medical Support**

*Coordinating Agency – U.S. HHS/ Administration for Strategic Preparedness and Response*

- Coordinates the mechanisms for assistance in response to an actual or potential public health and medical disaster or incident. Functions include but are not limited to the following: Public health; medical evacuation support, and medical, and public health services.
- Members: U.S HHS/Centers for Disease Control and Prevention, DHS/Office of Health Affairs.

**ERF 4 – Legislation, Policy, Anti-Discrimination, and Inclusion**

*Primary Agency – U.S HHS/Office of General Counsel*

- Ensures compliance with all laws, regulations, and authorities.
- Members: U.S HHS/Office for Civil Rights, U.S. HHS/Immediate Office of the Secretary/Office of National Security, Department of Justice.

**ERF – 5 Budget and Finance**

*Primary Agency – U.S. HHS/ACF Office of Legislation and Budget*

- Responsible for budgetary assistance in the procurement and administration of funds for emergency repatriation operations; provides advice and guidance to the Secretary on all aspects of budget, financial management, grants, and acquisition management; and provides for the direction and implementation of these activities across the Department of Health and Human Services.
- Members: U.S HHS/Office of the Assistant Secretary for Financial Resources, U.S HHS/Office of the Assistant Secretary for Legislation, U.S HHS/Assistant Secretary for Administration/Program Support Center.

## **ERF 6 – Intergovernmental and External Affairs**

*Primary Agency – U.S HHS/Office of Intergovernmental and External Affairs*

- Coordinates the release of accurate, coordinated, timely, and accessible public information to affected audiences, including the government, media, Non-Governmental Organizations (NGOs,) and the private sector. Members: DHS/Federal Emergency Management Agency, U.S HHS/Office of Global Affairs, U.S. HHS/Office of the Assistant Secretary for Public Affairs.

### **3.2.2 State**

The Massachusetts Emergency Management Agency (MEMA) is designated as the lead state agency responsible for assisting OHSEPR in coordinating emergency repatriation activities in the Commonwealth. The primary coordinating and command entities required to support this plan are described below:

a. State Emergency Repatriation Coordinator (SERC)

The SERC is the State designated person responsible for coordinating the development, implementation, and execution of the SERP. In the event the SERP is activated, MEMA's Director or designee shall serve as the SERC. He/she will also serve in the State's Unified Command Group (UCG), providing direction and control to both the Emergency Operations Center (EOC) and ERC. In addition, the SERC:

- Serves as the State's main Point of Contact (POC) before, during, and after an emergency repatriation event.
- Ensures proper planning and coordination of all involved local and state agencies.
- As required, advises the Governor on the need to declare a State of Emergency
- Ensures the State's resources are efficiently used in responding to an emergency repatriation operation.
- Assures each involved element of the State and other local support, including designated commercial airports, is alerted, and positioned to carry out its duties under the SERP.
- Serves as a liaison between OHSEPR and the State during emergency repatriation activities.

b. Unified Command Group (UCG)

An emergency repatriation operation will require coordination and collaboration among the key stakeholder agencies involved in emergency repatriation activities. To facilitate a coordinated and unified approach to the event, a Unified Command Group (UCG) will be established, by the Director of MEMA or designee, to serve as a decision-making entity.

The UCG comprises representatives, with decision making authority, from the following agencies and organizations:

- U.S. HHS (repatriation designated staff)
- Massachusetts Department of Public Health (MDPH)
- Massachusetts Emergency Management Agency (MEMA)
- Massachusetts Port Authority (Massport)

As circumstances require, MEMA's Director/SERC 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 Massport EOC (or other designated site at the discretion of the MEMA Director).

c. Emergency Repatriation Center Manager (ERC Manager)

The ERC Manager exercises overall direction and control of ERC operations and activities.

### **3.2.3 Emergency Repatriation Support Facilities**

a. Massport Emergency Operations Center (EOC)

The Massport EOC located on the second floor in building 11 at Logan International Airport will serve as the central hub for command and control, communications, coordination, and resource support. In addition, it will serve as a central clearinghouse for information collection, assessment, and analysis, and will be responsible for maintaining a common operating picture (COP) and providing timely and accurate situational awareness for the duration of the event.

b. MEMA Mobile Emergency Operations Center (MEOC)

The state MEOC will serve in an "as needed" capacity to the EOC. If activated, the MEOC would be able to drive on site to support ERC operations.

c. Joint Information Center (JIC)

Consistent with the National Incident Management System (NIMS), local, state and federal agencies involved in emergency repatriation will coordinate the release of information through a JIC.

In the event this plan is activated, the JIC will be established at Logan International Airport (the specific location of the JIC will be determined by Massport). The function of the JIC will be to monitor issues and activities of the emergency repatriation operation and share data and information via the Joint Information System (JIS). In addition:

- No information will be released publicly unless cleared with designated federal staff. Information released by the JIC will be done in collaboration with the Federal PIO.
- General access to the JIC will be determined by the policies, rules and regulations of Massport.
- Massport will designate a separate area, on the grounds of Logan International Airport, for the media.

In terms of staffing the JIC, MEMA's Director or designee will assign MEMA's Public Information Officer (PIO) or designee to the JIC. Local and state agency PIOs assigned to the JIC will work in collaboration with the MEMA's PIO. The federal PIO will generally work from their assignment location in Washington D.C. and may not travel to the State JIC.

d. Emergency Repatriation Center (ERC)

An ERC will be established at Logan International Airport to coordinate the reception, temporary care, and onward travel of repatriates. Massport has several locations that can be utilized based on available space, timing of the operation and scope of the event. Massport holds the authority to change the location of the ERC as needed.

The ERC will operate under a basic Incident Command Structure (ICS) and will be coordinated and directed by the ERC Manager (see Section 3.4, and Figure 2: Sample ERC ICS Organizational Chart, of this plan).

### **3.3 Activation and Notification**

#### **3.3.1 Types of Activation Notices: General Overview**

Upon DOS formal notification to U.S. HHS of an imminent evacuation of U.S. citizens and their dependents from overseas, U.S. HHS will send an activation notice to selected states. Through existing U.S. HHS/ACF/OHSEPR state agreements, states designated as potential POEs will be asked to activate their state emergency repatriation plan. The Commonwealth will not activate this Plan without acceptance of a written activation request from OHSEPR.

In the event the Commonwealth is selected as a POE there may be different types of notices being provided to the state. The types of notices are as follows:

a. Stand By

Upon receipt of information from DOS advising that a large-scale repatriation may materialize, U.S. HHS will send a standby notice to the State Emergency Repatriation Coordinator. This is not an activation notice. Upon receipt of this notice, the state must provide a formal response to U.S. HHS indicating their ability to support emergency repatriation operations. Conference calls will be scheduled by U.S. HHS as needed.

b. Cancel Previous Notice

U.S. HHS will provide this notice to the SERC if the state has subsequently not been selected as a POE, or if a federal decision has been made not to use the U.S. as a safe haven.

c. Activate the SERP

U.S. HHS will provide this notice to the Governor's Office, MEMA and the SERC after sufficient information is obtained from DOS advising that an evacuation has materialized, and U.S. HHS has selected the state as a POE for repatriates. The notice will contain information regarding the Initial National Emergency Repatriation Coordination meeting, which will take place shortly after the notice is issued.

d. Demobilization

This notice will be provided (1) after sufficient information is obtained from DOS advising that the emergency has ended, or (2) the State requests closing of the ERC due to other State contingencies or upon reaching service capacity, or (3) a Federal decision is made by OHSEPR leadership to close the ERC. This notice will come from an OHSEPR official to the Governor's office, SERC, and the Massport EOC.

### 3.3.2 Notification

In the event the Commonwealth is designated as a POE by U.S. HHS, an internal U.S. HHS meeting will be scheduled with designated Regional and Headquarters' staff to share information and determine federal operational direction. Following this meeting, U.S. HHS authorized staff will send an activation notice to the MEMA Director or designee and the Governor's Office notifying that Massachusetts has been designated as a POE for an emergency repatriation operation.

- i. Upon receipt of the activation notice, MEMA's Director or designee, will request a meeting or conference call with the UCG to determine if the Commonwealth can serve as a POE for an emergency repatriation operation. The MEMA Director or designee will notify U.S. HHS of the Commonwealth's decision.

Should this plan be activated, the MEMA Director or designee will:

- Establish direct contact with the Director of Massport or designee to:
  - Secure proper establishment of the ERC.
  - Request notice of incoming repatriate flights.
  - Secure the establishment of the EOC at Logan International Airport.
- Request U.S. HHS to deploy federal personnel to Massachusetts to support EOC and ERC operations at Logan International Airport. At a minimum, the following functions would need to be staffed by federal personnel, who have decision making authority:
  - U.S HHS representative to serve in the state's UCG
  - ERC Travel Officer
  - ERC Loan Approving Officer
  - ERC Referral Officer

Federally staffed positions within the ERC ICS are represented in Figure 2: Sample ERC ICS Organizational Chart.

### 3.3.3 Logan International Airport EOC Activation

Upon activation of this plan, the Director of MEMA or his/her designee will determine the appropriate activation level for the EOC on site at Logan International Airport. The State Emergency Operations Center (SEOC) located at MEMA HQ in Framingham will serve in a "As Needed" capacity to the EOC at Logan International Airport.

MEMA's Director, in consultation with MEMA Operations, will assign an EOC Manager, and will designate a lead coordinating agency for each activated Emergency Support Function (ESF) based on the necessary authority, expertise, resources, and capability to coordinate and support emergency repatriation activities. In addition, state agencies and NGOs with support

roles and responsibilities will report directly to the EOC, or support EOC operations from a remote location as directed.

U.S. HHS, in coordination with the Director of MEMA or SERC, will be responsible for designating federal personnel to the EOC. See Appendix G: Sample EOC ICS Organizational Chart.

### **3.4 EOC Organizational Structure**

The ERC will operate under a basic Incident Command Structure (ICS). Federal and state agency staff personnel, and Non-Governmental Organizations (NGOs) representatives, will be assigned to serve in activated positions. The EOC ICS may consist of the following organizational elements:

- Command
- Operations
- Planning
- Logistics
- Finance

As needed, Branches and Divisions/Groups/Units may be added under each section to maintain span of control and organize functional areas of responsibility. See Section 3.4, Figure 2: Sample ERC ICS Organizational Chart.

In general, the following ERC ICS positions and operational elements will be stood up in an emergency repatriation operation.

#### **3.4.1 Command**

a. Unified Command Group (UCG)

To facilitate a coordinated and unified approach to the event, a UCG will be established, by the Director of MEMA or designee, to serve as a decision-making entity.

b. EOC Director

The EOC Director reports to the UCG and is responsible for all aspects of the operation within the EOC. This position is filled by MEMA and works closely with, the Deputy EOC Director and the ERC Director. This position ensures that the EOC is activated and appropriately staffed, including filling Command and General Staff positions; incident priorities and operational period goals and objectives are established and followed, appropriate recommendations are being made to, and communications maintained with the Governor and UCG.

c. Deputy EOC Director

The Deputy EOC Director is responsible for assisting the EOC Director in implementing the full scope of emergency repatriation activities in the EOC.

d. Public Information Officer

The Public Information Officer (PIO) manages all public information efforts of Emergency Repatriation incidents. Each agency maintains autonomy for their jurisdictional area, and coordinates continually with other PIOs for unified messaging. Other agencies may coordinate information through their support in this effort. Additional supporting agencies may be determined at time of incident. PIOs report to the UCG.

e. Access and Functional Needs (AFN) Officer

The AFN Officer is the primary point of contact regarding issues affecting the AFN community and is to ensure that the Command Staff are informed as to what the AFN needs are throughout each phase of the Emergency Repatriation process.

### 3.4.2 General

a. Operations Section

Managed by the Operations Section Chief, the Operations Section is responsible for the oversight and coordination of temporary assistance and reception services to repatriates, and the allocation of resources to support ERC operations and services. Depending on the scale of the operation, this section may include additional Units such as Resources, Ground Transportation, and overseeing all State ESFs. The Operation Section Chief works closely with the ERC Manager.

b. Planning Section

Managed by the Planning Section Chief, the Planning Section is responsible for assisting the EOC Planning Section Chief to develop the ERC staff roster and Incident Action Plan (IAP). In addition, the Planning Section will gather and share information back to the EOC regarding ERC operations and activities for situational awareness purposes. Depending on the scale of the operation, this section may include a Documentation and Situation Unit.

c. Logistics Section

Managed by the Logistics Section Chief, the Logistics Section is responsible for providing services and support to operate and maintain the ERC facility. The Logistics Section is comprised of the following Branches:

i. Site Services Branch

This Branch is led by the Branch Director for Site Services. It may be comprised of the following Units:

- Security
- Communications and Information Technology (IT)

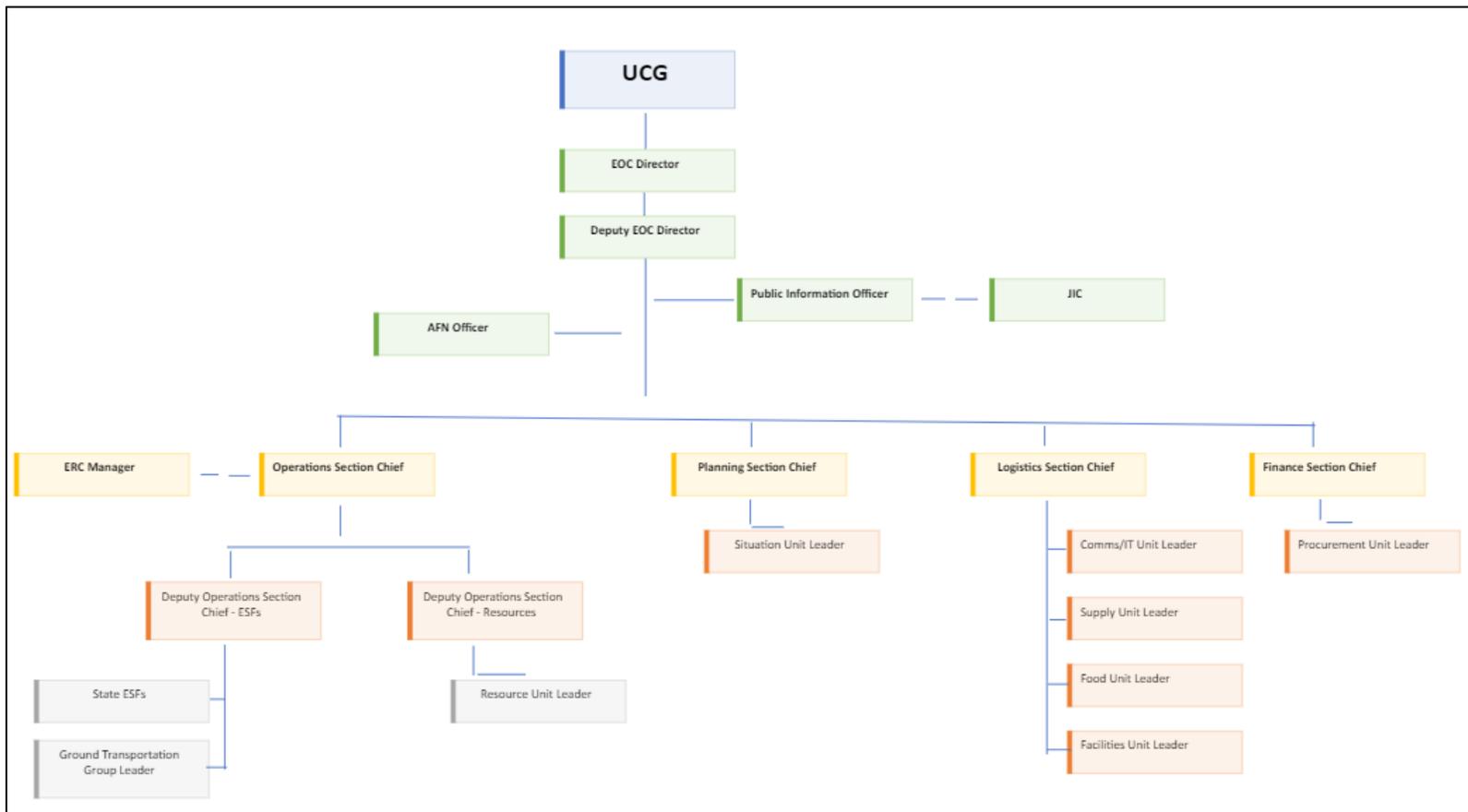
- Food (ERC staff only)

ii. Support Services Branch

- Facilities
- Ground Transportation (for transport of repatriates to the ERC)
- Supply

d. Finance Section

Managed by the Finance Section Chief, the Finance Section is responsible for ERC operations related finance and administrative support services. The EOC Finance Section coordinates and maintains close communications with the EOC Finance Section on tracking operational costs, resource procurement and tracking and recording time for ERC personnel and hired equipment. Depending on the scale of the operation, this section may include additional Units.



**Figure 2: Sample EOC Organizational Chart**

*\*The organization structure will be determined at the time of incident by and may vary from this chart. For example, it may be scaled to accommodate larger or smaller Emergency Repatriation events.*

### **3.4.2 ERC Activation**

Upon activation of this plan, the Director of MEMA or designee will coordinate with Massport to activate the ERC. Massport will determine the location of the ERC. As directed, personnel assigned to the ERC will report either in person or remotely to support operations. U.S. HHS, in coordination with the Director of MEMA or designee, will be responsible for designating and assigning federal personnel to the ERC.

### **3.4.2 Command ERC**

#### **a. ERC Manager**

The ERC Manager will exercise overall direction and control of ERC operations in support of emergency repatriation activities and will have a direct report to the UCG.

#### **b. Deputy ERC Manger**

The Deputy ERC Manager is responsible for assisting the ERC Manager in implementing the full scope of emergency repatriation activities in the ERC

#### **c. Safety Officer**

To assure the safety of the ERC members, the Safety Officer has the direct responsibility to correct unsafe acts or conditions, exercise emergency authority to stop or prevent unsafe acts when immediate action is required within the ERC.

### **3.4.4 General**

#### **a. Temporary Assistance Branch**

This Branch is led by the Branch Director for Temporary Assistance. It may be comprised of Groups, each representing a specific temporary form of assistance by which an repatriate must be deemed eligible by U.S HHS (temporary assistance descriptions are detailed in Section 5.3 of this plan). These Groups will be overseen by a federal representative from U.S. HHS and supported by personnel from state agencies and non- governmental organizations. The following Groups may be represented under this Branch:

- Onward Travel Assistance
- Financial Assistance
- Temporary Housing Assistance

#### **b. Health and Human Services Branch**

This Branch is led by the Branch Director for Health and Human Services. It may be comprised of several Groups, each representing a specific health and human service. These services are available to all repatriates despite their eligibility status for temporary assistance (service descriptions are detailed in Section 5.4 of this plan). Each Group will be served by personnel from state agencies and non-governmental organizations. The following Groups may be represented under this Branch:

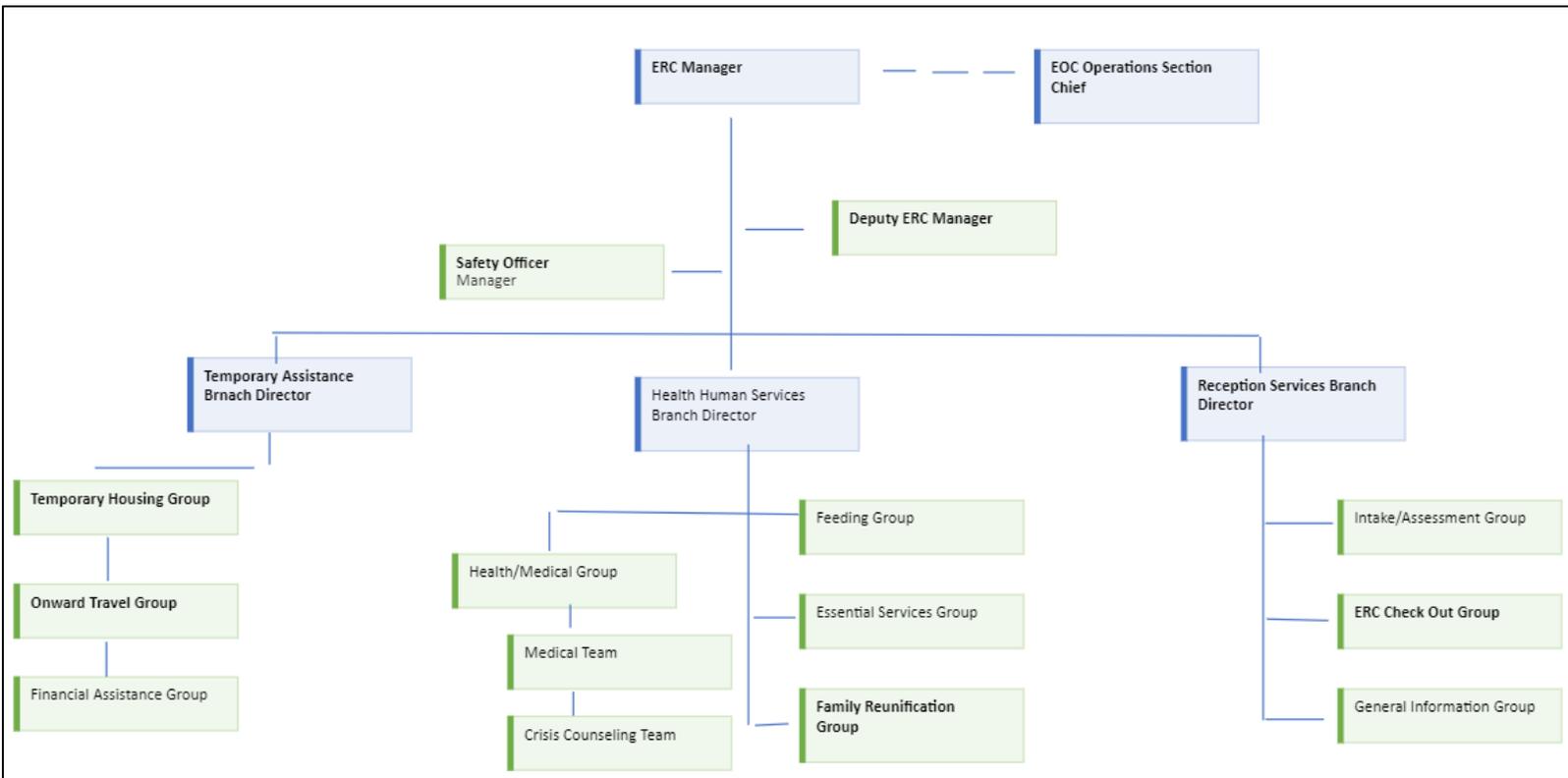
- Essential Items

- Health and Medical
  - Crisis Counseling
  - Medical Services
  - Spiritual Care
- Feeding
- Family Reunification
- Communications Assistance

c. Reception Services Branch

This Branch is led by the Branch Director for Reception Services. It may be comprised of several Groups, each representing a specific service to ensure all repatriates entering and exiting the ERC are appropriately checked in and out of the ERC and provided with general information about ERC services and supports (service descriptions are detailed in Section 5.1 of this plan). Each Group will be served by personnel from state agencies and non-governmental organizations. The following Groups may be represented under this Branch:

- Intake/Assessment
- General Information
- ERC Check-Out



**Figure 3: Sample ERC Organizational Chart**

*\*The organization structure will be determined at the time of incident by and may vary from this chart. For example, it may be scaled to accommodate larger or smaller Emergency Repatriation events.*

### **3.5 Health and Medical Response**

The State has primary responsibility for meeting the immediate health and medical needs of repatriates. In the event of an identified shortfall or State request for federal public health and medical assistance, ACF will coordinate and provide personnel, teams and other assets as needed. In addition, the CDC will determine if there is any need for additional CDC personnel or other assets at the POE and will deploy personnel as required.

### **3.6 Demobilization: Transition to Steady State**

Demobilization follows the completion of initial temporary emergency repatriation services to eligible repatriates. The duration of some of the processes in this phase will be variable, particularly financial processes that may unfold over a period of weeks or months.

Demobilization notification will occur when:

- The SERC or designee, in consultation with the UCG, provides formal notice to the FIER Work Group indicating that it has reached capacity and/or is facing other contingencies and needs to close the ERC.
- OHSEPR leadership, in consultation with the State, determines that initial temporary emergency repatriation services in the ERC is complete.

As the need for continued ERC operations begin to slow, and ongoing onsite support is no longer needed, demobilization will commence. Ongoing case management and case work will continue as needed without the need for an in-person ERC. As Personnel are no longer needed operationally, they will be released from the ERC and EOC. The EOC Operations Section will continue to track deployed resources and ensure they are properly demobilized and returned to their owners or otherwise accounted for. Final updates should be shared with the Planning Section to ensure continued situational awareness. Additionally, final walkthroughs of the ERC and EOC locations will be conducted with MEMA staff and property owners to ensure they are returned to their pre-event condition. Once operations are concluded, appropriate demobilization is completed, and site ownership has cleared staff and returned the locations to normal use, response actions will cease.

## 4.0 ROLES AND RESPONSIBILITIES

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### 4.1 Federal Agencies and Departments

a. United States Department of State (DOS)

DOS notifies U.S. 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:

- Notifies U.S HHS when an evacuation is ordered and provides the method of evacuation, and the date operations will begin. Provides a list of the manifests (or equivalent), including times of arrival, and health conditions (if available). Reports the estimated number of potential repatriates in the affected area.
- Informs U.S HHS as the situation changes and provides updated information regarding potential repatriates and affected areas.
- Discusses with U.S HHS the POEs where repatriates may arrive.
- Informs U.S HHS when the operation reaches its completion.
- Determines who is eligible to be repatriated from overseas to the US.

b. United States Department of Health and Human Services (U.S. HHS)

U.S. HHS is the lead federal agency in the continental U.S. to provide temporary assistance during emergency repatriation. The U.S. HHS Operating Division in charge of the Repatriation Program is the Administration for Children and Families/Office of Human Services Emergency Preparedness and Response (ACF/OHSEPR).

ACF/OHSEPR has the primary responsibility for planning, coordination and execution of emergency repatriation under Executive Order 12656, Assignment of Emergency Preparedness Responsibilities. As part of this lead responsibility, ACF/OHSEPR:

- Receives, along with the U.S HHS Secretary Operations Center (SOC) information from DOS regarding potential evacuations and the necessity to implement repatriation plans.
- Assists states in the review of State Emergency Repatriation Plans. ACF/OHSEPR also provides final approval of SERPs.
- Receives information from DOS, and other applicable agencies, regarding potential evacuations and the necessity to implement Emergency Repatriation Plans.
- In consultation with DOS and other applicable federal agencies, determines the different POE within the CONUS .
- Serves, directly or through OHSEPR, as overall coordinator of the activities of all federal agencies to ensure that the required support is provided.
- Coordinates, approves, and reimburses states for allowable, reasonable, and allocable costs associated to the emergency repatriation.
- Provides cash, advance credit, and reimbursement of State expenses for repatriation operations (contingent on available funds).
- Provides the designated state(s) an U.S. HHS/ACF staff to review and determine final eligibility of repatriates.
- As necessary, establishes initial contact and coordination activities with travel agencies operating under federal contract to provide onward movement assistance to repatriates.
- Provides state ERC staff, directly or through arrangements, with the necessary U.S. HHS repatriation assistance forms.
- Provides, directly or through arrangements, in-time training to state ERC staff on applicable U.S. HHS repatriation assistance forms.
- ACF/OHSEPR coordinates incident management activities and leads the FIER Work Group to respond to emergency repatriation incidents
- Assists with public affairs.

i. Other U.S. HHS Divisions provide support to ACF/OHSEPR.

1. Office of Human Services Emergency Preparedness and Response  
Through an MOU with ACF, as needed, OHSEPR will provide support by leading and performing the emergency and incident management activities related to planning, coordination and operations during steady state and certain emergency or group repatriations. ACF will continue to retain overall decision-making authority and responsibility for the U.S. Repatriation Program requirements.
2. Program Support Center (PSC):  
PSC is responsible for budgetary assistance in the procurement and administration of funds for emergency repatriation operations.

3. Centers for Disease Control and Prevention (CDC):  
Provides public health services, including disease control, epidemiology, medical assessment for infectious diseases, and if required, quarantine operations. Conducts pre-debarkation visual assessment of arriving repatriates to monitor for signs of potential public health significance. Assists the State in developing plans for providing medical aid at the ERC.
  
4. United States Substance Abuse and Mental Health Services Administration (SAMHSA):  
SAMHSA coordinates the provision of behavioral health care for repatriates. This role will become active only if requested by an authorized state representative or upon U.S HHS reasonable assessment that the state does not have the necessary behavioral health resources to respond to such event. Upon finding that the state needs this assistance, U.S HHS authorized representative will notify FIER to convene a meeting with the state to discuss and possibly arrange for this assistance from U.S. HHS.

The above U.S. HHS federal agencies list is not extensive. Additional federal agencies may be able to provide resources as requested.

- c. United States Customs and Border Protection (CBP)
  - Performs required customs clearances at the POE.
  - Unaccompanied minors:
    - Holds unaccompanied minors in CBP custody, and notifies U.S. HHS designate field staff and the Massachusetts Department of Children and Families (DCF) of a child/youth in need of care and supervision.
    - Releases child/youth to DCF and shares any pertinent information about the child/youth with DCF and U.S. HHS designated field staff.
    - For more information, refer to Appendix J: ACF Repatriation Unaccompanied Minors Guide.
  
- d. United States Department of Agriculture (USDA)
  - Clears service animals for entry into the U.S. through the designated POE.
  - As needed, coordinates with Massachusetts Department of Agricultural Resources (DAR) to identify and contract veterinary organizations that can provide appropriate facilities for quarantine and care for service animals cleared for entry into the U.S.
  
- e. United States Citizenship and Immigration Services (CIS)  
CIS is responsible for the statutory processing of repatriates including the issuance of clearances for U.S. citizens and their alien dependents to proceed to final destination.
  
- f. Federal Emergency Management Agency (FEMA)

FEMA assists in the coordination of emergency communication systems to notify national and local partners of the need for assistance.

- FEMA will provide support only if requested by U.S. HHS. The state can also send a request to U.S HHS requesting assistance.
- g. United States Department of Housing and Urban Development (HUD)  
HUD identifies available HUD-assisted housing, at or near the POE, which may be used for some repatriates who cannot be moved in a timely manner to a final destination. It also identifies available HUD-assisted housing at or near the point of entry for longer stays, commercial housing facilities, and congregate facilities.
- HUD will provide support only if requested by U.S HHS. The state can also send a request to U.S HHS requesting assistance.
- h. United States Department of Transportation (DOT)  
DOT adds repatriates to the transportation priority list following notification from ACF/OHSEPR. It also advises the Federal Aeronautics Administration, the Interstate Commerce Commission, and the Federal Railroad Administration of the priority of movement for repatriates and for inter-city motor services.
- DOT will provide support only if requested by U.S HHS. The state can also send a request to U.S HHS requesting assistance.

The federal agencies listed above is not an extensive list of agencies that can provide support. The NERF identifies additional federal agencies that may be able to provide resources as requested.

## **4.2 State Agencies and Departments**

The following state agencies and departments will support ERC and /or EOC operations as necessary:

- a. Massachusetts Emergency Management Agency (MEMA)
- i. General Roles/Responsibilities
- Serve as the lead state agency to provide overall command and coordination.
  - Coordinate and serve within the UCG.
  - Coordinate with Massport to activate an EOC at Logan International Airport.
  - Staff the EOC to support command and control of the operation. This includes but is not limited to developing the Incident Action Plan/Staff Roster for the event.
  - Notify local and state partner agencies of plan activation, and where support personnel are to report for duty (EOC or ERC).
  - Coordinate with Massport to establish a JIC and assigns MEMA's PIO or designee to the JIC.

- Develop and disseminate timely situational awareness messages and maintain a Common Operating Picture (COP) for the duration of the event.
- Lead the State repatriation after action report. This report is to be submitted to ACF/OHSEPR 60 days after the closing of the ERC.
- If Massport cannot provide an EOC on site, deploy the State's MEOC to support command and control of then operation.
- Support Joint information/ Public Information with JIC equipment caches.

ii. ERC Support:

- Identify and deploy the equipment and supplies needed to operate the ERC.
- Coordinate with Massport to establish and activate the ERC.
- Prior to an operation, coordinate with OHSEPR to develop a standardized briefing "Welcome Package" for repatriates that can be provided to them upon arrival at the POE.
- As needed, assign agency personnel to the ERC.
- Assist in processing repatriates at the ERC assessment/intake area.

iii. Administrative and Finance:

- Financial assistance will be provided through the purchasing of pre-set gift cards purchased through the Commonwealths credit card. These loans will be provided to eligible repatriates.
- Assist with processing, gathering and filing all completed U.S. HHS emergency repatriation forms and supporting any requests for documentation support (e.g., making a copy of a repatriates U.S. passports for documentation purposes as requested by the repatriate).
- Gather and track emergency repatriation operational cost claims submitted by local and state agencies supporting the operation.
- Claim administrative expenses from ACF/OHSEPR for local and state agencies/organizations appointed to conduct or support emergency repatriation activities.
- Submit a summary report of state operational expenditures following the completion of repatriation activities.

b. Massachusetts Bay Transportation Authority (MBTA)

- Coordinate and provide ground transportation to repatriates to the ERC as needed.

c. Massachusetts Executive Office of Elder Affairs (EOEA)

- As requested, coordinate elder services, through the statewide elder network, via Aging Service Access Points (ASAPs) and Councils on Aging (COAs).
- d. Massachusetts State Police (MSP) Troop F
- Coordinate and provide security and traffic control for the ERC and the designated Family Reunification Area.
  - As requested, assist federal agencies with routine checks on the plane, gate and at security check points.
  - Assign security detail to MEMA for the withdrawal and transportation of monetary funds.
- e. Department of Mental Health (DMH)
- Coordinate the provision of crisis counseling services (Psychological First Aid) as needed to meet the behavioral health needs of both children and adults.
  - If crisis evaluation is needed, including determining if inpatient hospitalization is necessary, coordinate referral to the Behavioral Health Help Line and/or local Community Behavioral Health Center.
- f. Department of Agricultural Resources (DAR)
- Support the USDA with identifying and contracting veterinary services that can provide facilities for service animal quarantine and care for service animals cleared for entry into the U.S.
  - As needed, coordinated the provision of resources to meet the basic needs of a service animal (e.g., food).
- g. Massachusetts Port Authority (Massport)
- In coordination with members of the UCG set-up and activate the EOC.
  - Airfield management.
  - Notify and coordinate with federal partners, to include CBP and the Federal Aviation Administration (FAA), regarding plan activation.
  - Determine the location of the ERC.
  - Upon plan activation, coordinate with MEMA to set-up the ERC with the equipment and resources needed to support the operation.
  - Provide staff to support the ERC as needed.
  - Provide facility maintenance and logistical support to the ERC as needed.
  - Coordinate with MSP (Troop F) to provide security for the ERC.
  - Provide timely notice of incoming flights to the SERC and UCG.
  - Coordinate parking and ground transportation for ERC staff.
  - Arrange deplaning and transport of repatriates to the ERC.
  - Provide for secure storage of repatriate baggage.
  - Designate a Family Reunification Area (separate from the ERC).
  - Designate an area for the JIC.
  - Participate in the UCG.
  - Designate a media area (separate from the ERC).

- Depending on the type of event, if U.S. HHS needs to establish a joint repatriation center with DOD, identify an area within the ERC or nearby, for DOD to process and service their personnel and family members.
  - Designate a repatriate family reunification area.
- h. Department of Children and Families (DCF)
- Coordinate and provide temporary supervision and care to unaccompanied minors.
    - Temporary care may include coordinating medical care and any other immediate supports and assistance needed.
  - Coordinate and share information with U.S. HHS regarding each unaccompanied minor's case.
  - Coordinate and facilitate reunification of unaccompanied minors with parents or legal guardians.
    - As needed, coordinate, and provide short- term care should family reunification be prolonged.
    - If the unaccompanied minor is being reunified with their parents or legal guardian in another state, coordinate with U.S. HHS designated field person and the ERC Branch Director for Temporary Assistance for travel assistance and coverage for travel costs as needed.
- i. Office of the Chief Medical Examiner (OCME)
- Assist Massport with deceased repatriates in accordance with existing airport procedures and in compliance with federal, state, and local laws.
- j. Massachusetts Department of Public Health (MDPH)
- Coordinate with Massport Fire, Boston EMS, and /or Central Medical Emergency Direction (CMED) to gather situational awareness related to emergency medical transportation to area hospitals.
  - Receive requests and facilitate deployment of medical assets, such as state deployable medical teams.
  - As needed, MDPH may activate the Mass Casualty Patient Tracking Protocol if individuals have been transported to multiple hospitals within Massachusetts.
    - Coordinate with receiving hospitals to create a single centralized listing of transported individuals.
    - Support the reunification of family members with patients in hospitals
  - Coordinate with MEMA to identify and request federal health and medical resources that may be needed to support the ERC operation.
  - As needed, coordinate with the Bureau of Substance Addiction Services (BSAS) to support any request from the ERC related to repatriate substance abuse services.
  - Support infectious disease risk assessment and surveillance, as the situation warrants.
  - Participate in the UCG.

k. Massachusetts Department of Transitional Assistance

- Assist with processing repatriates at the ERC assessment/intake area.
- Assist with gathering and filing all completed U.S HHS emergency repatriation forms and supportive documentation (e.g., copies of U.S. passports).
- Assist with repatriation case management duties as needed.

## 4.3 Non- Governmental Organizations

a. American Red Cross (ARC)

- As needed, coordinate and provide temporary shelter services. Shelter facilities will be managed and operated by the ARC using standard ARC policies and operating procedures. The need for sheltering will be based on the event. A congregate shelter may be established at Logan International Airport or at a nearby facility in close proximity to Logan International Airport.
- Mobile feeding
- Provide emergency first aid provisions.
- Provide information and referral services to repatriates as requested.
- Provide essential clothing, toiletry and personal hygiene items (to include infant and adult diapers).
- As needed, coordinate with DMH to provide psychological first aid services.
- Provide family unification assistance to include communications assistance for individuals and families through the ARC Safe and Well system.
- Provide assistance at the ERC registration desk.

b. Salvation Army

- As needed, assist ARC with ERC feeding operation.
- As requested, coordinate for the provision of spiritual/emotional care

c. Massachusetts Voluntary Organizations Active in Disaster (MAVOAD)

- As requested, coordinate the provision of the following services by activating agreements with local voluntary organizations:
  - Spiritual care and counseling
  - Volunteer and Donations management

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## 5.0 EMERGENCY REPATRIATION PROCESS

### 5.1 Processing Repatriates

#### 5.1.1 Arrival at the POE

- Upon landing at Logan International Airport, a small team of authorized federal officials, and when possible, a State representative will enter the plane to brief repatriates on the repatriation program (to include temporary assistance available to them at the ERC). The State representative will provide a welcome packet to all repatriates. The welcome

packet will consist of a welcome letter, and information on ERC services and other amenities and facilities within Logan International Airport (e.g., locations of ATMs and currency exchange counters, transportation systems available etc.).

- Following the briefing, repatriates will disembark and be directed to the U.S. Customs and Border Patrol area.
- Repatriates requiring immediate medical attention or hospitalization will be treated on-site or transported to an area hospital.
- Deceased repatriates will be managed by Massport and Office of the Chief Medical Examiner (OCME) in accordance with airport regulations and applicable federal, state, and local laws.
- Depending on the situation, Massport along with CBP will decide between two (2) options the arriving airplane has on where to deplane repatriates:
  - a. Repatriates will be brought to Terminal E and go through Customs and Border Protection intake process. Once cleared from Customs, those who choose to receive ERC services will be shuttled from the terminal to the ERC. Option A is the preferred method.
  - b. After landing, the airplane will be brought directly to the ERC. There, CBP officers will clear repatriates onsite and escort those who need services into the ERC. Those who do not require assistance will be shuttled back to Terminal E.

### **5.1.2 U.S. Customs and Border Protection Processing**

- Based on prior notice regarding repatriate flight time arrivals, and the number of repatriates arriving at the POE, U.S. Customs and Border Protection (CBP) officials at Logan International Airport will determine the location of the Customs processing area (e.g. Terminal E, the ERC, etc.).
- Generally, repatriates will come through Terminal E at Logan International Airport for U.S. CBP processing.
- Identified federal law violators, fugitives from U.S. laws, or military or naval force deserters will be taken into custody by the Federal Bureau of Investigation (FBI).
- U.S. CBP will detain persons without proper immigration clearance.
- Unaccompanied minors will be held at the U.S. Customs and Border area.
  - DCF will be notified of an unaccompanied minor in need of temporary care/supervision.
  - Refer to section 5.5.3 for unaccompanied minors.
- Once repatriates clear Customs, those who are interested in ERC services will be shuttled by Massport to the ERC.
  - There is no requirement that repatriates make use of services or temporary assistance offered at the ERC.
  - Unaccompanied minors will stay with CBP until a DCF social worker arrives to provide supervision and support.
  - If the repatriate refuses ERC services, they will need to sign the Refusal of Service form (RR-06).

Repatriates who do not need assistance/services may retrieve their baggage and proceed to their final destination.

### **5.1.3 ERC Intake and Assessment**

- In the event a welcome packet was not provided to repatriates upon debarkation, it will be provided to repatriates upon their arrival to the ERC.
- State personnel assigned to the intake /assessment area will assist the Federal Loan Approval Officer with processing and assessing repatriates for temporary assistance eligibility by utilizing the appropriate U.S. HHS form. Section 5.2 of this plan describes how eligibility for temporary assistance is determined.

### **5.1.4 General Information**

Following the intake/assessment process, repatriates will be directed to a General Information area, within the ERC, where they will be provided with information on the ERC facility and services, the Family Reunification Area, and Logan International Airport facilities and amenities (e.g., locations of ATMs, etc.).

### **5.1.5 ERC Services**

Services provided at the ERC comprise of both temporary assistance and reception services. The types of temporary assistance and other services that may be available at the ERC are detailed in Sections 5.3 through 5.5 of this plan. *Any repatriates with child under the age of 18 are responsible for the direct care and supervision of the child while accessing the ERC.*

### **5.1.6 ERC Checkout**

Before exiting the ERC, repatriates will go through a brief checkout process. This process ensures proper documents are retained and necessary copies are provided to repatriates who have sought temporary emergency repatriation assistance (e.g., travel itinerary, signed U.S. HHS repayment Agreement Form, etc.).

### **5.1.7 Baggage Retrieval**

- Luggage will be deposited and secured in a baggage holding area designated by Massport.
- Repatriates will not be allowed to bring their luggage into the ERC.
- Massport will take custody of any unclaimed baggage and handle it according to established lost and found procedures.

### **5.1.8 Onward Travel**

- Onward travel from the ERC may take place via automobile, bus/train, or air travel.
  - OMEGA will be available for individuals in need of onward travel available through OMEGA (e.g., air and Amtrak).
- Repatriates who are being picked up at the airport will be directed to a designated pickup area or family reunification area outside of the ERC.

- For repatriates wishing to rent a car to travel to their final destination, a Massport shuttle will run between the ERC and Logan International Airport's rental car center on a regular basis.
- For repatriates traveling onward by bus or train, an MBTA Silver Line shuttle will run between the ERC and South Station.
- For repatriates traveling onward by air, a Massport shuttle will run between the ERC and the rest of Logan International Airport on a regular basis.
- As needed, transportation services will be made available to accommodate individuals with disabilities and others with access and functional needs.
- For unaccompanied minors reunifying with their parent(s) or legal guardian, either in state or out of state, DCF will coordinate the necessary release of unaccompanied minors using established state laws and procedures.
  - Parents/guardians will be responsible for the cost of arranged escort services and other associated travel costs. If the parent/guardian does not have the resources to travel to the ERC or pay for the unaccompanied minor's onward travel, DCF will coordinate travel services with assistance from the ERC Branch Director for Temporary Assistance U.S HHS), and the U.S. HHS contracted travel agency (OMEGA).

## **5.2 Determining Eligibility for Temporary Assistance**

Some repatriates may have the financial means to arrange their own transportation (etc.), and may not need temporary assistance or other services upon arrival to the U.S. For those repatriates who do not have sufficient resources, they may apply for temporary assistance at the ERC intake/assessment area.

- At the intake/assessment area, no investigation will be performed to confirm that a repatriate has resources. The U.S. HHS Emergency and Group Repatriation Processing Form (RR- 01) will be completed by repatriates, with assistance from state personnel, to determine their eligibility for temporary assistance.
- The Federal Loan Approving Officer will make final eligibility decisions based on the information provided on the RR-01 form.
- Copies of completed RR-01 forms, and any copies of supportive documentation (e.g., copy of U.S. passport), will be filed and maintained by the assisting state personnel.
- Repatriates who are not eligible for temporary assistance will be able to access the ERC reception services.

## **5.3 Temporary Assistance**

Temporary assistance, requiring approval from the Federal Loan Approving Officer, may take the form of emergency cash loans, temporary accommodations costs, hospitalizations, referral to state of final destination for continuation of repatriation services, and onward travel costs and other goods and services needed for the health and welfare of repatriates. Assistance provided at the ERC usually covers emergency services for up to the first 24 hours. Depending on the type of evacuation, repatriate's condition and unforeseen circumstances (e.g., weather conditions), there may be a need for repatriates to remain at the immediate POE/ERC for more than 24 hours. Continuation of Program temporary assistance, up to 90 days of services, is

generally provided at the State of final destination through non-emergency activities of the Program.

Temporary assistance will be provided to eligible repatriates after the Federal Loan Approving Officer approves the emergency repatriation case. The loan must be repaid to the U.S. Government.

MEMA will be responsible for coordinating and providing temporary assistance to eligible repatriates. The general types of temporary assistance are listed below.

#### 1. Onward Travel Assistance

- U.S. HHS will provide State personnel assigned to the onward travel assistance area with in-time training and authorizations needed to make remote travel reservations with a U.S HHS/ACF contracted travel agency (OMEGA).
- State personnel will confirm the repatriate's final destination as identified during the initial ERC intake process and will be responsible for arranging for onward transportation to the final destination.
- Information on transportation systems available in the area will be provided.
- For onward travel to final destinations via plane or Amtrak, state personnel will coordinate with the federal contracted travel company (OMEGA) to provide remote booking assistance to eligible repatriates.
- Telephones, computers, and printers will be made available to repatriates to make travel arrangements or print itineraries and boarding passes.

#### 2. Financial Assistance

- The Loan Approving Officer will indicate and approve the pre-set amount of cash to be provided to eligible individuals or family in need of emergency cash assistance.
  - The Loan Approving Officer will sign off on the form authorizing the repatriate to receive all temporary services available. For cash assistance, U.S HHS/ACF will determine the amount of cash that will be provided by person or family. It will be a set amount (e.g., \$92 per person and up to \$150 for a family of 7 or more).
  - The amount of cash provided is based on the U.S. General Services Administration (GSA) per diem rates<sup>1</sup>.
  - Cash assistance will be provided through the purchasing of Visa gift cards to be treated as cash. Gift cards will be purchased with the MEMA credit card prior to the first flight landing at Logan Airport. All forms of cash or gift card will be stored in a lock box within the ERC.
- Financial assistance will be provided in a nominal amount based on the needs of the individual/family.
  - In the event commercial facilities for lodging and food are necessary, the amount of cash provided will take these costs into consideration.
  - Cash may also be provided for meals and lodging while traveling to the final destination.

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<sup>1</sup> FY 2025 Per Diem Rates for Boston/Cambridge, Massachusetts: [https://www.gsa.gov/travel/plan-book/per-diem-rates/per-diem-rates-results?action=perdiems\\_report&fiscal\\_year=2023&state=MA&city=boston&zip=](https://www.gsa.gov/travel/plan-book/per-diem-rates/per-diem-rates-results?action=perdiems_report&fiscal_year=2023&state=MA&city=boston&zip=)

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- Medical care will be provided and paid by the U.S. Repatriate Program if the repatriate does not have medical insurance or other available resources to pay for the care.

### 3. Temporary Housing Assistance

- Repatriates may be eligible for housing (shelter) assistance costs if they are unable to continue to their final destination on the date of arrival and are without available resources to secure their own lodging.
- State personnel will assist by arranging short-term accommodations at a nearby hotel generally for no longer than one day.
  - The duration of short-term accommodations may be extended on a case-by-case basis depending on the repatriate's individual situation, subject to U.S. HHS approval.

## **5.4 Health and Human Services**

Various health and human services will be available to all repatriates who arrive at the ERC, regardless of their eligibility status. *The agencies and organizations responsible for health and human services are detailed in Appendix B of this plan.*

### **5.4.1 Health and Medical**

#### a. Medical Services

A Medical area will be established within the ERC and supported by Medical Services staff. This area will operate as the central point of service to meet the health and medical needs of both children and adults who enter the ERC.

- The level and type of medical services offered will depend on available staff and material resources. As additional resources and staff are obtained, the level and types of health and medical services may expand.
- Any requests for additional staffing assistance will be made to the Health and Medical Group Supervisor.
- Any requests for additional staffing assistance outside of the Health and Medical Group will be requested and coordinated through Emergency Support Function (ESF) #8 – Public Health and Medical Services at the EOC, as needed.

Individuals with critical needs, or needs that surpass the capability of the Medical Services Staff, will be transported to an area hospital. Staff assigned to the Medical Services area will coordinate with Massport and Boston EMS for patient transport to an area hospital or other suitable facility. In all instances, the Medical Services Staff will defer to their specific level of training when responding to an emergent case to determine the appropriate course of action and care.

i. Isolation

In the event a repatriate(s) exhibits signs or symptoms of infectious or communicable disease at the ERC, personnel assigned to the ERC medical area will report the concern immediately to the ERC Branch Director and U.S HHS FERS for Reception Services and MA ESF 8 (Public Health & Medical Services) at the EOC. Guidance and response activities will be consistent with the MA MDPH Infectious Disease Emergency Response Plan.

ii. Substance Abuse Support

If substance abuse, addiction, or addiction recovery support services are disclosed/observed, the Medical Services Staff is responsible for coordinating with ESF 8 at the EOC. ESF 8 will coordinate any requests for services to the Commonwealth's Bureau of Substance Addiction Services (BSAS) as needed. If services are located offsite, transportation will be provided to the location(s) whenever possible.

- BSAS is the single state authority in charge of funding, licensing, and overseeing substance abuse prevention and treatment services across the state. BSAS does not, however, provide these services directly. The role of BSAS in the event of an emergency is twofold: (1) ensuring that the substance abuse service needs of the community continue to be met, and (2) coordinating substance abuse services for affected individuals as part of the state behavioral health disaster response.

b. Crisis Counseling

A Crisis Counseling area will be established within the ERC, staffed by Crisis Counselors. This station will function as the central point to meet the behavioral health needs of repatriates who enter the ERC. As needed, crisis counselors will provide support to meet the behavioral health needs of both children and adults. Crisis counseling services will be provided through the provision of Psychological First Aid (PFA).

i. Additional Behavioral Health Services and Crisis Intervention Services

There may be individuals with needs that exceed the supports provided by the Crisis Counseling Staff within the ERC. In the event an individual presents needs that surpass the capabilities of the Crisis Counseling staff, the staff will work with the individual to determine the appropriate next steps.

If an individual is experiencing a behavioral health crisis, the Crisis Counseling Staff will coordinate with the ERC Medical Services Staff, and if needed, local Mobile Crisis Intervention. Local Emergency Medical Services may be used if needed to transport the individual to an alternate care facility.

Crisis Counseling Staff will communicate and coordinate with ERC on-site security personnel as needed if an individual poses a danger to themselves or others.

d. Spiritual Care

Repatriates who request spiritual care and counseling will be informed or connected to any such accessible services, either in person or remotely.

### **5.4.2 Feeding**

A feeding station, to include a meal feeding area, will be established in a designated area of the ERC, accessible to everyone in the ERC. It will be sourced to provide snacks, beverages, and potentially “ready to serve” meals (depending on throughput time of repatriates through the ERC) to repatriates. Considerations will be made for food and food preparation restrictions, guidelines, and the needs of:

- People with medically necessary dietary requirements.
- People with allergies and food sensitivities.
- Cultural and religious groups.
- Children and infants (e.g., formulas and foods).

Feeding services at the ERC may be provided by pre-positioned resources, mobile kitchens brought to the ERC, food transported from other locations to the ERC, or a combination of these options.

If the capacity of initially activated feeding resources is exceeded, requests for additional or expanded feeding services will be made to the EOC. Additional resources may include:

- Food supplies and vendor support.
- Private sector vendors, including caterers and restaurant and hotel associations.

### **5.4.3 Essential Items**

Some repatriates may have been unable to secure adequate clothing or personal toiletry articles and hygiene items before departure. These items will be made available to all repatriates.

### **5.4.5 General Information**

An area will be established within the ERC where repatriates can access general information on the ERC, the Family Reunification Area, and Logan International Airport facilities and amenities (e.g., locations of ATMs, etc.). General information will be provided to repatriates and for repatriate use through the following means:

- An information desk;
- General information announcements; and
- Message boards to post information to repatriates.

#### **5.4.6 Communications Assistance and Accommodations**

Communications assistance and accommodations will be provided as a service at the General Information Area. Cell phones, charging stations, and wired and wireless Internet will be made available at the ERC for the repatriates.

Individuals with disabilities and others with access and functional needs who require access to effective communications will be provided with effective communications aids and services as needed. They may include, but are not limited to:

- Auxiliary aids and services;
- Materials in accessible formats;
- Access to language interpreters or translators
- American Sign Language interpreters; and
- Assistive technology.

Communications aids and services may be accessed by other ERC service areas to accommodate both repatriate and personnel needs (e.g., request for a magnifying reader at the Intake area). All equipment temporarily leaving the area will be tracked; “checked- in/checked – out”.

### **5.5 Other Services**

There are other types of emergency repatriation services that may not have a designated service area within the ERC. These services may be located elsewhere on the grounds of Logan International Airport, or only activated upon need/request.

#### **5.5.1 Veterinary Assistance**

Generally, pets are not authorized during an emergency repatriation evacuation. However, service animals may be evacuated. The State will follow its procedures on how to care for service animals during emergency situations.

#### **5.5.2 Mortuary Services**

Deceased individuals will be addressed in accordance with Massport’s and OCME’s existing procedures and in compliance with Federal, state, and local laws. Assistance with mortuary services will not be reimbursed by U.S HHS/ACF. It is beyond the purview of the Repatriation Program.

OCME will provide death notification to a family on an repatriate when identity is known.

#### **5.5.3 Temporary Care of Unaccompanied Minors**

U.S. citizens or dependents of U.S. citizens that are unaccompanied minors require special assistance. An unaccompanied minor is defined as a person under the age of 18, who is not in the care of his or her parents or legal guardian.

In the event children are returned to the U.S. without their parent(s) or legal guardian, it will be necessary for DCF to make arrangements for the temporary care and protection of an unaccompanied minor, while attempting to locate the unaccompanied minor’s parents or legal

guardian. As needed, DCF will make plans for more permanent arrangements in accordance with state child welfare policies and laws.

U.S. HHS will work with DCF on a case-by-case basis to gather pertinent information on the child, and facilitate any assistance or services needed (e.g. onward travel assistance).

#### **5.5.4 Family Reunification**

A family reunification area will be established at a location outside of the ERC. This area will be utilized to:

- Facilitate repatriate pick-up
- Protect families from the media and curiosity seekers
- Facilitate information sharing to support family reunification

#### **5.5.5 Temporary Shelter**

If large numbers of repatriates require temporary sheltering or if lodging at commercial establishments is unavailable, the ERC Operations Sections Chief will coordinate with ESF 6 Health and Wellness (Mass Care, Emergency Assistance, Housing, and Human Services) at the EOC to establish a congregate shelter facility.

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## **6.0 FINANCE**

### **6.1 General**

Administrative and finance duties begin upon ACF activation of the SERP and end when all repatriates have left for their final destination. During an emergency repatriation operation, administrative and finance functions will be coordinated by the ERC Finance Section and supported by the EOC Finance Section.

The main function of the ERC Finance Section will be tracking emergency repatriation operational costs, to include accepting requests for reimbursement from state and local government and volunteer agencies.

If advance funds for emergency repatriation operations are needed, the ERC Finance Section Chief will consult with the ERC Manager, EOC Finance Section Chief and State Coordinator to determine the funds needed. Once funding needs are determined, the ERC Finance Section will be responsible for requesting such funds through U.S HHS.

Costs will be reimbursed to state and local government and volunteer agencies following guidance from ACF/OHSEPR.

### **6.2 Repatriation Program Finances and Funding**

#### **6.2.1 Available Funds**

Title XI, Section 1113 of the Social Security Act authorizes U.S. 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. For most emergencies, U.S HHS will reimburse the state for reasonable, allowable, and allocable costs associated with emergency repatriation.

### **6.2.2 Repayment for Temporary Assistance**

Monies and temporary services provided to eligible repatriates must be repaid. All funds will be provided directly to repatriates in the form of temporary services which must be repaid to the U.S. Government. Repayment by a recipient or recovery from subsequently available resources must be made to U.S. HHS for deposit to the U.S. Treasury. States are not involved during the collection process but are responsible for providing U.S HHS/ACF with all the necessary forms, supporting documents, and information necessary for the timely and accurate collection of repatriation loans.

### **6.3 Administration and Financial Responsibilities**

MEMA will work with participating local and state agencies and non-governmental organizations to ensure all claims for reimbursement are complete and accurate. MEMA will prepare all state claims and submit to U.S. HHS for reimbursement using the U.S. HHS specified form(s). In addition, will be responsible for managing any humanitarian donation received from individuals and/or entities. Humanitarian donations in the form of cash or in-kind will not be considered a donation to the Federal Government. Agencies or individuals seeking to make a donation to the U.S. Repatriation Program will need to contact ACF.

#### **6.3.1 Case Records Management**

An individual or family case record shall be maintained by MEMA, for each individual or family provided cash loan assistance, onward transportation, or any other temporary assistance for which they must repay the federal government. MEMA is to utilize the RR-01 form and other available forms to track the services provided.

Personal resources to be considered will be only those which are immediately accessible to the repatriate 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 repatriate, 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 initial assessment reveals that resources are available.

Many of the repatriates 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.

### **6.3.2 Cost Tracking**

Each supporting agency will document and track their SERP- related costs from the onset of the operation. The tracking of costs will include timesheets, travel vouchers, invoices, etc. that document the agency's total expenditures.

To ensure all support agencies are reimbursed for actual costs incurred, it will be the responsibility of each agency to track and document all of its SERP-related costs and provide this information to MEMA as required/requested.

### **6.3.3 Reimbursable Expenses**

Repatriation Program funds will cover all reasonable, allowable and allocable costs associated with the provision of temporary assistance to eligible repatriates. Temporary assistance includes cash 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.

MEMA is responsible for requesting reimbursement from U.S. HHS for all approved costs associated with an emergency repatriation operation in the Commonwealth.

Each agency, supporting SERP activities and operations, that expects reimbursement of repatriation operational costs should have a Memorandum of Agreement (MOA) in place ahead of time with MEMA. The MOA should include guidance regarding; (1) requirements for tracking costs, (2) preparing invoices, (3) requesting reimbursement, and (4) maintenance of records. Upon activation of the SERP, Interdepartmental Service Agreements (ISAs) would be executed to identify and support the reimbursement of costs to each agency. MEMA's Administration and Finance Department will be responsible for managing this task.

### **6.3.4 Submittal of Claims for Reimbursement**

MEMA shall submit a summary report of expenditures to U.S. HHS within thirty (30) days following the completion of an emergency repatriation operation. The summary report will show the amount of funds advanced, amount of funds expended, an estimate of outstanding debts, and the balance to be returned to U.S. HHS, or the amount due to the state. All applicable processing reports must be attached to substantiate expenditures. Procedures to return funds to U.S. HHS will be negotiated at the time of submission of the summary report.

## 6.4 Emergency Repatriation Forms

ACF/OHSEPR will provide all necessary U.S HHS forms and documents required for an emergency repatriation operation. The State will need to make copies of these forms as appropriate. The State will be responsible for safeguarding signed forms. In-time training will be provided by U.S HHS on all applicable forms.

The following U.S HHS forms listed below are to be used during emergency repatriation activities:

a. Privacy and Repayment Agreement Form (RR-05):

This form is used to obtain consent from eligible repatriates on privacy and repayment of the repatriation loan.

- Completed upon arrival to the U.S., and before any temporary assistance is provided. Exemptions may apply to unaccompanied minors and persons with behavioral health or medical condition that limited their ability in making personal decisions.
- Completed by the repatriate or an authorized legal representative (e.g. the repatriate's legal guardian).
- State representative(s) provides information to the repatriate and collects the signed form prior to providing repatriation services.
- No supportive documentation is required, however a signature from the repatriate or authorized legal representative is needed.

b. Refusal of Temporary Assistance Form (RR-06):

This form is used to maintain record of repatriate's refusal decision for temporary assistance.

- Completed upon arrival to the U.S, and before any temporary assistance is provided.
- Completed by repatriate or authorized legal representative.
- State representative(s) provides timely information and a copy of the form for signature.
- State representative(s) maintains a copy of the signed form to submit with the request for reimbursement.
- Is completed by repatriates who do not want to go to the ERC or after being determined eligible, refuse to accept the services.

c. Emergency Repatriation Eligibility Form (RR-01):

This form is used to determine repatriate's eligibility for reparation assistance during an emergency evacuation.

- Completed upon arrival to the U.S., and before receiving repatriation assistance.
- Completed by U.S. citizens or dependents of U.S. citizens who have returned to the U.S. during an authorized DOS evacuation, and do not have resources immediately accessible to meet their needs.
- State representative(s) performs the initial eligibility assessment using this form.

- State representative(s) assists repatriate in completing this form, and will gather any necessary supportive documents (e.g. copy of passport).
  - Processed and approved by an authorized federal staff for final eligibility determination.
- d. State Request for Cost Approval and Federal Support Form (RR-08):  
This form is used by the state to request support and assistance from any federal agency using appropriate U.S HHS channels.
- An authorized state representative will gather and submit timely requests.
  - Can be submitted prior to or during an emergency repatriation operation.
  - Completed by an authorized state representative.
  - Must be signed by a state authorized official, and must include supportive documentation.
- e. Emergency and Group Repatriation Reimbursement Request Form (RR-02):  
This form is to be used by the state to request reimbursement for all reasonable, allowable and allocable costs incurred during an emergency repatriation operation.
- Completed by a state authorized representative after the evacuation has commenced.
  - The appointed/authorized state agency will gather financial information and provide a comprehensive financial summary, of actual costs, to ACF/OHSEPR.
  - Supportive documentation and a signature from the state authorized official is required.

All forms listed above include instructions. PDFs of these forms can be accessed through the Office of Refugee Resettlement webpage at: <https://www.acf.hhs.gov/ohsepr/resource-library>

## **6.5 Temporary Assistance (Final Destination)**

When an eligible repatriate claims residency in Massachusetts, the case must be cleared and closed with the repatriation program before temporary cash assistance, medical assistance, and related social services are provided under established state standards and policies.

Temporary assistance may be continued for a period of ninety (90) days following arrival in the United States. If situations arise where a repatriate still has insufficient resources after 90 days, and is unable to attain 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, MEMA shall refer the case to U.S. HHS/ACF/OHSEPR 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 U.S HHS at least two weeks prior to the 90 days eligibility expiration.

## **7.0 PLAN MAINTENANCE**

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This section discusses the overall approach to the planning process and the assignment of plan development and maintenance responsibilities. MEMA is responsible for the contents of the CEMP including its annexes as well as the coordination of its maintenance. Agencies and organizations with a role in this plan should be familiar with its contents and will be responsible for contributing to the revision and maintenance of this plan.

### **7.1 Maintenance**

MEMA's Planning Unit will facilitate the development and maintenance of the SERP. This plan will be reviewed and updated in accordance with MEMA's Emergency Management Program Administrative Policy, taking the following elements into consideration:

- Formal updates of planning guidance or standards;
- Change in agencies/personnel assigned to the Unified Command Group;
- Changes in response resources (e.g., policies, personnel, organizational structures, leadership/management processes, facilities, or equipment)
- After-action reports and improvement plans from exercises or actual events;
- Enactment of new or amended laws or Executive Orders.

### **7.2 Training and Exercise**

#### **7.2.1 Training**

Real time, or "just in-time" staff training for certain positions within the ERC can be conducted at the time of the event/incident. Additional SERP operations training opportunities can/will be offered periodically, or as needed.

#### **7.2.2 Exercise**

The SERP should be exercised periodically, prioritizing any major updates to the plan. The MEMA Training and Exercise Unit responsible for designing, developing, facilitating, and evaluating exercises in accordance with FEMA's Homeland Security Exercise and Evaluation Program (HSEEP). Exercises may be discussion-based or operations-based, based on the needs of the plan.

## **8.0 AUTHORITIES AND REFERENCES**

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### **8.1 Authorities**

#### **8.1.1 Federal Laws, Executive Orders, and Homeland Security Presidential Directives**

- 42 U.S.C. §1313 - Assistance for United States Citizens Returned from Foreign Countries;
- 45 C.F.R. Part 212 - Assistance for United States Citizens Returned from Foreign Countries;
- U.S HHS/ACF U.S. Repatriation Program agreements with all the U.S. States and some U.S. Territories;

- ACF/OHSEPR U.S. Repatriation Program agreement with non-for-profit organizations;
- 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.
- 24 U.S.C. §§ 321-329 – Hospitalization of Mentally Ill Nationals Returned from Foreign Countries
- 45 C.F.R. Part 211 – Hospitalization of Mentally Ill Nationals Returned from Foreign Countries
- U.S HHS/ACF U.S. Repatriation Program memoranda of understanding with states and U.S. territories
- ACF U.S. Repatriation Program interagency agreements with federal and non-federal agencies
- 22 U.S.C. § 4802 – Responsibility of Secretary of State
- 22 U.S.C. § 2671 – Emergency expenditures
- 31 U.S.C. § 1535 – Agency agreements
- 2 C.F.R. Part 200 – Use of grant and cooperative agreements (if applicable)

### **8.1.2 State Laws and Executive Orders**

- Massachusetts Civil Defense Act, Chapter 639 of the Acts of 1950 Codified, Appendix 33.
- Massachusetts Executive Order Number 144:
  - Directs the Secretary of Public Safety to act through the Director of MEMA as the State Coordinating Officer. MEMA/EOPSS is directed to coordinate the action; directs each state agency to prepare contingency emergency plans as required by the MEMA Director; ensures agency accountability by position (title); directs each agency to appoint two liaison officers to MEMA and be under the direction and authority of the MEMA Director for such emergency periods as may be required.

## **8.2 References**

### **8.2.1 Federal**

- National Emergency Repatriation Framework (NERF)
- National Incident Management System (NIMS)
- National Response Framework (NRF)
- Homeland Security Exercise and Evaluation Program (HSEEP)

### **8.2.2 State**

- Massachusetts Comprehensive Emergency Plan (CEMP)

## **Appendix A: Abbreviations and Agency Acronyms**

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ACF	Administration for Children and Families
AMTRAK	National Railroad Passenger Corporation
ARC	American Red Cross
ASAP	Aging Service Access Points
ASPR	Administration for Strategic Preparedness and Response
BSAS	Bureau of Substance Addiction Services
CBP	U.S. Customs and Border Protection
CDC	Centers for Disease Control and Prevention
CEMP	Comprehensive Emergency Management Plan
CFR	Code of Federal Regulations
CIS	United States Citizenship and Immigration Services
CMED	Central Medical Emergency Direction
CMS	Consumable Medical Supplies
COA	Councils on Aging
CONUS	Continental United States
COP	Common Operating Picture
DAR	Department of Agriculture and Resources
DCF	Department of Children and Families
DME	Durable Medical Equipment
DMH	Department of Mental Health
DOD	Department of Defense
DOS	U.S. Department of State
DOT	U.S. Department of Transportation
EMS	Emergency Medical Services
EOEA	Executive Office of Elder Affairs
ER	Emergency Room
ERC	Emergency Repatriation Center
ESF	Emergency Support Function
FAA	Federal Aviation Administration
FEMA	Federal Emergency Management Agency

FERS	Federal Emergency Repatriation Branch Supervisor
GSA	U.S. General Services Administration
U.S. HHS	U.S. Department of Health and Human Services
HUD	United States Department of Housing and Urban Development
IAP	Incident Action Plan
IT	Information Technology
JIC	Joint Information Center
ESF	Emergency Support Function
Massport	Massachusetts Port Authority
MAVOAD	Massachusetts Voluntary Organizations Active in Disasters
MBTA	Massachusetts Bay Transportation Authority
MDPH	Massachusetts Department of Public Health
MEMA	Massachusetts Emergency Management Agency
MEOC	Mobile Emergency Operations Center
MOU	Memorandum of Understanding
MSP	Massachusetts State Police
NERF	National Emergency Repatriation Framework
NGO	Non-Governmental Organization
NIMS	National Incident Management System
OCME	Office of the Chief Medical Examiner
OHSEPR	Office of Human Services Emergency Preparedness and Response
PEO	Presidential Executive Order
PIO	Public Information Officer
POE	Port of Entry
PSC	Program Support Center
SAMHSA	United States Substance Abuse and Mental Health Services Administration
SEOC	State Emergency Operations Center
SERP	State Emergency Repatriation Plan
SOC	Secretary's Operations Center
UCG	Unified Command Group



## **Appendix B: Matrices of Emergency Repatriation Services**

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### Matrix 1: Emergency Repatriation Center Services

A list of emergency repatriation services to be provided within the Emergency Repatriation Center (ERC). These services will require support from state agencies and non-governmental organizations. Note: There may be other services needed which are not listed.

### Matrix 2: Other Emergency Repatriation Services

A list of other potential emergency repatriation services that will require support from state agencies and non-governmental organizations. These services may or may not be assigned to a service area or group within the ERC. Some of these services may be located in other designated areas on the grounds of Logan International Airport.

### **Emergency Repatriation Center**

- The ERC will be accessible to all repatriates. Services and supports will be provided to meet their immediate needs.
- The ERC facility and all ERC service areas will require logistics support from MEMA (e.g. provide tables, chairs, phones etc.). Additional resources may be requested through the Emergency Operations Center (EOC).
- Most ERC service areas will not have a designed federal representative present however an U.S HHS FERS will be assigned to the ERC.

## Matrix 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 repatriates 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>MEMA:</u> Provide welcome package.</p> <p><u>Massport:</u> Post ERC related signage and directions.</p> <p>If interpreter/translator services cannot be provided by Massport, request through the EOC.</p>	<p>Federal staff: TDB</p> <ul style="list-style-type: none"> <li>▪ Provide guidance and information as needed.</li> <li>▪ Inform repatriates 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 repatriate is eligible for assistance, Intake staff will use the appropriate U.S. HHS RR-01. As needed, staff will assist repatriates 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 U.S HHS. All relevant U.S. HHS forms will be provided by ACF/OHSEPR.</p> <p><b>Note: Eligibility/approval for financial assistance is determined <u>only</u> by the Federal Loan Approval Officer.</b></p>	<p><u>MEMA and DTA:</u></p> <ul style="list-style-type: none"> <li>▪ Assist repatriates 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	<p>Assist federal Referral Officer coordinate referrals to the state of final destination.</p> <p>The state of final destination is responsible for providing the appropriate temporary assistance to referred eligible</p>	MEMA and DTA	<p>Federal staff: Referral Officer</p> <ul style="list-style-type: none"> <li>▪ Confirm eligibility for financial assistance <ul style="list-style-type: none"> <li>▪ Oversee referral to final destination</li> </ul> </li> </ul>

		<p>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/OHSEPR.</b></p>		<ul style="list-style-type: none"> <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>
<p>Onward Travel Assistance: Desk 2</p>	<p>Transportation to final destination</p>	<p>State staff will assist repatriates 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: U.S HHS will provide the state with in-time training and authorizations needed to make reservation with OMEGA.</b></p>	<p>MEMA and DTA</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>
<p>Onward Travel Assistance: Desk 3</p>	<p>Onward travel assistance and escort services for unaccompanied minors</p>	<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>P/LG will be required to pay for the costs of arranged escort services and other</p>	<p><u>DCF</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</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> <li>Provide guidance and information as needed.</li> </ul>

		<p>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 U.S 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>MEMA</u> Assist with onward travel arrangement.</p> <p>Provide financial loan to cover travel cost if needed.</p>	<p><b>Note: OMEGA travel agents will not be present in the ERC but will be available by phone.</b></p>
<p>Financial Assistance</p>	<p>Temporary cash loan assistance</p>	<p>It is anticipated that many repatriates 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 program works and how they will be able to claim the medical costs which are</p>	<p>MEMA</p>	<p>No federal staff assigned.</p> <p>As needed, request federal guidance or assistance via the ERC Operations Section.</p>

		<p>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>		
Temporary Housing Assistance	Short-term accommodation assistance	<p>If repatriates 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 repatriate's individual situation, subject to U.S HHS approval.</p> <p>Small numbers of repatriates may be sheltered at local hotels/motels. If large numbers of repatriates require sheltering or if lodging at commercial establishments is unavailable, ERC Operations Sections Chief will coordinate with the ARC to establish a congregate shelter facility.</p> <p><b>Note: Should transportation to a commercial establishment or shelter be needed, this service area will coordinate with the Massport. As needed, transportation services will</b></p>	<p><u>MEMA</u> Commercial establishments</p> <p><u>ARC</u> Congregate shelter</p> <p><u>Massport</u> Ground transportation</p>	<p>No federal staff assigned.</p> <p>As needed, request federal guidance or assistance via the ERC Operations Section.</p>

		<b>be made available to accommodate people with disabilities and others with access and functional needs.</b>		
Communications	Communications assistance and accommodations.	<p>Telephone, telecommunication and internet services will be provided to repatriates 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>MEMA</u> Provide communication devices and equipment.</p> <p>Provide interpreters/translators if not provided by Massport.</p> <p><u>Massport:</u> Provide connectivity and logistical support.</p> <p>Provide translators based on capability/resources.</p> <p><u>MEMA and MDPH:</u> Coordinate provision for effective communications (assistive equipment, devices and supplies).</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 ERC services, location of the Family Reunification Area, and other facilities and amenities within Logan International Airport (e.g. direction to bathroom facilities and the locations of ATMs and Currency Exchange counters).	<p>MEMA Massport</p>	<p>No federal staff assigned.</p> <p>As needed, request federal guidance or assistance via the ERC Operations Section.</p>
Medical	Medical services	Some repatriates may have minor medical needs which occurred prior or following their arrival at the ERC, or may have an existing medical condition. Those individuals will be referred to the Medical service area.	<p><u>MDPH</u></p> <p><u>ARC</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 state through the EOC using the RR-08 form.</b></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 repatriate to an area hospital or other suitable facility in the vicinity.</p>	<p><u>Massport and MDPH:</u> Coordinate with Boston EMS for medical emergencies and transport.</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 repatriates (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>	ARC 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 repatriates may have been unable to secure adequate clothing, personal toiletry articles and hygiene items before departure. These items will be provided.	ARC	<p>No federal staff assigned.</p> <p>As needed, request federal guidance or assistance via the ERC Operations Section.</p>
Counseling and Spiritual Care	Counseling and spiritual care services	Religious, pastoral and counseling services will be available to all repatriates in need of this service.	MA VOAD	<p>No federal staff assigned.</p> <p>As needed, request federal guidance or assistance via the ERC manager.</p>
Crisis Counseling	Crisis counseling services assistance	Some repatriates, both children and adults, may need emotional and behavioral health support. Those individuals will be referred to this service area.	DMH <u>ARC</u> Assist DMH with Psychological First Aid as needed	<p>No federal staff assigned.</p> <p>As needed, request federal guidance or assistance via the ERC Operations Section.</p>

ERC Checkout	ERC exit services	The repatriation package with all signed forms and supporting documents are to be kept by the state. Before the repatriate 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).	MEMA DTA	No federal staff assigned.  As needed, request federal guidance or assistance via the ERC Operations Section.
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### Matrix 2: Other Emergency Repatriation Services

Service	Emergency Repatriation Service Description	State Agency Providing Support	Federal Function
Care of Unaccompanied Minors	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.	DCF	No federal agency assigned.  As needed, request federal guidance or assistance via the EOC Operations Section.

	Note: Some family members may become separated during the evacuation overseas and may be transported to different POEs.		
Family Reunification	Area located outside the ERC for repatriates who will be met by their relatives or other individuals.  Personnel assigned to this service area will facilitate information sharing to support family reunification.	<u>Massport</u> Area designation, set-up and logistical support.	No federal agency assigned.  As needed, request federal guidance or assistance via the ERC Operations Section.
Mortuary Services	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.  When possible, provide death notification to the family of the deceased.	OCME	No federal agency assigned.  As needed, request federal guidance or assistance via the ERC Operations Section.
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.	<u>DAR</u> Coordinate veterinary services and any other immediate resources needed (e.g. food).  <u>Massport:</u> Designate service animal relief area outside of ERC.	No federal agency assigned.  As needed, request federal guidance or assistance via the ERC Operations Section.
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 repatriate. It is not recommended for repatriates to bring their luggage to the ERC.	<u>Massport</u> Provide baggage services and a designated area to maintain baggage.	Federal agency: TSA

## **Appendix C: ERC Equipment and Supplies**

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### **SECTION 1: ERC SUPPLIES AND EQUIPMENT**

Categorized lists of supplies and equipment needed to support ERC operations are listed below.

#### **A. Supplies and Equipment**

- Locking file box (for selected service areas that compile and save repatriate forms and supportive documentation, e.g. copies of passports)
- Tables
- Chairs
- Sign boards (for ERC facility and each ERC service area)
- Standard printing paper
- Belt barriers (to section off/define service areas)

Other items to consider:

- White board (with dry erase markers and eraser)

#### **B. Box of General Office Supplies for each ERC Service Area:**

- Box of pens-black or blue
- Steno notebooks
- Box of paper clips (large size)
- Box of letter size manila files folders
- Clip boards

Other items to consider:

- Box of 2" binder clips
- Highlighters
- Box of rubber bands
- Stapler/w staples
- Pair of scissors
- Role of transparent tape
- Pad of post-it notes

#### **C. Cleaning, Sanitation and Maintenance Supplies**

- Brooms and mops
- Dust pans
- Garbage bags (heavy duty)
- Garbage bag ties
- Garbage cans

- Liquid cleaning detergent or similar
- Hand sanitizer

Other items to consider:

- Water hose and shovel (to clean outdoor service animal relief area)

#### **D. Electronics and Communications Equipment**

- Power strips and power cords
- Multifunction printer/scanner/fax/copier
- Laptops and mouse
- Wireless network routers
- Paper shredder
- Cell phones
- Cell phone chargers
- Hand held radios (for Command and General Staff)

#### **E. Rest/Respite**

- Chairs
- Cots

Other items to consider:

- Blankets and pillows

#### **F. Medical/Access and Functional Needs Equipment and Supplies**

- Standard and medical cots
- Mini refrigerator (for medication storage in medical service area)
- ADA height table (accommodate wheelchairs)
- Portable privacy screens (for medical and behavioral health service areas)
- Magnifying readers
- Standard and heavy duty manual wheelchairs
- Walkers
- Crutches
- Communications devices and equipment
  - Telephone with large dial buttons
  - Hearing aid batteries
  - iPad 3 – This device has many apps to provide enlarged text for people with low vision, picture symbols for people with low literacy or communication disabilities, immediate access to sign language interpreters for people who are deaf and many other tools for immediate communication access.

### **G. Service Animal Supplies**

- Bowls for food and water
- Dog food

### **H. Child Care**

- Cribs
- Cots
- Blankets and sheets
- Diapers and wipes
- Changing table (unless provided in public bathroom area)

## **SECTION 2: ALLOCATION OF SUPPLIES AND EQUIPMENT**

Categorized lists detailing how supplies and equipment should be allocated within the ERC are below.

### **A. Command and General Staff Area**

This area may need the following general supplies/equipment:

- Telephones
- General office supplies (pens, paper clips etc.)
- Tables
- Chairs
- Paper shredder
- Sign board (to designate the area)
- White board (with dry erase markers and eraser)
- Laptops (with internet access)
- Multifunctional Printer/scanner/fax/copier machine
- Standard printing paper
- Tash can and bags
- Locking file box
- Hand held radios

### **B. ERC Service Areas (including the ERC Intake and Exit Desks)**

ERC service areas may need the following general supplies/equipment:

- Tables
- Chairs
- General office supplies (pens, paper clips etc.)
- Telephone
- Trash can/trash bags
- Hand sanitizer
- Sign board ( to display service type, e.g. "Medical Service Area")
- Belt barrier (to section off the service area)

Based on the type of service provided, select service areas (e.g. onward travel desk) may also need:

- Locking file box
- Laptop (with internet access)

**C. Allocation of Miscellaneous Supplies and Equipment**

- 1-2 printer/scanner/copier/fax machines will be stationed at various locations within the ERC for all Service Areas to utilize as needed.
- Medical Area will need a mini refrigerator for medication storage.
- Items listed under “Medical/Access and Functional Needs Equipment and Supplies” may be needed at the Medical, Behavioral Health and Communications services areas. In addition, these items can be shared with all of the ERC service areas as needed.
- The Feeding service area (supported by ARC) will need additional chairs and tables to include the appropriate number of ADA height table.
- Onsite Child Care area will need basic items appropriate for the care of infants, toddlers and older children.

**SECTION 3: REQUEST FOR SUPPLIES AND EQUIPMENT**

Some supplies and equipment may not be immediately available at the ERC, or additional items may be needed. Request for resources can be made EOC Operations Section.

## Appendix D: Definitions of Terms

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Congregate Shelter: Any private or public facility that provides short term lodging in an aggregate capacity for repatriates 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.

Eligible Person: For the purpose of the U.S HHS 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 repatriates and resources available, ACF/OHSEPR 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/OHSEPR. This site is used for processing non-combatant repatriates and for the provision of temporary assistance as defined by Program regulations. ERCs are usually located at commercial service airports 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.).

Repatriates: 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.

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.

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

Reception Services: Emergency services provided at the ERC to repatriates and repatriates following their evacuation and/or repatriation from overseas by DOS. During emergency repatriation activities, reception services are generally provided at the ERC for up to the first 24 hours and do not include U.S. Repatriation Program temporary assistance.

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.

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 SERP. This person is the main State POC before, during, and after an emergency evacuation.

Supporting Agency: Government (e.g., Federal, State) and non-government agency or organization with which ACF/OHSEPR or the State 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 U.S 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.

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



## Appendix E: Types of Repatriates

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In emergency repatriation activities, it is anticipated that large number of U.S. citizens, dependents of U.S. citizens, and others will be evacuated to designated U.S. POEs within a short time frame. Below is a non-exhaustive list of potential categories of individuals who may be evacuated during a DOS coordinated evacuation from overseas.

1. U.S. Citizens: Include U.S. government 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, and minor siblings of the U.S. citizen. These repatriates 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 repatriates may be utilized by DOS as escorts for U.S. citizens. DOS will ensure timely communication, planning, and coordination with pertinent USG agencies, including U.S. HHS and Department of Homeland Security (DHS), to ensure repatriates 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 repatriates. These repatriates 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. The number of these repatriates 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: A member of a group or community of Indigenous peoples in the United States. For the purpose of the U.S. HHS Repatriation Program, these repatriates are considered U.S. citizens.
7. Refugees and Asylees: Not expected to be part of an evacuation. However, if an repatriate 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 OHSEPR 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.



## Appendix F: OMEGA and Protocol

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### Booking Ongoing Travel

The Office of Human Services Emergency Preparedness and Response (OHSEPR), State or other agency acting on behalf of OHSEPR will be responsible for booking onward travel for eligible repatriates. Onward travel will be processed through the Repatriation Program contracted travel agency. At the Emergency Repatriation Center, States will provide the necessary space, equipment, and resources needed for the processing of onward travel of eligible repatriates. Resources include but are not limited to state personnel assigned to process travel reservations. Necessary authorizations, information, and training (e.g., in-time) will be provided by U.S HHS deployed staff to the identified state personnel in order to assist with onward travel services.

Eligible repatriates will be provided with onward transportation in the form of a loan that will be repaid to the Federal Government. Non-eligible repatriates who desire to book their onward travel through the Repatriation Program contracted agency, will have to utilize a valid payment method, not including cash and/or personal checks, to pay for their onward travel at the time of booking.

1. OHSEPR will be billed directly for the transportation tickets.
2. Presently, OMEGA is the agency that OHSEPR will utilize to book travel. OMEGA is not a system but the contracted U.S HHS/ACF travel agency. Important to know:
3. State personnel will staff the onward travel section. OMEGA personnel will be remotely available 24/7 for the duration of the event,
4. A list containing the state staff names and other identifiable information (e.g. state ID number) will be provided to U.S HHS Travel Officer at the ERC in order to provide authorization to contact OMEGA.
5. OMEGA representatives will be available via phone to assist with booking. Once the ticket is issued an e-mail or fax will be sent to the authorized state person. A copy of the itinerary will be provided to the repatriate and a copy will be maintained in their file.
6. Timely OMEGA booking training and instructions will be provided to the State or other agency acting on behalf of U.S HHS by the HHS U.S Travel Officer and/or U.S HHS delegated agency.
7. Repatriates who are determined to be ineligible for repatriation assistance and in need of onward travel may be assisted utilizing OMEGA utilizing a valid payment method.
8. States should have a system to track non-eligible repatriates assisted through OMEGA.

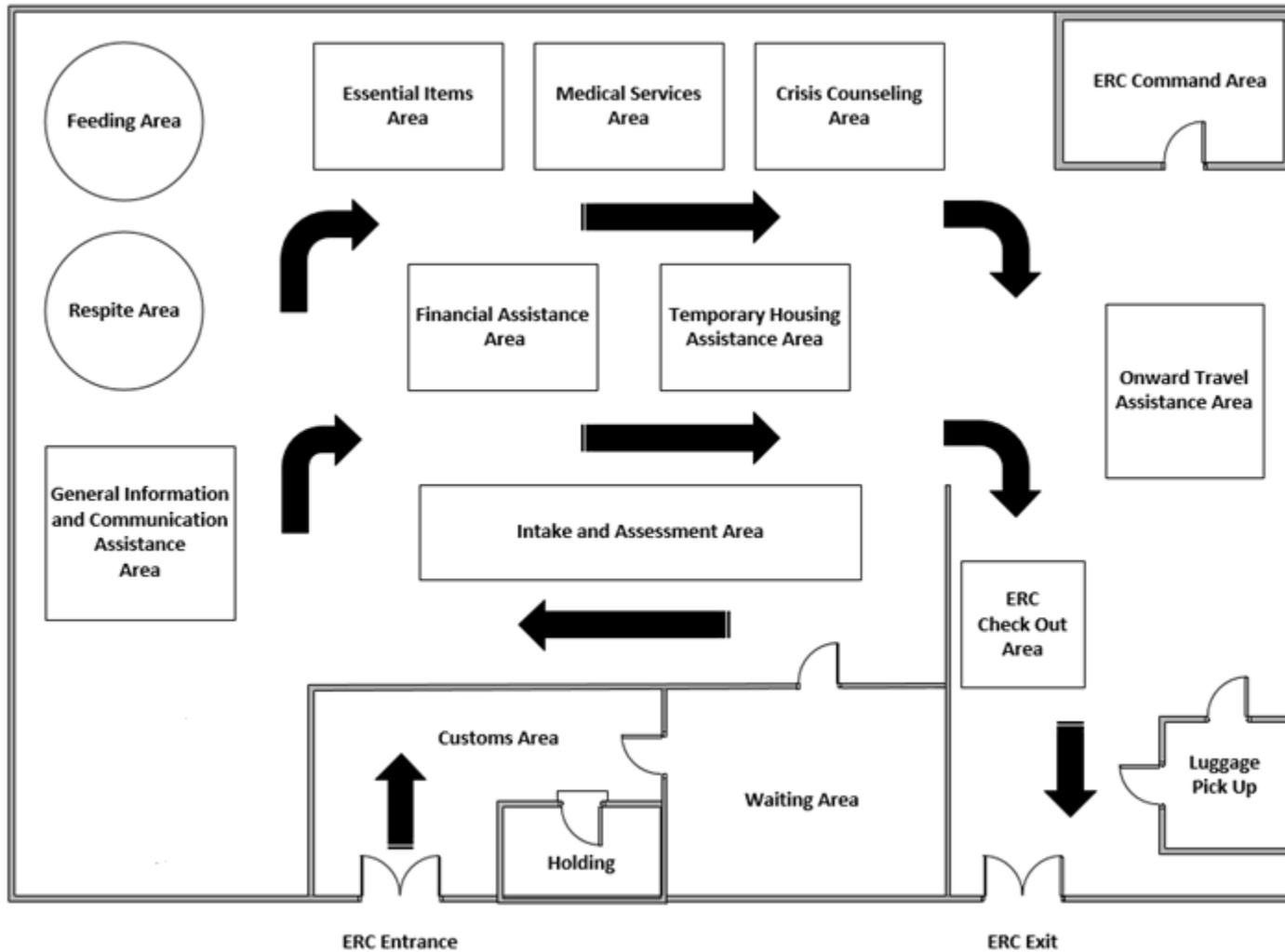
## BOOKING ONWARD TRAVEL

- Workstations should be equipped with a phone, printer, fax, and copy machine.
- Greet repatriates as they arrive to your area.
- Your job is to facilitate the necessary travel accommodations for each repatriate that arrives to your station whether they are eligible for repatriation assistance or not.
- For each repatriate or repatriation unit (family) you will need to dial the OMEGA 1800 number provided. The OMEGA representative will ask for your name and provided identifier. Please confirm the email address with the representative before ending the call. You need to make sure reservation is sent to the appropriate e-mail or fax number.
- Eligible repatriates should have a copy of their RR-01 with them before booking is made.
- For repatriates with no RR-01, ask if he or she has had the opportunity to be assessed for repatriation assistance by an intake person. If not, please direct them to the intake area/table. If they have the form completed indicating that they are eligible for services, begin booking their travel using OMEGA. Confirm their passport number and Government issued ID. Some repatriates may not have an extra ID, the passport will be sufficient.
- Give the OMEGA travel agent all the information regarding the travel itinerary. You will need to get either the Social Security number or passport number of each repatriate to the OMEGA travel agent. **PLEASE NOTE: Social security numbers and passport numbers should not be given electronically. Please communicate this sensitive information via phone ONLY.**
- Once you have confirmed the flight information, names of travelers, among other information, you will receive an email/fax confirmation. Please print out this document twice. Give one copy to the repatriate. Keep one copy with Repatriation Form as a paper back-up.
- If a person wants to cancel the flight and/or decides they do not want to go to the location that was booked, information has to be provided to the repatriate advising that they might be able to change their tickets, but may need to pay a fee. You will need to speak with the U.S HHS Travel Officer to assist with these cases.
- Cancellation will be contingent upon the possibility of being able to cancel the ticket. No guarantees will be made that a ticket will be canceled once purchased.
- If the repatriate requests cancellation within a timely manner, call one of the U.S HHS Travel Officer for them to approve the cancellation. Call OMEGA and cancel the flight. Keep a copy of the cancellation e-mail on the repatriate's file and provide the repatriate with a copy. At any time consult with the U.S HHS Travel Officer for guidance and instructions, as needed.
- Some individuals may have a return ticket with an airline. The state person will generally assist the repatriate in contacting the airline to work a potential change in the in the

schedule. In most cases a fee will be required. If the repatriate has the resource and is willing to pay, the ticket will generally be changed by the airline. If the repatriate does not have resource, he/she will need to get a new ticket through OMEGA,

**Note:** It is important that the name you give OMEGA, matches the RR-1 Form, which matches the exact name as it appears on the government issued ID. If at any point you realize that the name does not match on all three documents, then you will need to take the person to the assessment table for a revision of the person's documents.

## Appendix G: Sample ERC Flow Chart



## Appendix H: ACF Repatriation Guide: Unaccompanied Minors

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ADMINISTRATION FOR  
**CHILDREN & FAMILIES**

Office of Refugee Resettlement | 330 C Street, S.W., Washington, DC 20201  
[www.acf.hhs.gov/programs/orr](http://www.acf.hhs.gov/programs/orr)

### **Repatriation Guide: Section 3 Unaccompanied Minors**

Section 3 includes:

- Eligibility
- Agency Responsibilities
- Financial Obligations of Participants

Repatriation is the return of a U.S. citizen from a foreign country. The U.S. Repatriation Program (Program) exists to provide temporary assistance to citizens and their dependents that have repatriated and are in need of assistance. The Office of Human Services Emergency Preparedness and Response (OHSEPR) within the Administration for Children and Families at the Department of Health and Human Services administers the Program. OHSEPR partners with Department of State (DOS), state governments, and non-governmental organizations to provide assistance to participants in the Program.

U.S. citizens or dependents of U.S. citizens that are unaccompanied minors require special assistance. An unaccompanied minor is defined as a person under the age of 18, who is not in the care of his or her parents or guardian. The Program will find an appropriate place for the minor, determine and facilitate access to services, and arrange safe transportation to the United States.

#### **Eligibility**

The Program can provide services to U.S. citizens and their dependents who lack resources and return to the United States. The eligibility requirements, found at 42 U.S.C. § 1313, are:

- 1) The person must be a U.S. citizen or a dependent of a U.S. citizen;
- 2) The person must be identified by the Department of State as returning to the United States from a foreign country because of destitution, illness, war, threat of war, invasion, or similar situation; and
- 3) The person must be without available resources for living expenses.

The Program also provides services to U.S. citizens who are determined to be mentally ill while abroad. Under 24 U.S.C. §321(d), a person is eligible for assistance under the Program if:

- 1) The person is a national of the United States and
- 2) The person has:
  - a. A certificate stating that the person has been legally adjudicated insane in a named foreign country; or
  - b. A certificate of an appropriate authority stating at the time of the certification, the person was in need of care and treatment in a mental hospital in a named foreign country.

If the person meets either of these requirements and is certified as eligible by the Department of State, then he or she may receive services under the Program. An unaccompanied minor may be eligible for services under either of these statutes.

### **Agency Responsibilities**

#### Department of State

DOS is responsible for gathering information about the minor including his or her age, current living situation, and any special needs the minor may have. DOS also attempts to find the minor's parents or legal guardian. DOS will also look for relatives in the host country and the United States, if necessary. DOS determines the most appropriate state for the minor. DOS attempts to place the minor in a state where he or she has a relative present.

Once an appropriate location is found for the minor, DOS arranges travel and an appropriate escort. DOS works with child protective services (CPS) in the destination state and communicates with the minor.

#### State and local service providers

Depending on the state, the local service provider for repatriates may be a state, a non-profit agency, or a combination of both. The local service provider will meet the minor and provide for immediate needs including housing, clothing, and other supplies. If CPS is involved in the minor's case or needs to be involved, the local service provider will communicate with the agency about the needs of the minor, placement, and facilitate access to the foster care system if necessary. The local service provider will also assist the person assuming guardianship access benefits available through the Program or other government programs (ex: Medicaid and Temporary Assistance for Needy Families).

### Child Protective Services

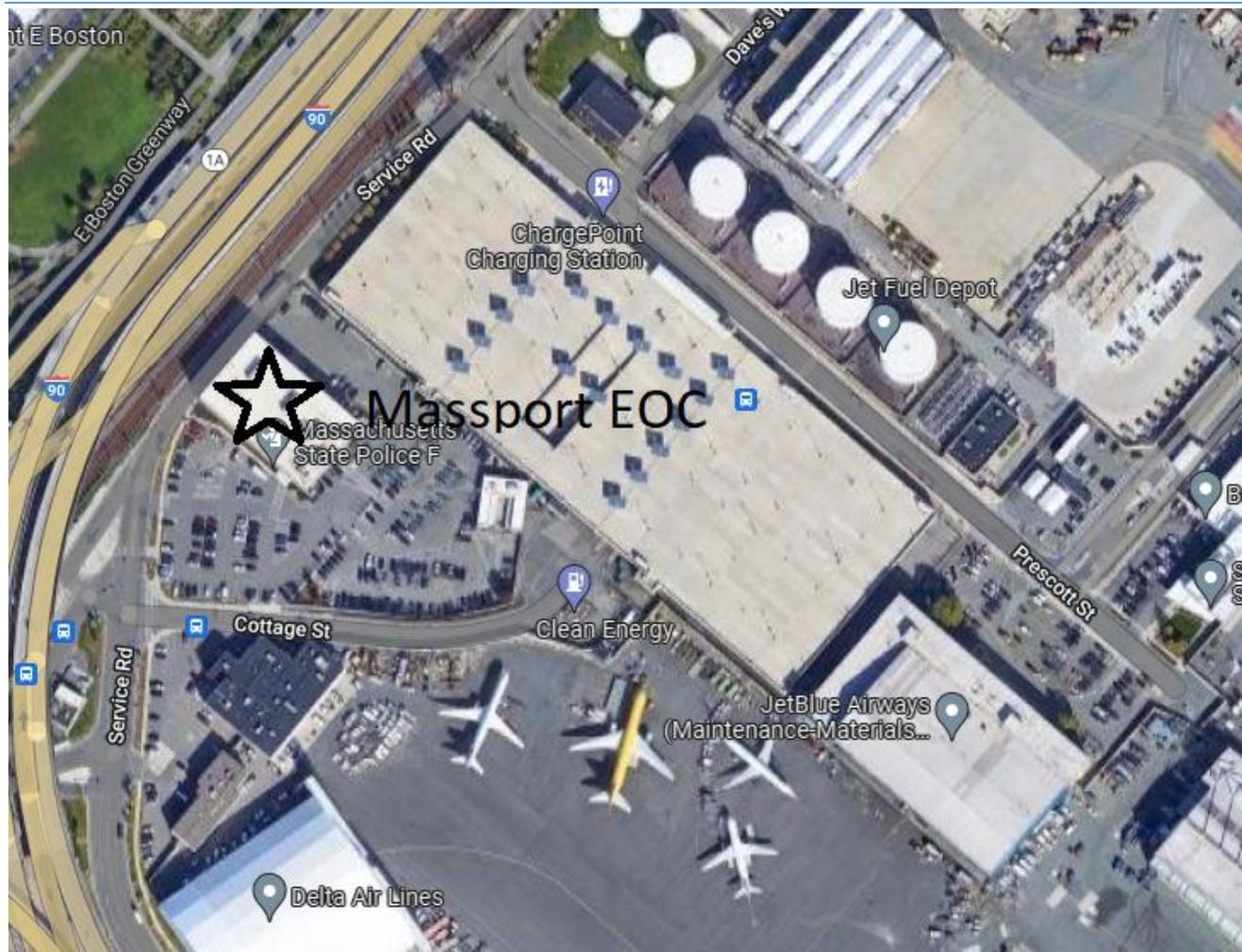
CPS in the destination state assists in the repatriation of an unaccompanied minor. At a minimum, a home study will be conducted before a minor is placed in a home, even if the minor is going to live with a relative. If the relative does not have legal custody of the minor, CPS will assist the relative in assuming custody. If a relative cannot assume custody of the minor, he or she is placed in the foster care system.

In some states, CPS may create a plan for services before the minor arrives. In other state, CPS cannot assist a minor until he or she physically in the state. If that is the case, the case manager will contact CPS once the minor arrives to initiate emergency child services, which will allow CPS to work with the minor.

### **Financial Obligation of Participants**

Participants of the Repatriation Program must reimburse the federal government for the cost of the services provided. Unaccompanied minors that are not placed with a relative will receive an automatic waiver for repayment. If an unaccompanied minor is placed with a relative, that person will be expected to repay the Program for the services provided. The relative may request an extension of time to make payments or a waiver of payment.

## Appendix I: Massport EOC: On Site



Address: 2 Service Rd, East Boston, MA 02128

