

# FNSS during a disaster and the CMIST Framework

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October 19th, 2024

### **Acronyms**

- AFN- Access and Functional Needs
- ASPR Administration for Strategic Preparedness & Response
- CMIST Communication, Maintaining Health, Independence,
   Support and Safety, and Transportation
- FNSS Functional Needs Support Services



### Where can we use this?

Though the AFN and CMIST are focused on general population disaster shelters, the CMIST Framework can be used in other response areas before, during, and after a disaster or emergency.

#### For example:

- Points of Dispensing (PODs) or Distribution Vaccine Clinics (DVC)
- Reception Centers

Where else can this apply?



### **Objectives**

- Understand what FNSS and AFN and what it is
- Learn what, why, and who we plan for to address at-risk individuals with access and functional needs.
- Understand the 5 components of the CMIST Framework and how it can be applied before, during, and after an emergency disaster or public health incident.





### What is Functional Needs Support Services (FNSS)?

#### **Functional Needs Support Services**

Functional Needs Support Services are services that enable individuals with access and functional needs to maintain their independence in a general population shelter. FNSS includes:

- reasonable modification to policies, practices, and procedures
- durable medical equipment (DME)
- consumable medical supplies (CMS)
- personal assistance services (PAS)
- other goods and services as needed
- Individuals, both children and adults, requiring FNSS may have physical, sensory, mental health, and cognitive and/or intellectual disabilities affecting their ability to function independently without assistance.
- Others who may benefit from FNSS include women in late stages of pregnancy, seniors, and people whose body mass requires special equipment.



### What is Access and Functional Needs (AFN)?

#### At-Risk Individuals with Access and Functional Needs:

At-risk individuals are people with access and functional needs (AFN) (temporary or permanent) that may interfere with their ability to access or receive medical care before, during, or after a disaster or public health emergency. Irrespective of specific diagnosis, status, or label, the term access and functional needs is used to describe a broad set of common and crosscutting access and functional needs.

- Access-based needs require that resources are accessible to all individuals, such as social services, accommodations, information, transportation, medications to maintain health, and so on.
- Function-based needs refer to restrictions or limitations an individual may have that requires assistance before, during, and/or after a disaster or public health emergency.



### What is Access and Functional Needs (AFN)?

The 2019 Pandemic and All-Hazards Preparedness and Advancing Innovation Act requires taking into account the public health and medical needs of at-risk individuals. It defines at-risk individuals as children, pregnant women, older adults, individuals with disabilities, or others who may have access or functional needs in the event of a public health emergency, as determined by the Secretary of Health and Human Services.

Examples of other populations may include but are not limited to individuals from diverse cultures, individuals who have limited English proficiency or are non-English speaking, individuals who are transportation disadvantaged, individuals experiencing homelessness, individuals who have chronic health conditions, and individuals who have pharmacological dependency.



### **At-Risk Populations**



Children



People who live in institutional settings



Older Adults



Pregnant Women



People with Disabilities



People with Chronic Conditions



People with Pharmacological Dependency



People with Limited Access to Transportation



Limited English Proficiency and Non-English Speakers



People of Low Socioeconomic Status



Individuals Experiencing Homelessness

#### 9

## What does FNSS and AFN mean to you?

**Group Discussion** 



### Why do we plan for it?

#### **Legal Guidance:**

Legal requirements for inclusion, integration, and equal opportunity are not waived during disasters

- The Stafford Act and Post-Katrina Emergency Management Reform Act (PKEMRA)
  mandate integration and equal opportunity for people with disabilities in general
  population shelters.
- The Americans with Disabilities Act of 1990 (ADA), the Rehabilitation Act of 1973 (RA), and the Fair Housing Act (FHA) define the scope of FNSS.
- 2019 Pandemic and All-Hazards Preparedness and Advancing Innovation Act requires taking into account the public health and medical needs of at-risk individuals



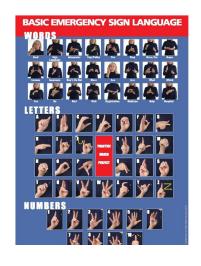
#### **Cognitive Impairments:**

- May be have a cognitive or developmental need
- Change in routine or surroundings may be stressful
- Consider quiet area for individuals to decrease stimulation
- May need assistance with assistive device needs (charging, etc.)
- May also have Mobility Impairments



#### **Deaf and Hard of Hearing**

- May need an assistive hearing device (i.e., Pocket Talker, hearing aids)
- May need a sign language interpreter
- Consider having additional methods to communicate if ASL is not available right away. Pens, Paper, Whiteboards, etc







#### Non-English Speakers or Limited English Speakers

- Identify individuals' language
- Have a plan to access interpreter services
- Have an alternate plan if interpreter is not immediately available. Pictograms, translation app, language ID card.



Language	Identi	fication Chart	2563
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انًا اتكلم اللغة العربية	Antic	我说汉语	Man
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Goverim besamki hrvatski – to	orlan/Oroatian	Mówię po polsku	P
Аз говоря български	Religiorism	Falo Portugues	Fomag
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或说等語	Carcoreso	زه پښتو خبري کولاي شم	Po
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Na via Hausa	Heate	Ninasema Kiswahiti	24
אני דובר עברית	Batron	Marunong ako magsalite ng Tagalog	bg
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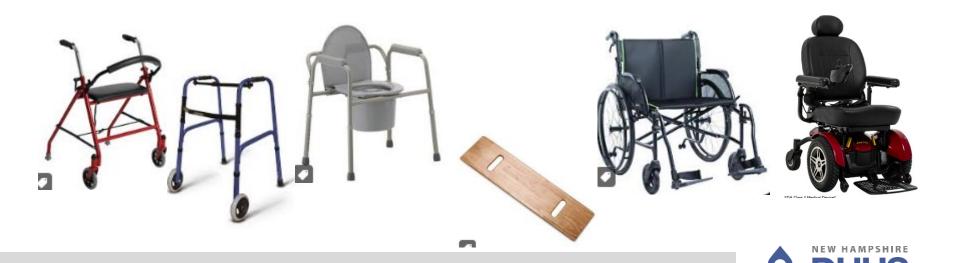
#### **Mental Health Impairments**

- Training Psychological First Aid learn core actions of PFA and ways to apply them in post disaster scenarios with different survivor needs. Also covers provider well-being before, during, and after disasters.
  - National Child Traumatic Stress Network has a PFA course online for free with 5 CE's. https://learn.nctsn.org/course/index.php?categoryid=11
- Be familiar with emergency plans and procedures
- Keep your communication simple, clear, and brief. Ask or state one thing at a time to reduce confusion. Speak slowly and use a normal speaking voice.
- Disaster Behavioral Health Response Team may be present to assist with survivors.



#### **Mobility Impairments**

- May not come with a wheelchair, or may need a wheelchair upon arrival
- May need assistance with transferring to chair to cot
- May need access to electrical receptacle for charging
- May need additional assistive devices (i.e., commode, walker, slide board, etc)



#### **Low-to No Vision**

- May need assistance with guidance
- Have assistive devices magnifiers, Large Print, some FEMA brochures are in Braille
- May have service animal with them









#### Service animals are:

- Dogs
- Any breed and any size of dog
- Trained to perform a task directly related to a person's disability

#### Service animals are not:

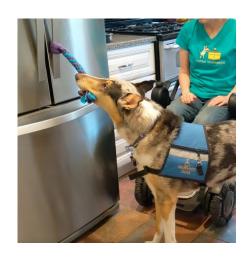
- •Required to be certified or go through a professional training program
- •Required to wear a vest or other ID that indicates they're a service dog
- Emotional support or comfort dogs, because providing emotional support or comfort is not a task related to a person's disability

If the dog's mere presence provides comfort, it is not a service animal under the ADA. But if the dog is trained to perform a task related to a person's disability, it is a service animal under the ADA. For example, if the dog has been trained to sense that an anxiety attack is about to happen and take a specific action to help avoid the attack or lessen its impact, the dog is a service animal.



#### **Examples of Service Animal Tasks**

- A person who uses a wheelchair may have a dog that is trained to retrieve objects for them.
- A person with depression may have a dog that
  is trained to perform a task to remind them to take
  their medication.
- A person with PTSD may have a dog that is trained to lick their hand to alert them to an oncoming panic attack.
- A person who has epilepsy may have a dog that
  is trained to detect the onset of a seizure and then
  help the person remain safe during the seizure.





#### Asking if a Dog is a Service Animal

If you are working at a business or state/local government facility and it is unclear to you whether someone's dog is a service dog, you may ask for certain information using two questions.

#### You may ask:

- Is the dog a service animal required because of a disability?
- What work or task has the dog been trained to perform?

#### You are **not** allowed to:

- Request any documentation that the dog is registered, licensed, or certified as a service animal
- Require that the dog demonstrate its task, or inquire about the nature of the person's disability

Because service animals are not required to wear vests, a dog that is wearing a vest is not necessarily a service animal. The dog still needs to be trained to perform a task for a person with a disability to be a service animal.



#### Pets Evacuation and Transportation Standards Act of 2006 –

Amends the Robert T. Stafford Disaster Relief and Emergency Assistance Act to require the Director of the Federal Emergency Management Agency (FEMA) to ensure that state and local emergency preparedness operational plans address the needs of individuals with household pets and service animals prior to, during, and following a major disaster or emergency.

Authorizes the Director to: (1) study and develop plans that take into account the needs of individuals with pets and service animals prior to, during, and following a major disaster or emergency; and (2) make financial contributions, on the basis of programs or projects approved by the Director, to the states and local authorities for animal emergency preparedness purposes, including the procurement, construction, leasing, or renovating of emergency shelter facilities and materials that will accommodate people with pets and service animals.

Authorizes federal agencies to provide, as assistance essential to meeting threats to life and property resulting from a major disaster, rescue, care, shelter, and essential needs to individuals with household pets and service animals and to such pets and animals.





### The CMIST Framework

#### **Definition:**

At-risk individuals may have a number of additional needs that must be considered in planning for, responding to, and recovering from a disaster or public health emergency.

The CMIST Framework is a recommended approach for integrating the AFN of these individuals. CMIST is an acronym for the following five categories: Communication, Maintaining health, Independence, S upport and Safety, and Transportation.

The CMIST Framework provides a flexible, crosscutting approach for planning to address a broad set of common AFN without having to define a specific diagnosis, status, or label.





C-M-I-S-T



#### **Communication**

Individuals who speak sign language, who have limited English proficiency (LEP), or who have limited ability to speak, see, hear, or understand People with communication needs may have limited ability to hear announcements, see signs, understand messages, or verbalize their concerns.

COMMUNICATION			
NEED:	CTION:		
Access to auxiliary communication service	<ul> <li>Provide written materials in alternative format (Braille, large and high contrast print, audio recording, or readers)</li> <li>Provide visual public announcements</li> <li>Provide qualified sign language or oral interpreter</li> <li>Provide qualified foreign language interpreter</li> </ul>		
Access to auxiliary communication device	Provide access to teletypewriter [TTY, TDD, or CapTel] or cell phone with texting capabilities; pen and paper.		
<ul> <li>Replacement of auxiliary communication equipment</li> </ul>	<ul> <li>Provide replacement eyeglasses</li> <li>Provide replacement hearing aid and/or batteries</li> </ul>		



#### **Maintaining Health**

Individuals who may require specific medications, supplies, services, durable medical equipment, electricity for life-maintaining equipment, breastfeeding and infant/childcare, or nutrition, etc.

Early identification and planning for AFN can help to reduce the negative impacts of a disaster on individuals' health. This includes:

- Maintaining chronic health conditions
- Minimizing preventable medical conditions
- Avoiding decompensation or worsening of an individual's health status



### **Maintaining Health**

MAINTAINING HEALTH	
NEED:	ACTION:
Special diet Food Allergies(type)	Provide alternative (low sugar, low sodium, pureed, gluten-free, dairy-free, peanut-free) food and beverages; (diet type)
☐ Medical supplies and/or equipment for every day care (including medications) not related to mobility  *For replacement eyeglasses or hearing aid, see Communication  *For assistive mobility equipment (e.g., wheelchair), see Independence	Refer to Disaster Health Services to provide or procure one or more of the following:  Replacement medication  Wound management/dressing supplies  Diabetes management supplies (e.g., test strips, lances, syringes)  Bowel or bladder management supplies (e.g., colostomy supplies, catheters)  Oxygen supplies and/or equipment
Assistance with medical care normally provided in the home Allergies (environmental or other high risk) (type)  *For medical treatments that are not normally provided in the home (e.g., dialysis), see Transportation	Refer to Disaster Health Services to assist with one or more of the following:  Administration of medication Storage of medication (e.g., refrigeration) Wound management Bowel or bladder management Use of medical equipment Universal precautions / infection prevention and control (e.g., disposal of bio-hazard materials, such as needles in sharps containers)
☐ Support for pregnant women ☐ Support for nursing mothers; ☐ Infant care availability	<ul> <li>Provide support by ongoing observation</li> <li>Provide support and/or room for breastfeeding women</li> <li>Assure diaper changing area is available</li> </ul>
Access to a quiet area	<ul> <li>Provide access to a quiet room or space within the shelter (e.g., for elderly persons, people with psychiatric disabilities, parents with very young children, children and adults with autism)</li> </ul>
<ul> <li>Access to a temperature- controlled area</li> </ul>	Provide access to an air-conditioned and/or heated environment (e.g., for those who cannot regulate body temperature)
Mental health care (e.g., anxiety and stress management)	Refer to Disaster Mental Health Services



#### Independence

Individuals who function independently with assistance from mobility devices or assistive technology, vision and communication aids, services animals, etc. Independence is the outcome of ensuring that a person's access and functional needs are addressed as long as they are not separated from their devices, assistive technology, service animals, etc.

INDEPENDENCE	
NEED:	ACTION:
<ul> <li>Durable medical equipment for individuals with conditions that affect mobility</li> </ul>	<ul> <li>Provide assistive mobility equipment (e.g., wheelchair, walker, cane, crutches)</li> <li>Provide assistive equipment for bathing and/or toileting (e.g., raised toilet seat with grab bars, handled shower, bath bench)</li> <li>Provide accessible cot (may be a crib, inclined head or other bed type)</li> </ul>
<ul> <li>Power source to charge battery- powered assistive devices</li> </ul>	Provide power source to charge battery-powered assistive devices
☐ Bariatric accommodations	Provide bariatric cot or bed
Service animal accommodations	<ul> <li>Provide area where service animal can be housed, exercised, and toileted</li> <li>Provide food and supplies for service animal</li> </ul>
☐ Infant supplies and/or equipment	Provide infant supplies (e.g., formula, baby food, diapers, crib)



#### **Support and Safety**

Some individuals may become separated from caregivers and need additional personal care assistance; experience higher levels of distress and need support for anxiety, psychological, or behavioral health needs; or require a trauma-informed approach or support for personal safety.

Early identification and planning for AFN can help to reduce the negative impacts of a disaster on individuals' wellbeing. Some people may have lost caregiver assistance and require additional support; some individuals may find it difficult to cope in a new or strange environment or have difficulty understanding or remembering; and some individuals may have experienced trauma or be victims of abuse.



### **Support and Safety**

SERVICES, SUPPORT AND SELF-DETERMINATION			
NEED:	ACTION:		
<ul> <li>☐ Adult personal assistance services</li> <li>☐ Child personal assistance services</li> <li>*Incl. general observation and/or assistance with non-medical activities of daily living, such as grooming, eating, bathing, toileting, dressing and undressing, walking, etc.</li> </ul>	<ul> <li>Identify family member or friend caregiver</li> <li>Assign qualified shelter volunteer to provide personal assistance services</li> <li>Contact local agency to provide personal assistance services</li> <li>Coordinate childcare support such as play areas; age-appropriate activities; equal access to resources.</li> </ul>		



#### **Transportation**

Individuals who lack access to personal transportation, are unable to drive due to decreased or impaired mobility that may come with age and/or disability, temporary conditions, injury, or legal restriction.

Disasters can significantly reduce transportation options, inhibiting individuals from accessing services, staying connected, etc. Disaster planning requires coordination with mass transit and accessible transportation services providers.

TRANSPORTATION		
NEED:	ACTION:	
<ul> <li>□ Transportation to designated facility for medical care / treatment</li> <li>□ Transportation for non-medical appointment</li> </ul>	<ul> <li>Coordinate provision of accessible shelter vehicle and driver for transportation</li> <li>Contact local transit service to provide accessible transportation</li> </ul>	
Housing Challenges		
Pre-disaster homeless	Yes No	
Pre-Disaster Precariously housed	Yes No	
Pre-Disaster HUD housing occupant	Yes No	Pre-disaster Address:



Americ Red Cre		Total Number of Family Included on This Form:		
Date:	Client/Family Nar	ne:		County/State:
Location in S	,			Interviewer:
This document		ratio	ns for access and functional ne	eds. It is not all-inclusive, but serves
COMMUNICA				
NEED:		AC	TION:	
☐ Access to	auxiliary ation service		Provide written materials in alternative format (Braille, large and high contrast print, audio recording, or readers) Provide visual public announcements Provide qualified sign language or oral interpreter Provide qualified foreign language interpreter	
Access to a communication	auxiliary ation device		phone with texting capabilities	
communica	ent of auxiliary ation equipment		Provide replacement eyeglasses Provide replacement hearing aid and/or batteries	
MAINTAINING	HEALTH			
NEED:		AC	CTION:	law and an arread about free
☐ Special die			dairy-free, peanut-free) food ar (diet type)	low sodium, pureed, gluten-free, nd beverages;
equipment (including r related to r *For replaceme	pplies and/or for every day care medications) not mobility ent eyeglasses or re Communication	Refer to Disaster Health Services to provide or procure one or more of the following:  Replacement medication  Wound management/dressing supplies Diabetes management supplies (e.g., test strips, lances, syringes)  Bowel or bladder management supplies (e.g., colostomy supplies, catheters)		
	mobility equipment air), see Independence		Oxygen supplies and/or equipr	ment
normally pi Allergies (e high risk)  *For medical tr	with medical care rovided in the home environmental or other(type) reatments that are <b>not</b> fed in the home (e.g., fransportation	Refer to Disaster Health Services to assist with one or more of the following:   Administration of medication   Storage of medication (e.g., refrigeration)   Wound management   Use of medical equipment   Universal precautions / infection prevention and control (e.g., disposal of bio-hazard materials, such as needles in sharps containers)		
☐ Support for	r pregnant women r nursing mothers; availability	Provide support by ongoing observation     Provide support and/or room for breastfeeding women     Assure diaper changing area is available		
☐ Access to	a quiet area	<ul> <li>Provide access to a quiet room or space within the shelter (e.g., for elderly persons, people with psychiatric disabilities, parents with very young children, children and adults with autism)</li> </ul>		
Access to a controlled	a temperature- area	Provide access to an air-conditioned and/or heated environment (e.g., for those who cannot regulate body temperature)		julate body temperature)
	alth care (e.g., anxiety management)		Refer to Disaster Mental Hea	Ith Services

INDEPENDENCE			
NEED:	ACTION:		
☐ Durable medical equipment for individuals with conditions that affect mobility	crutches) Provide assistive equipment for toilet seat with grab bars, handl Provide accessible cot (may be type)	Provide assistive mobility equipment (e.g., wheelchair, walker, cane crutches) Provide assistive equipment for bathing and/or toileting (e.g., raised toilet seat with grab bars, handled shower, bath bench) Provide accessible cot (may be a crib, inclined head or other bed	
<ul> <li>Power source to charge battery- powered assistive devices</li> </ul>	_	e battery-powered assistive devices	
■ Bariatric accommodations	Provide bariatric cot or bed		
Service animal accommodations	toileted		
☐ Infant supplies and/or equipment	□ Provide infant supplies (e.g., for	rmula, baby food, diapers, crib)	
SERVICES, SUPPORT AND SELF-D	ETERMINATION		
NEED:	ACTION:		
	Identify family member or friend caregiver		
TRANSPORTATION			
NEED:	ACTION:		
☐ Transportation to designated facility for medical care / treatment ☐ Transportation for non-medical appointment	Coordinate provision of accessible shelter vehicle and driver for transportation  Contact local transit service to provide accessible transportation		
Housing Challenges			
Pre-disaster homeless	Yes No		
Pre-Disaster Precariously housed	Yes No		
Pre-Disaster HUD housing occupant	Yes No	Pre-disaster Address:	
Actions:   No needs identified   Contact Shelter Manager   Contact Disaster Mental Health S   Agency, please provide agency n   Other   Followup/Resolution/date   Disaster Health Services (name/signa	ame		

RES DHS CMIST Worksheet V.1.0 2017.01.03 1 RES CMIST Worksheet V.1.0 2017.01.03



### **CMIST Framework Resources:**

At-Risk Individuals with Access and Functional Needs
Administration for Strategic Preparedness & Response (ASPR),
<a href="https://aspr.hhs.gov/at-risk/Pages/at-risk\_afn.aspx">https://aspr.hhs.gov/at-risk/Pages/at-risk\_afn.aspx</a>

**C-MIST Worksheet** 

TRAIN.org; <a href="http://mdch.train.org/PHEPUpdate/12-6-17/DHSCMISTWorksheet.pdf">http://mdch.train.org/PHEPUpdate/12-6-17/DHSCMISTWorksheet.pdf</a>

To learn more about addressing the AFN of individuals and the CMIST Framework, you may take the free <a href="https://aspr.hhs.gov/at-risk/Pages/Access-Functional-Needs-WBT.aspx">https://aspr.hhs.gov/at-risk/Pages/Access-Functional-Needs-WBT.aspx</a>



### **Additional Resources**

#### **American Red Cross C-MIST Worksheet**

https://mdch.train.org/PHEPUpdate/12-6-17/DHSCMISTWorksheet.pdf

ASPR Tracie – At-Risk Individuals with Access and Functional Needs <a href="https://aspr.hhs.gov/at-risk/Pages/at-risk">https://aspr.hhs.gov/at-risk/Pages/at-risk</a> afn.aspx

CDC Center for Disease Control and Prevention (CDC) Guide: Planning for an Emergency: Strategies for Identifying and Engaging At-Risk Groups
<a href="https://www.cdc.gov/nceh/hsb/disaster/atriskguidance.pdf">https://www.cdc.gov/nceh/hsb/disaster/atriskguidance.pdf</a>



### **Additional Resources**

# FEMA Guidance on Planning for Integration of Functional Needs Support Services in General Population Shelters (November 2010)

https://www.fema.gov/pdf/about/odic/fnss\_guidance.pdf

#### **CSEPP (Chemical Stockpile Emergency Preparedness Program) Kentucky**

https://prepareky.com/accessible-resources/tips-for-afn-groups/

Tips for AFN Groups

Handouts with tips for:

- Cognitive Impairments
- Deaf & Hard of Hearing
- Limited-English Proficiencies
- Mobility Impairments
- Vision Impairments



### **Additional Resources**

# Planning for People with Disabilities And Others With Access and Functional Needs Toolkit – Maryland Emergency Management Agency

https://mdod.maryland.gov/Documents/Planning%20for%20People%20with%20Disabilities%20and%20Others%20with%20Access%20and%20Functional%20Needs%20Toolkit%20062017V3-%20Digital%20Accessible.pdf

#### **Psychological First Aid - Free Online Training**

National Child Traumatic Stress Network

https://learn.nctsn.org/course/index.php?categoryid=11 (Prerequisite for DBHRT Members) 5 CE's provided



# **Questions?**







### Thank you!

### **Contact Information:**

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