MRC Mission Sets

Family Assistance Center Mission Set

Mission Set: The term ‘mission set’ describes a scalable response and recovery capability for MRC units and volunteers that is organized, developed, trained, and exercised prior to an emergency or disaster for local, state, and/or regional deployment purposes.

NACCHO MRC Workgroup - Family Assistance Center

The NACCHO MRC Workgroup developed this mission set utilizing local or state plans as well as the resources identified in the supporting resources section.

<table>
<thead>
<tr>
<th>Mission Set Title: Family Assistance Center Task Force</th>
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<tbody>
<tr>
<td><strong>Resource Description:</strong> A family assistance center (FAC) is a secure facility established following a mass casualty incident to provide information about missing or unaccounted persons and the deceased, and to provide a “one-stop shop” of services for victims and their loved ones. FACs may also offer assistance with mental health, spiritual care, and a variety of short-term and longer-term needs of affected family members. This team will consist of professionals such as behavioral health providers, as well as support staff.</td>
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<th><strong>Resource Components</strong></th>
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**Personnel**:  
*Numbers determined based on the request of organization*

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<th><strong>Licenses or Certifications Required?</strong> Yes, see below.</th>
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**Type**: (use NIMS Resource Typing if applicable)

- First Aid Group - Certified in FA/C PR
- Spiritual Care Group - Licensed/Certified as Chaplain
- Behavioral Health Strike Team - Licensed as a behavioral health professional
- Interpretation/Translation Services Strike Team - Experience required, certification preferred
- Registration & Badging Group - No certification required
- Family Navigators Group - No certification required
- Documentation Group - No certification required

**Training Requirements**:  
- ICS-100: Introduction to ICS
- FEMA IS-700: NIMS Introduction
- Training on local jurisdiction’s FAC plan
- Training on staffing an FAC (including medical examiner briefing)

**Equipment Required**:  
All equipment will be provided by the Authority Having Jurisdiction. Minimum equipment needed includes:

- Signage for stations and flow control
- Clipboards, pens, and dispensing forms
- Tables and chairs
- Stanchions, as needed for flow control
- Vests for FAC staff
- Private areas for discussions with family members
- Basic first aid supplies

**Deployment Timeline**:  
- N+12 hours after notification for local jurisdiction
- N+24 hours after notification for deployment outside of local jurisdiction

**Rotation of Personnel**: Staff rotations every 12 hours
Mission Set Title: Family Assistance Center Task Force (cont’d)

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### Resource Components

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<th>Pre-Planning Considerations:</th>
<th>Space Requirements:</th>
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<td></td>
<td>• Local FAC plan should address what space requirements are (e.g., hotel close to incident with lodging and meeting room space availability)</td>
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<th>Support Requirements:</th>
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<td>• Local FAC plan should include all support requirements</td>
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<th>Limiting Factors:</th>
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<td>Local jurisdiction’s ability to allow MRC volunteers from outside of the jurisdiction to participate</td>
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### Resources:
- ASPR TRACIE [Family Assistance Center Fact Sheet](#)
- Los Angeles Family Information Center [Planning Guide for Healthcare Entities](#)
- Puget Sound [Victim Information and Family Assistance Annex](#)
- Washington, DC [Family Assistance Center Plan](#)
- Minnesota [Family Assistance Center Training Toolkit](#)
- eLearning Course: [Mass Casualty: Support and Response](#) eLearning Course for MRC Volunteers
- Mass Fatality Family Assistance Operations: [Recommended Strategies for Local and State Agencies](#)
- Website: [Understanding Critical Incident Stress Management (CISM)](#)