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NATIONAL EMERGENCY REPATRIATION PLAN OPERATIONAL GUIDE

OFFICE OF REFUGEE RESETTLEMENT



**This Document is a working Draft
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NATIONAL EMERGENCY REPATRIATION PLAN

OPERATIONAL GUIDE

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ACRONYMS

APPENDIX

I. PREFACE

This Operational Guide (OG) sets forth policy and establishes operating procedures for implementing group and/or emergency¹ repatriation of individual U.S. citizens, their dependents and others upon arrival in the United States following single or large-scale evacuations from overseas.

These guidelines have been developed with the participation of staff from the U.S. Department of Health and Human Services (HHS) Administration for Children and Families (ACF), The Office of Refugee Resettlement (ORR).

Any questions or comments regarding this document should be directed to ORR, U.S. Repatriation Program at EmergencyRepatriation@acf.hhs.gov.

U.S. Administration for Children and Families
Washington, DC
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(DRAFT)

¹ Group Repatriation involves repatriations of 50-500 people. Emergency Repatriation is a bigger scale repatriation of 500 or more.

II. EXECUTIVE SUMMARY

The U.S. Department of Health and Human Services (HHS) is responsible for coordinating the provision of temporary assistance to U.S. citizens residing or traveling abroad in the event of their emergency repatriation to the Continental United States. This responsibility has been delegated to the Office of Refugee Resettlement (ORR) in the Administration for Children and Families (ACF). (To address the operational and policy requirements of providing these services to U.S. citizens, ORR, in coordination with other Federal agencies, State governments, and non-governmental organizations, developed this Operational Guide (OG) to the National Emergency Repatriation Plan.)

Following the terrorist attacks of September 11, 2001, and the July 19, 2006, Lebanon Emergency Repatriation, ORR revised the 1983 National Emergency Repatriation Plan in order to develop operational guidelines for immediate implementation of the Plan. The new (OG) sets forth agency policy and establishes procedures for implementing the repatriation of large groups of American citizens. These guidelines incorporate protocols established by the National Incident Management System (NIMS) using Incident Command System (ICS).

The Director ORR has designated the Repatriation Program Coordinator to serve as the lead for the National Emergency Repatriation Plan, OG, and will continue efforts to refine this document should experience with actual repatriation activities require revisions. ORR's goal is to create an operationally viable and flexible document that ensures readiness for future repatriation situations.

To ensure operational readiness of all sectors of the repatriation process, ORR has consulted with partnering Federal agencies, including the Department of State (DOS), the Department of Defense (DOD), State departments of emergency operations, and non-governmental organizations who provide assistance to repatriates.

Specifically, the (OG) defines the roles and responsibilities of ORR personnel to direct and coordinate repatriation activities in conjunction with Federal, State, and non-governmental organizations. To guide ORR staff through a repatriation process, the document outlines internal and external notification processes, defines ports-of-entry, identifies the needs of the repatriates, and details the execution of the events at an emergency repatriation processing center (ERC) at the port-of-entry (POE). The end result of this (OG) will be that U.S. citizens are adequately assisted in an expedited, safe and successful return to their communities.

III. HISTORY

The U.S. Repatriation Program was established in 1935 under Section 1113 of the Social Security Act (Assistance for U.S. Citizens Returned from Foreign Countries) to provide temporary assistance to U.S. citizens and their dependents who have been identified by the 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.

The program contains four activities. Two are characterized by ongoing caseloads with individual repatriations under Section 1113 of the Social Security Act and the assistance provided to mentally ill repatriates found under 24 U.S.C. 321. The other two activities are contingency components regarding emergency repatriation responsibility assigned under Executive Order (E.O.) 12656 (amended by E.O. 13074, February 9, 1998; E.O. 13228, October 8, 2001; E.O. 13286, February 28, 2003). These include group repatriations, which – by the extension of the E.O. precedent – HHS often has the responsibility to provide services under Section 1113 authority. While these activities involve different kinds of preparation, resources, and execution, the core program policies and administrative procedures are essentially the same.

Overseas, DOS conducts the initial assessment and determination of program eligibility, and ensures transportation of eligible individuals into the U.S. Upon their arrival, a second assessment is conducted by ORR authorized staff and its arrangements with the States, its Cooperative Agreement with International Social Services-USA Branch (ISS-USA)², to determine the type of temporary services to be provided.

When Section 1113 was enacted, international travel for business or pleasure was limited by cost to an elite group of U.S. citizens. Ocean liners were the primary mode of intercontinental transportation and most traveled between the U.S. and Europe, with New York as the major Port. In addition, worldwide communication networks were sparse and unreliable; Federal social services programs were just beginning.

In this climate, Congress established the repatriation program to provide repayable assistance to eligible citizens and their dependents. The “repayable” aspect of this assistance implies that Congress perceived the recipients’ needs as temporary and imminently, self-correctable. The program was instituted to meet the transitional needs of repatriates until their existing resources became available. The process of accessing these resources in the 1930s could have involved domestic travel to home banks or relatives, awaiting overseas transfers of assets and their collection, or other face-to-face transactions. All were time-consuming processes which required transitional funds for the expatriate’s transportation and maintenance until completed.

In addition, the repayable assistance available through the program served to keep the small number of repatriated citizens and their dependents from temporary poverty. By establishing a Federal program, the States, specifically New York as the major port of entry (POE), were not

1. ORR holds a cooperative agreement with International Social Services (ISS-USA) to assist in the coordination and management of individual repatriation activities and provide support during emergency and group repatriations.

burdened with destitute returnees. However, the years since 1935 have witnessed many changes in the international-traveling pattern, global interactions in general, and the Federal approach to social services.

Today's repatriates who require transitional/temporary assistance from ORR are not merely waiting to locate and liquidate their financial resources but are often rebuilding their lives. Now, repatriates exhibit a mix of problems exacerbated by limited coping skills, chronic illness, among other things, mental illness and lack of supporting networks of family (family, friends, etc.). These eligible individuals may qualify for conventional public social assistance programs, which were not available during the inception of the program. Based on their often tragic circumstances, their ability to repay ORR for resettlement assistance is not likely, demonstrated by the current recovery rate of less than two percent.

Not all individuals will require every service available, but the program is prepared at all times to provide effective and efficient services needed to eligible individuals. Many repatriates have the financial means to arrange for their own transportation and may not need temporary assistance. For those who are without available resources, the program arranges for all required services and serves as a conduit for individuals to transition to appropriate local programs.

IV. LEGAL AUTHORITY

Basic Authority:

Executive (E.O.) 11490, as amended (E.O. 12656), assigns planning responsibilities for emergency preparedness functions to Federal departments and agencies. Included in the Executive Order (EO) is HHS' planning responsibility for the reception, temporary assistance, and onward travel to final destination of noncombatant evacuees returned to the United States in an emergency situation. Section 1113 of the Social Security Act provides the statutory authority for the Emergency Repatriation Program (Program). The Program is implemented through the cooperation of Federal and nonfederal agencies as well as State and local governments.

Executive Order:

E.O.11490, as amended, describes the emergency health and social services functions assigned to HHS. E.O.11490, HHS has the responsibility for arranging through State agencies for the reception, temporary care, and onward transportation to the final destination of non-combatant evacuees returned to the U.S. from a foreign country. Other governmental agencies will assume responsibility for providing services to their repatriated personnel and dependents, unless ORR is requested by such agency to assist.

E.O.11490 also assigns to HHS emergency health and social services functions. Section 1104 (4) of part II assigns responsibility to the Secretary of HHS for providing services to non-combatant evacuees as follows:

“(4) Non-combatant evacuees to the continental United States. Develop plans and procedures for assistance at ports of entry to U.S. personnel evacuated from overseas areas, their onward movement to final destination, and follow-up assistance after arrival at final destination.”

Statute:

The Program is authorized under Title XI, Section 1113 of the Social Security Act (42 U.S.C. 1313 (a) (1)), which states that HHS is responsible for providing temporary assistance to U.S. citizens and their dependents if they:

"(A) are identified by the Department of State as having returned, or been brought, from a foreign country to the United States because of the destitution of the citizen of the United States, or the illness of such citizen or any of his dependents, or because of war, threat of war, invasion, or similar crisis, and (B) are without available resources."

Regulation:

Title 45, Chapter II, Part 212 of the Code of Federal Regulations sets forth the rules which govern reception, provision of temporary services, temporary assistance and related services, and transportation to final destination for U.S. citizens and their dependents returned from foreign countries. It also contains the rules for repayment to the United States, in accordance with ability to repay, for the cost of such temporary assistance as may be readily identifiable for families and individuals, such as cash assistance and transportation to final destination.

V. MISSION OBJECTIVE

The mission of the National Emergency Repatriation Plan, summarized in this OG, is to provide temporary assistance to U.S. citizens and their dependents who are identified by DOS as having returned from a foreign country to the United States due to illness, war, threat of war, invasion, or similar crisis and are without available resources; to facilitate their travel to their final destination, and to provide any requested follow-up assistance for up to 90 days at their final destination.

VI. SCOPE

This OG sets forth policy and establishes operating procedures for implementing group and/or emergency repatriation of individual U.S. citizens, their dependents and others upon arrival in the United States following groups or large-scale evacuations from overseas. The OG covers reception at ports of entry (POE), onward travel to final destination, and provision of temporary assistance at the Emergency Repatriation Center (ERC). For individuals eligible for up to 90-days temporary assistance, States should follow the procedure established for ongoing non-emergency cases.

The main objective of the OG is to ensure that U.S. citizens are adequately assisted in an expedited, safe and successful return to their communities in the Continental United States (CONUS).

This OG defines the responsibility of Federal agencies and describes the participation of States

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and non-federal agencies in emergency situations involving mass movement of noncombatant U.S. evacuees to the CONUS. The OG should be used as a guide by States in the development of their State Emergency Repatriation Plan which may be incorporated as an appendix to the State's Emergency Operations Plan.

This OG supplements, but does not supersede or replace, the ongoing Repatriation Program of HHS assistance to families and individuals referred by the DOS following their return from abroad under normal, non-emergency condition. In addition, activities detailed in this Plan should be conducted in accordance with the NIMS and ICS protocols.

In the event of an emergency repatriation from overseas, ORR assumes direct leadership for coordination of all participating agencies during the implementation of this OG. Emergencies may take place under a Presidential Declaration of National Emergency related to escalating international tension or hostilities overseas, or it may occur under conditions not involving a declaration of national emergency.

1. **Evacuations under a Declaration of National Emergency:** If the situation is so serious as to warrant a declaration of national emergency, it is anticipated that large numbers of U.S. citizens would be returned to the CONUS. For example, the number of U.S. citizens returned from Europe alone could approximate up to thousands or more under worst conditions. Evacuees would be returned to commercial or military debarkation points in the CONUS. Other evacuees may be returned to the U.S. from overseas safe-havens to which they were transported as international tensions increases. Movement of these evacuees may take place over a longer period of time and may include commercial facilities and military debarkation points. For more information regarding these facilities, please see pages 18-19, under Ports of Entries.
2. **Evacuations not involving a Declaration of National Emergency:** An emergency may arise in a foreign country that will require the immediate evacuation of U.S. citizens and their dependents, even though a national emergency is not declared. Unless the situation is a large-scale evacuation, other Federal agencies will assume responsibility for providing services to their personnel and dependents returned in the operation. If Federal agencies are unable to coordinate and/or provide necessary services to their personnel and dependents, they will contact DOS to request that HHS assume responsibility for all evacuees. Upon request from DOS, HHS will become responsible for assisting evacuees as in a situation of national emergency. Individuals receiving assistance from HHS will be responsible for a repatriation loan and those requesting a waiver would have to follow established ORR procedures. In addition, all allowable, reasonable and allocable costs associated to the provision of services will be reimbursed by the requesting Federal agency to the appropriate State or ORR's service provider.

VII. PLANNING ASSUMPTIONS

In developing the Emergency Repatriation Plan, States should consider the following assumptions:

1. The Secretary of Health and Human Services has the lead for emergency repatriation activities. This authority has been delegated to ACF and further delegated to ORR for the Repatriation Program.
2. This Plan assumes a large scale (500 to 3,000 or more people) repatriation activity; however, it could be used for group repatriation (50 to 500 people).
3. DOS will provide formal notice to the ORR Director or designee regarding the emergency repatriation event. Notice will contain necessary information needed to coordinate the reception of repatriates.
4. In consultation with DOS and DOD, HHS will determine the various non-military POE within the U.S.
5. In consultation with HHS and DOS, DOD will determine the various military POEs within the U.S., if assistance from ORR is necessary.
6. POEs will be specified commercial airport or U.S. military facility organized to ensure the safety and security of all arriving repatriates.
7. Military support may not be available at non-military POEs, including assistance from National Guard and Reserve Units.
8. ORR authorized staff will notify the States at the point that an evacuation is being considered. The State should have one week to 48 hours to activate its plan before the first flights arrival. ORR looks at the totality of circumstances during an emergency and recognizes that there may be occasions when a notice will be given in less than 48 hours prior to arrival of the first plane.
9. Emergency Repatriation operations may begin prior to a declaration of national emergency. A State declaration of emergency may be necessary.
10. Operations will be maintained with 24 hours coverage for the duration of the emergency.
11. There may be situations in which both Emergency Repatriation and evacuation for other contingencies are being implemented simultaneously in a locality.
12. Carry-on baggage is subject to limitations imposed by the air carriers, DOS and DOD.

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Unaccompanied baggage, household goods, and privately owned vehicles (POVs) will NOT accompany evacuees, but may be shipped separately.

13. States may want to utilize the 2006 ORR internal analysis on the Lebanon Emergency Repatriation to obtain statistics regarding a recent emergency. This internal analysis can be found at: <http://www.acf.hhs.gov/programs/orr/programs/repatriation.htm>
14. ORR authorized staff will provide timely notice to all cooperating agencies to activate their respective Plans and/or agreements.
15. The State agency, designated by the Governor, is responsible for carrying out operational responsibility for the reception, temporary care, and onwards transportation for the evacuees.
16. In consultation with ORR, States will establish an Emergency Repatriation Center (ERC) to provide temporary services to eligible repatriates.
17. Repatriates could be elderly, disabled, sick, or wounded. Some may have small children. Repatriates may arrive with little or no identification or money, few personal items, and considerable stress and anxiety, requiring immediate assistance.
18. There should be an area prepared to take care of service animals and repatriates' luggage. Federal Regulations do not authorize the evacuation of pets; however, experience has shown that repatriates may bring service animals.
19. States will receive reimbursement for reasonable, allowable and allocable costs associated to the emergency repatriation. States with critical financial situations may request advance funds, ORR will provide advance funds only when the request is timely.
20. Repatriates may arrive at either a single POE or multiple POEs.
21. DOS will provide flight manifests and/or establish a mechanism for providing repatriation information to HHS.
22. Repatriates will continue to travel to their final destination as quickly as possible.
23. Repatriates may speak languages other than English.
24. Repatriates may be infected with transmittable diseases.
25. Individuals with criminal records will be processed by the U.S. Department of Homeland Security (DHS) or other authorized agency.
26. Follow-up assistance may be required from the States of final destination. ORR authorized staff or grantee will make the referral to the State of final destination. Authorized services will be reimbursed by ORR.
27. ORR authorized staff will perform an eligibility assessment of those repatriates

requesting temporary repatriation assistance. States will provide services to eligible individuals based on the type of assistance and amount authorized by ORR on the assessment form (see appendix A for a sample assessment form). Assessment and provision of medical services will be performed by the State.

28. Some assistance will be provided at the ERC (e.g. childcare, food, temporary medical services, etc), to all repatriated individuals regardless of their eligibility for services.
29. In case there is a known transmittable infectious disease on the plane, CDC or HHS authorized agency, will follow established health protocols and procedures. We do not foresee evacuations of U.S. citizens from a place where there is a pandemic or other similar condition, but in case there is an evacuation from a known infected site, CDC and other authorized agencies, in consultation with ORR, will coordinate services for evacuees. CDC and other authorized agencies will activate their emergency plans and will apply their procedures and protocols.

VIII. REPATRIATION SERVICES AND ELIGIBILITY

General:

Many repatriates have the financial means to arrange their own transportation and may not need financial or transportation assistance. For those repatriates who are without available resources, HHS will arrange for temporary assistance. Temporary assistance is defined as money payments, medical care, temporary shelter, transportation, and other goods and services necessary for the health or welfare of individuals. This assistance may be provided to eligible repatriates for up to 90 days.

Eligibility:

To qualify for assistance, a person must be a U.S. citizen or dependent returned from a foreign country who has been identified by DOS as having returned or been returned because of destitution of the U.S. citizen or illness of such citizen or any of his dependents or because of war, threat of war, invasion or similar crisis. In addition, the person must be without resources immediately accessible to him.

During an emergency, ORR authorized staff will determine who is eligible to receive repatriation temporary assistance (e.g. cash, onward travel, lodging, etc.). Medical evaluations will be performed by authorized State or Federal medical staff, but eligibility for repatriation assistance will be made by authorized ORR staff.

Types of Repatriates:

In some cases, citizens of other countries may also be repatriated to the United States prior to their continuing travel to their country of record (e.g. Canadian citizens). In these cases, HHS will work through DOS to ensure that foreign national citizens receive appropriate assistance that allows them to expeditiously return to their home country.

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- a. Citizenship – The U.S. Department of Homeland Security (DHS), U.S. Citizenship and Immigration Services (USCIS) will verify citizenship. Dependents of U.S. citizens include spouse, parents, unmarried minor children, including adopted and stepchildren, unmarried adult handicapped whose dependency is related to the handicap, grandparents, spouse's parents, and minor siblings of the U.S. citizen or spouse.
- b. Identification by the U.S. Department of State (DOS)
Under normal conditions, cases are referred to ORR's grantee on an individual basis by DOS. In an emergency situation, DOS will determine those individuals eligible for repatriation from overseas to the U.S. Upon arrival to the US, responsibility relies on ORR to implement national repatriation procedure and to determine eligibility under established HHS laws.
- c. Without Available Resources - Resources to be considered will be only those which are immediately accessible for use at the time temporary assistance and services are required at the point of entry, or when arrangements are made for onward transportation to final destination. Resources are considered as immediately accessible only when they are in the possession of and under the control of the evacuee, and can draw upon them to meet immediate or temporary needs. The individuals without available resources will be accepted unless the interview reveals that resources are available. Many of the evacuees will have their own resources at their final destination or through their public or private employing organizations or agencies, which are not immediately accessible to them at the POE. Such persons will be eligible for temporary assistance as needed at the point of entry and for onward transportation. However, such individuals will be required to repay to the U.S. Government the cost of such assistance and services once their own resources become accessible.

Type of Services:

- a. Briefing: Repatriates will receive an informational briefing by Emergency Reception Center (ERC) personnel in a designated facility or inside the plane (See Appendix G for a sample welcome letter). Only authorized personnel, those allowed by POE's regulations and ORR representative will be able to meet and greet the repatriate at the gate. States should coordinate with the airport administration to have interpreters available in case repatriates do not speak English. Repatriate's language need information will be provided by DOS prior to the plane arrival. After repatriate goes through appropriate clearances, designated State and Federal staff will be able to provide other information (e.g. direction to luggage place, ERC) and if necessary, other briefing packages.
- b. Individual Interviews: Upon completion of the briefing, repatriates will either be taken care by a CDC staff and/or will undergo USCIS and Customs processing. Staff will individually interview repatriates to determine needs, including any medical needs. Appropriate medical staff will perform a rapid medical assessment at this time.

- c. Temporary Shelter: If the evacuee is unable to continue to his/her final destination on the date of arrival and cannot make his/her own arrangements, the State is responsible for providing temporary shelter. Temporary shelter might be provided at commercial establishments (hotels and motels) or it may be necessary to provide shelter on a congregate basis. During the pre-operational phase of the event, ORR, in consultation with the State, will determine the number of hotel/motel rooms that might be necessary to accommodate the number of potential individuals requiring transitional shelter. Number of hotel/motel rooms will be based on manifest information provided by DOS.
- d. Transportation to Temporary Shelter, Airports and Other Necessary Locations: Primary means of transportation will include school buses or public transit buses which may be available under the State Emergency Operations Plan.
- e. Feeding: mass feeding will usually be provided to evacuees in conjunction with and following their arrival at the ERC or temporary shelter location. Consideration must be given to culture and special feeding requirements of many evacuees such as diabetics, infants, and hypertensive. Planning should involve consultation with clinicians and dieticians/nutritionists. Food may be provided at the ERC and the temporary shelter with the assistance of agencies such as American Red Cross and Salvation Army. Mobile disaster canteens may be needed for those evacuees who are unable to leave immediately. In some cases standby catering contracts for augmentation of existing congregate feeding capabilities may be indicated.
- f. Care of Unaccompanied Children - It is likely in a mass evacuation that unaccompanied children will be returned to the United States without their parents, or that they will become separated from them in evacuation operations over-seas. It will be necessary for State agencies to make arrangements for the care and protection of such children at the ERC, temporary shelter or other suitable location while attempting to locate the parents or other family member, or while making plans under State child welfare policies for permanent arrangements, such as placement in foster home or institutions. States' established procedures will be followed while caring for unaccompanied minors.
- g. Essential Clothing and Toilet Articles Suitable for Immediate Needs: individuals evacuated from foreign countries under emergency circumstances will be unable to secure adequate clothing or personal toilet articles before departure. Following their arrival at the ERC, these needs will be identified and provided for according to the State Plan.
- h. Information and Inquiry Service: This service will be offered by the State to evacuees who request services or help in contacting relatives, friends or their employers, in locating family members from whom they have become separated, or aid in making personal transportation arrangements to their final destinations. Additional telephone and telecommunication services will be required at the ERC or temporary shelter locations to provide the needed communication services.

- i. Family Reunification - Some family members may become separated during the evacuation from overseas and may be transported to different CONUS ports of entry. When such problems are identified, the State will assist in determining the whereabouts of the separated family member(s). After the family member is located, the State agency will assist in establishing telephone contact and direct the individual for assistance with onward travel to the place of final destination.
- j. Transportation to Final Destination: ORR will identify the destinations of evacuees at the time they are interviewed and will assist those evacuees with insufficient available resources, or who are eligible for repatriation assistance. Government Contracted Travel Agency may be called upon by ORR to set up offices at the processing center to assist eligible evacuees with onward travel to final destination. If Government travel agency contractor is not able to come to site, ORR authorized staff will assist eligible repatriates in booking onward travel arrangements via the Government travel agency contractor. For those evacuees who request help in making transportation arrangements and are not eligible for repatriation assistance, the State should assist them in making those arrangements. States may coordinate with airlines or travel agencies and/or have a self-travel booking area equipped with computers, telephones and travel information for those individuals who want to make their own arrangements.
- k. Counseling and Other Services: As circumstances permit counseling and other services will be provided. These services may include counsel on travel and transportation arrangements, determination of suitable community of destination, care and protection of children, and similar problems at reception areas. In addition, there may be some dependents of U.S. citizens who do not speak English and will require translation services. Provision for the exchange of foreign currency should also be made.
- l. Medical Assistance: Some evacuees may have minor medical/psychological needs which occurred following their arrival at the ERC. Those individuals will be referred to the appropriate medical stations. When there is a medical emergency that cannot be handled at the ERC, the local emergency medical service personnel or medical team will make arrangements for transporting the evacuee to a hospital or other suitable facility in the vicinity for care. Other services:
 1. Assistance Provided: The State will be responsible for coordinating the provision of medical assistance at the ERC. This medical assistance may be provided by the American Red Cross, if requested by the State. State may also request assistance from HHS.
 2. Medical Assistance Provided: Staff will direct repatriates requesting or requiring medical attention to the health screening unit which will perform a more in-depth medical assessment or examination. Whenever necessary, staff will provide pharmaceuticals and a resting area for those requiring such assistance.

3. Hospitalization: Staff will refer repatriates who require hospitalization to a local hospital according to the State Plan.
4. Ambulance Services: States should coordinate with ambulance services to be available at the POE during required times. States should consult with ORR regarding the number of ambulances that will be required during the operation. This number may vary based on need.
5. Quarantine: Staff will direct repatriates who exhibit signs or symptoms of infectious or communicable disease to appropriate CDC representatives. If a quarantine condition is warranted, CDC will act as the lead agency to treat the condition according to statutes and regulations applicable to the affected POE.
6. Veterinary Assistance: Veterinary care for service animals will be provided at the POEs using resources of the National Disaster Medical System (NDMS). We do not foresee these services being requested.
7. Medical Staffing: States are responsible for the provision of medical services. However, HHS will assume responsibility for medical management and staffing at POEs utilizing resources of the NDMS and the Commissioned Corps Readiness Force, if the State requests for HHS to perform those duties. If a determination is made by ORR that more medical assistance is needed, ORR will consult with the appropriate HHS agency and the State to request additional medical staff.

The following is an example of the number of staff and units that may be needed at the ERC. These numbers will be based on the type of emergency and the totality of the circumstances presented during the emergency. Staffing at each POE should include a 12-hour shift and at a minimum, it may consist of:

- a. Management Support Unit (MSU)
 - i. Two (2) personnel to provide command, control, and support of the medical unit.
- b. Health Screening Unit
 - i. Two (2) Physicians, including a psychiatrist/psychologist
 - ii. Two (2) Physician Assistants/Nurse Practitioners
 - iii. Three (3) Paramedics
 - iv. One (1) Epidemiologist
- c. Primary Care Unit
 - i. Two (2) Physicians, including a psychiatrist/psychologist
 - ii. Two (2) Registered Nurses/Nurse Practitioners
 - iii. Three (3) Paramedics
 - iv. One (1) Epidemiologists
- d. Pharmacy Unit
 - i. One (1) Pharmacists

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If additional personnel are required to staff any or all of the above medical units, either the State and/or the Federal government will ensure that they are provided. The units identified above may vary depending on needs and type of emergency.

Registration and Process of Evaluation:

After clearance with DHS and other agencies, upon arrival at the ERC, individuals requesting HHS assistance will first stop at the HHS assessment table where staff will evaluate the cases and make a determination regarding eligibility for services. The process is as follows: Information will be processed in the electronic database by authorized ORR staff.

- A labeled folder will be created for each case containing signed forms (e.g. assessment and repayment), and other documents. Once the assessment is completed and type of assistance needed is identified, the folder will be placed on the appropriate processing table box (e.g. cash, travel, or lodging) containing necessary documents. Names on the labeled folders will be called by appropriate processing staff in the order they were received, unless a reasonable exception is made. Processing staff will ensure that the total amount for the services rendered and the repatriate's initial appears on the appropriate assessment form in the designated space specifying that services were provided and if possible, identifying the type of services and amount. In addition, staff must ensure that all supportive documents (itinerary, hotel, and cash vouchers) are placed in the folder. Copies of necessary documents must be provided to the repatriate. The same processes will be followed by each processing table.
- After all services have been provided, the last processing staff will take the folder to the "exiting table" where the exiting staff will ensure that forms have been appropriately completed and that the repatriates have received their travel documents and have signed all forms. Exiting table staff will ensure that repatriates have all documents with them before exiting the ERC.
- Exiting staff will be responsible for maintaining these labeled files in safe locations. These folders will be given, on a daily basis, to the POE authorized Federal manager located at the ERC.
- Once the operation is closed, folders will be provided to the US Repatriation Program Coordinator or designee for appropriate handling.
- States will staff all service areas except for individual interviews and transportation to final destination.

Onward Transportation:

The POE State in coordination with ORR is responsible for arranging both local and onward transportation to final destination. Local transportation will be needed to transport evacuees from the Federal clearance area to the ERC, to temporary shelter, and to points of departure. In planning for onward transportation, States may develop a guide showing the types of

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transportation available in the area. Such a guide should be helpful in estimating whether transportation will be immediately available to evacuees and the cost. State may need to make arrangements with different airlines to ensure availability of services during the emergency. ORR will be responsible for the actual booking of onward transportation of individuals who are determined to be eligible for repatriation services. ORR will work with the Government Contracted Travel Agency for onward travel reservation.

Referral to State of Final Destination:

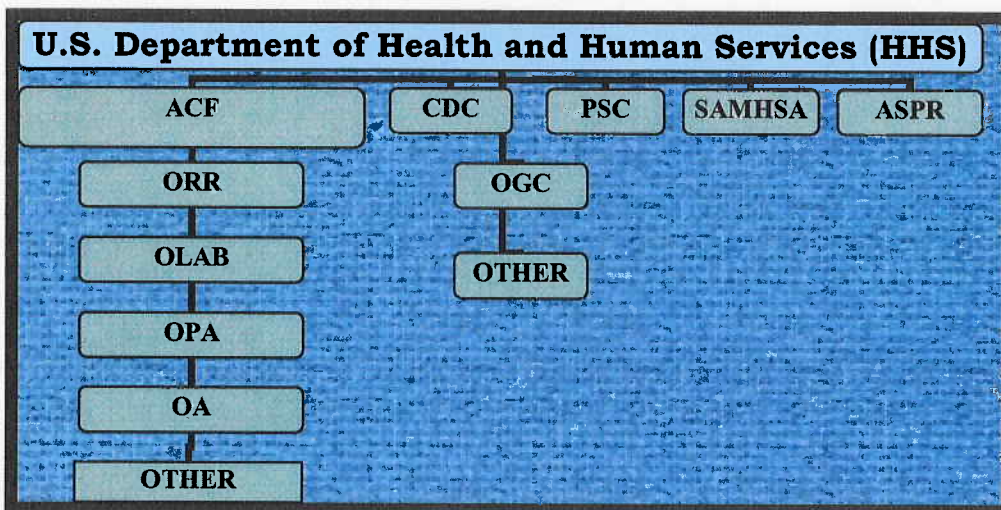
The State of final destination is responsible for providing the appropriate temporary assistance to the eligible individual and family. State of final destination should use the repatriation procedures used for ongoing repatriation cases. Either ORR or its grantee will be coordinating the referral of repatriates to their final state of destination.

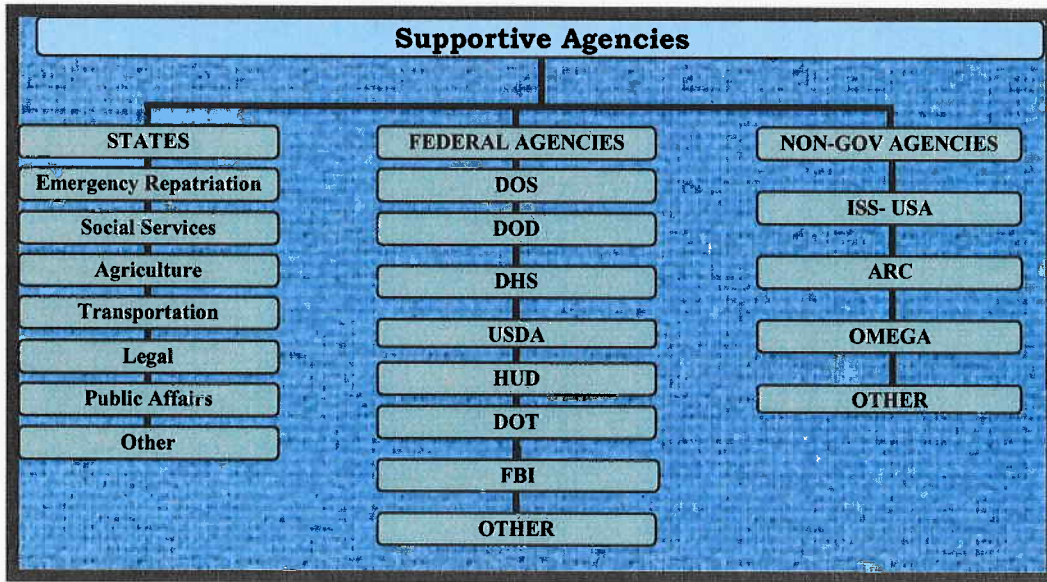
IX. ORGANIZATIONAL STRUCTURE

This NERP OG will be implemented in coordination with Federal, State and non-governmental organizations. Participating HHS agencies include ACF, Office of the Assistance Secretary for Preparedness and Response (ASPR), Centers for Disease Control and Prevention (CDC), Substance Abuse and Mental Health Services Administration (SAMHSA), Office of General Counsel (OGC), and the Program Support Center (PSC). Within ACF, the following operational divisions also have an active role during an emergency repatriation: ORR, Regional Offices, Office of Public Affairs (OPA), Office of Legislative Affairs and Budget (OLAB), and the Office of Administration (OA).

Other primary Federal partners are the Department of State (DOS), Department of Defense (DOD), U.S. Department of Agriculture (USDA) and the Department of Homeland Security (DHS), which includes the Federal Emergency Management Agency (FEMA), U.S. Customs and Border Patrol (USCBP), and U.S. Citizenship and Immigration Services (USCIS). Other participating Federal partners may include the Federal Bureau of Investigation (FBI) Department of Housing and Urban Development (HUD), among others.

Primary non-governmental partners are International Social Services-USA Branch (ISS-USA), The National American Red Cross (ARC) and the Government Contracted Travel Agency.





X. NOTIFICATION AND AGENCY ROLE

A. Notification and Activation

The President may or may not choose to declare a national emergency that would activate the National Emergency Repatriation Plan, OG. Regardless of that declaration, initial notification of an impending emergency repatriation will be made by the DOS to an ORR designated representative. Upon notification, the following steps should be followed:

1. Immediately upon DOS notification, internal ORR procedural notices will be implemented to notify appropriate agencies/individuals. Notifications will go to the following agencies:
 - a. ORR staff and grantee (ISS-USA)
 - b. State contacts of potential POE States
 - c. Department of State (DOS)
 - d. Department of Defense (DOD)
 - e. Department of Homeland Security (DHS)
 - i. U.S. Citizens and Immigration Services (USCIS)
 - ii. FEMA
 - iii. Customs and Border Protection (CBP)
 - f. Federal Bureau of Investigation (FBI)

- g. American Red Cross (ARC)
 - h. Other HHS Agencies
 - i. Centers for Disease Control and Prevention (CDC)
 - j. Substance Abuse and Mental Health Services Administration (SAMSHA)
 - k. Program Support Center (PSC)
 - l. ACF Office of Legislative Affairs and Budget (OLAB)
 - m. Office of the Assistant Secretary for Preparedness and Response (ASPR)
 - n. U.S. Department of Agriculture (USDA)
 - o. Government travel agency
 - p. Other
 - q. Department of Housing and Urban Development (HUD)
2. States should develop their own activation phone system.

In addition, the ORR Director, or designated HHS representative will notify the Repatriation Emergency Team to establish emergency operations. Following are notifications that States may receive from ORR:

1. **STAND-BY:** this notice will be provided after sufficient information is obtained from DOS advising that a massive repatriation may materialize. States will advise individuals and agencies involved in the emergency plan to be on alert. **NO FURTHER ACTION IS REQUIRED.** See Appendix C for a sample notice.
2. **ACTIVATE PLAN:** this notice will be provided after sufficient information is obtained from DOS advising that a massive evacuation has materialized and the State has been chosen as a port of entry. States are asked to take all steps necessary to activate its plan. See Appendix B for a sample notice.
3. **CANCEL PREVIOUS NOTICE:** this notice will be provided after sufficient information is obtained from DOS advising that (1) a massive evacuation has materialized and the State has NOT been chosen as a port of entry, or (2) there will be no massive evacuation. See Appendix D and E for a sample notices.

B. Ports of Entry (POE)

There may be several choices for a POE. Though DOS, in coordination with DOD and HHS, has the responsibility of providing transportation for affected U.S. citizens from overseas to the POE, HHS in coordination with DOS will determine the commercial POE for evacuees. DOS or DOD in coordination with HHS will determine the military POE. Reception sites are likely to be either large civilian airports or locations near such airports. For a list of possible POEs, see Appendix F. Two types of facilities can be utilized as POEs during an emergency:

- a. **Military Installations:** Use of this installation will occur in two ways: (1) there are repatriates of military dependents, DOD civilians and at times, other repatriates. A Non-combatant Evacuation and Repatriation (NEO) will be activated. DOD is the agency responsible for the reception site, including coordination, logistics, services, etc. ORR and the States are not involved in this type of evacuation unless an official request is received by DOS. If ORR is

requested to assist during a NEO, ORR, with the State as its agent, will be responsible for the coordination of logistical operations. Under this circumstance, States and other supportive agencies will be asked to assist at the military base. Supportive agencies will follow applicable procedures detailed in their Plan. (2) In some situations, due to the type of emergency, DOS may require the assistance of DOD to evacuate private citizens and others from overseas to the U.S.. During private citizens' operations, ORR will be responsible for leading the coordination of services at the selected military base.

- b. **Commercial air facilities:** Use of this facility is for the operation of commercial airplanes during the evacuation of private citizens. ORR with the State as its agent will be responsible for the coordination of logistical operations. ORR will initiate activation of the State Emergency Repatriation Plan. The State will be responsible for the establishments and operation of the reception site, including the following:
 1. Provide for the physical and logistical set-up and support of the reception site, telecommunications and utilities.
 2. Coordinate with other local agencies, both governmental and non-governmental,
 3. After ORR assessment, States will provide temporary assistance to all non-U.S. Government-sponsored repatriates according to the type of service and amount determined after ORR's assessment.
- c. **Utilization of both military installations and commercial air facilities:** Due to the type of emergency, the CONUS might be running both types of operations simultaneously.

C. Execution

Following is the role of each agency:

1. Primary Agency: U.S. Office of Refugee Resettlement (ORR)

ORR is the primary agency within ACF with responsibility for planning, assessing, coordinating, and leading the emergency repatriation responsibilities and response activities of HHS. Lead responsibilities of ORR are supported by other programs or support agencies within ACF and HHS. The following are some of the ORR responsibilities:

- a. Responsible for activating the NERP OG;
- b. Serves as overall coordinator of the activities of all Federal agencies to ensure that the required support is provided;
- c. Ensures the cooperation of HHS operating divisions involved in the planning and implementation of Emergency Repatriations
- d. Coordinates the planning and operational activities of all concerned agencies;

- e. Assists States in the development of State Emergency Repatriation Plans and reviews State plans;
- f. Enlists the cooperation of State agencies to ensure coordination of Emergency Repatriation planning and implementation activities within the State. Coordinates with ACF regional offices in the review of State Emergency Repatriation Plans;
- g. Coordinates the provision of emergency communication services to State officials in POEs;
- h. Provides communication services for notifying State, Federal, and voluntary agency officials about implementation of Emergency Repatriation Plans;
- i. Receives information from the DOS regarding potential evacuations and the necessity to implement Emergency Repatriation Plans;
- j. Assists States with developing Emergency Repatriation training and exercise plans;
- k. Reimburses States for implementation of Emergency Repatriation Plans;
- l. Has lead responsibility for public affairs;
- m. Coordinates, approves, and reimburses States for allowable, and reasonable, allocable costs associated to the emergency repatriation.

2. Supporting Agencies

FEDERAL

1) U.S. Department of Health and Human Services (HHS)

i) Office of the Assistance Secretary for Preparedness and Response (ASPR)

ASPR is responsible for assisting in the coordination of the provision of appropriate medical personnel and equipment and the provision of health care services at repatriate sites. This role will become active only if requested by authorized State representative or upon HHS/ASPR reasonable assessment that the State does not have the necessary medical resources to respond to such event. Upon finding that the State is in need of this assistance, ASPR will notify ORR to convene a meeting with the State to discuss and possibly arrange for medical assistance from HHS. ASPR may utilize National Disaster Medical System (NDMS), Commissioned Corps Readiness Force (CCRF), and other HHS Operating Division resources to perform these tasks. Assists States in developing plans for providing medical requirements from first aid to extensive medical treatment including transportation to medical facilities.

ii) Centers for Disease Control and Prevention (CDC)

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CDC is responsible for providing public health services, including disease control, epidemiology, medical assessment for infectious diseases, and if required, quarantine operations (see bullet number 29 under Planning Assumptions on page 10).

iii) Substance Abuse and Mental Health Services Administration (SAMHSA)

SAMHSA is responsible for coordinating the provision of behavioral health care for repatriates. This role will become active only if requested by authorized State representative or upon HHS/SAMHSA reasonable assessment that the State does not have the necessary mental health resources to respond to such event. Upon finding that the State is in need of this assistance, SAMHSA will notify ORR to convene a meeting with the State to discuss and possibly arrange for this assistance from HHS.

iv) Program Support Center (PSC)

PSC is responsible for budgetary assistance in the procurement and administration of funds for emergency repatriation operations.

2) U.S. Department of State (DOS)

All notifications and/or communication will be provided from DOS to ORR designated staff. In addition, DOS:

- i) Notifies ORR when an evacuation is ordered, if a national emergency has been declared, 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;
- ii) Provides notice to ORR of an escalating crisis, natural disaster, or other event which may require the evacuation of American citizens from a foreign country. Reports the estimated number of potential evacuees in the affected area;
- iii) Informs ORR as the situation changes and provides updated information regarding potential evacuees and affected areas;
- iv) Discusses with ORR the POEs where evacuees may arrive;
- v) Informs ORR when the operation reaches its completion.
- vi) Determines who is eligible to be repatriated from overseas to the U.S..

3) U.S. Department of Defense (DOD)

When civilian or charter transportation is unavailable, DOD, in consultation with DOS, is responsible for arranging transportation from the departure country to a safe haven or POE in the CONUS. As situations allow, DOD is also responsible for the provision of military facilities for use as repatriation POEs and for logistical support to ORR and the States in repatriation activities occurring at military bases and if necessary at commercial ports. Whenever requested by ORR, DOD will provide the hardware, software, and training for the DOD Noncombatant Evacuation Operation Tracking System (NEO) and the Automated Repatriation Reporting System (ARRS) for the authorized ORR staff to process evacuee's information at the ERC. During a period of national emergency, or an emergency in which HHS has been requested by

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DOS to assume full responsibility for all noncombatant evacuees, DOD resources will be heavily committed to the accomplishment of military missions.

4) U.S. Citizenship and Immigration Services (USCIS)

USCIS is responsible for the statutory processing of evacuees including the issuance of clearances for U.S. citizens and their alien dependents to proceed to final destination.

5) U.S. Customs Service (USCS)

U.S. Customs is responsible for performing required customs clearances at POE. Authorized Customs staff will inform the ERC Federal site manager of any unusual situation with arriving repatriates (e.g. criminals, etc). Performs required security clearances at POEs.

6) U.S. Federal Bureau of Investigation (FBI)

Whenever necessary, FBI is responsible for performing required security clearances at POEs.

7) U.S. Federal Emergency Management Agency (FEMA)

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

8) U.S. Department of Housing and Urban Development (HUD)

HUD is responsible for identifying available HUD-assisted housing at or near the POE, which may be used for some evacuees 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.

9) U.S. Department of Agriculture (USDA)

USDA is responsible for the provision of food to authorized distributing relief agencies, such as the ARC and Salvation Army. USDA is also responsible for the regulatory clearance or quarantine of animal and plant products, at the POEs. Do not foresee a need for these services.

10) U.S. United States Department of Transportation (DOT)

DOT will add repatriates to the transportation priority list following notification by the United States ACF/ORR. Advise 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.

NON-GOVERNMENTAL

1) American Red Cross (ARC)

ARC is responsible for assisting in the temporary care and other assistance identified and requested by the State. States should develop agreements with the ARC detailing their responsibilities under an emergency repatriation. While developing agreements with local ARC chapters, States should use as a model the MOU between ORR and the ARC.

2) U.S. Salvation Army

Assists in the temporary care of evacuees according to the MOU with States.

3) National Voluntary Organizations Active In Disaster (NVOAD)

Voluntary organizations have created their own organization, NVOAD, for cooperation to foster more effective service to people in emergency situations and to serve as a mechanism for mobilizing voluntary resources. Assists in the temporary care of evacuees according to the MOU with States.

XI. OPERATIONS

1) Preparedness Phase

Prior to any activation of the NERP, OG, ORR will initiate communications among all involved agencies to reach consensus on each agency's roles and responsibilities.

The preparedness phase includes the following:

- a) States, in consultation with other agencies, will select and organize the ERC;
- b) Continued communications and coordination with appropriate HHS offices and interagency support points of contact;
- c) ORR will communicate with potentially affected States regarding their repatriation responsibilities to include site visits as necessary;
- d) Once an evacuation has been declared, ORR and selected States should plan and execute a walk-through practice, using this Operational Guide, to clarify specific agency responsibilities and identify any remaining unresolved issues;
- e) Ongoing coordination and communication with support agencies regarding the current situation and their assisting responsibilities;
- f) Delineation of emergency repatriation team personnel responsibilities;
- g) ORR will schedule debriefing meetings with all participating agencies;
- h) Assist States with necessary emergency planning activities. Presently, ORR has no funding for State's emergency planning activities. Please look on page 28 under resources for more information.
- i) ORR representative will be at the ERC to serve as an advisor and resource to States and supporting agencies regarding Program regulations, finance issues, among other things;
- j) Set up emergency repatriation communications centers;
- k) Notify appropriate agencies;
- l) Review the welcome and explanatory letter for the repatriates. States may want to include their information within the same Federal welcome package. This information should be distributed to repatriates preferably before arrival at the POE.

- m) Ensure most recent individual State Repatriation Plan is available and current;
- n) Review procedures with appropriate offices and agencies to ensure full compliance and understanding of current agency policies;
- o) Ensure authorized staff is provided with information regarding how and when to participate at scheduled federal and state meetings;
- p) Ensure contact information is updated and current (names, positions, phones, email addresses, cell phones), including all cooperating Federal and non-Federal agencies;
- q) Ensure State select and organize the ERC;
- r) Ensure all active agencies do a walk-through at the ERC;
- s) Ensure services for special needs clients are addressed (e.g. minors, elderly, pregnant women, mentally ill, etc);
- t) Ensure there are supplies at the ERC for special needs clients (e.g. baby's formula, diapers, wheelchairs, etc);
- u) Ensure all staff supplies are in order, including but not limited to cell phones, laptop computers, emergency kits, fax, printers, etc.
- v) Ensure staff are provided with transportation to and from reception site;
- w) Ensure staff are provided with security clearance information and assistance;
- x) Ensure communication with appropriate travel agencies to assist individuals who are not eligible for HHS repatriation Program loan;
- y) Ensure review of available funding allotments, agency's apportionment and have procedures for emergency adjustments as needed;
- z) Ensure there is money in appropriate account Accounting Number/Can to provide to repatriates. Please look at the 2006 Lebanon ORR internal analysis report for statistics regarding the amount of cash disbursed at the ERC;
- aa) Ensure security measures for the transportation of cash as needed;
- bb) Identify best method for communicating among all participating agencies;
- cc) States that are unable to provide cash assistance should notify ORR upon notice of activation of plan or with enough time prior to first plane arrival;
- dd) Discuss Media issues and assign responsibilities;

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- ee) Provide training as needed;
- ff) Perform other required tasks;
- gg) Other steps as required.

2) Immediate Pre-Operational Phase

As information is gathered that a possible draw-down (reduction in numbers of personnel overseas) or evacuation may take place, communication between ORR, DOS, and other supporting agencies, should increase. Below are some of actions that may take place at this time. Follow pre-operational phase steps and also the following:

- A) DOS notifies ORR that it will evacuate U.S. non-combatants in certain foreign countries to CONUS.
 - a. DOS provides information to ORR regarding:
 - i. Date operations will be initiated,
 - ii. Anticipated times of arrival at POEs,
 - iii. Potential numbers of evacuees, and
 - iv. Names of evacuees, if possible,
 - v. A complete manifest (or equivalent), if possible, demographics and final destination
 - vi. Provides copies of DD 2585 to repatriates overseas for processing prior to arriving to the U.S. (if NEO Tracking System is to be implemented)
 - b. ORR ensures that contact is maintained with appropriate agencies.
 - c. Do walk through ERC to ensure that process is smooth and appropriate.
 - d. Perform a walk-through the entire process to ensure effectiveness and efficiency.
 - e. Request the State to provide all equipment necessary. If States do not have the capacity to provide these technical services, ORR will contact outside agencies.
 - f. Assess the communication system among agencies.
 - g. Provide training as needed.
 - h. Perform other required tasks.

3) Operational Phase

- a) Ensure staffs at the ERC have a clear understanding of their roles and responsibilities. Establish direct contact with appropriate agencies.

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- b) Provide updates and briefing materials to the designated staff as required.
- c) Ensure the State repatriation/emergency offices are aware of current situation and any/all roles they may have in the ERC.
- d) Ensure a person is assigned to collect data relevant to the after action report.
- e) Ensure updated contact lists are distributed to appropriate offices and agencies.
- f) Ensure coordination with HHS Office of Public Affairs for any press inquiries.
- g) Ensure interpretation and translation of documents through the airports, State agencies, universities and interpreters' agencies in the area.
- h) Ensure DOD and airports allow ORR staff access to the ERC area.
- i) Establish a point of contact with airport management and other newly involved agencies.
- j) Ensure States have proper ERC set-up, chairs, desks, couches, tables, etc. for set-up in coordination with other agencies present at the arrival site. See Appendix)__ for a sample of the possible ERC set-up
- k) Ensure there is access to enough outlets for all computers, printers, phones, televisions, etc.
- l) Ensure enough phone jacks access for computer modems and phones.
- m) Ensure proper lighting (as the flights may come in at night).
- n) Ensure that all Repatriation directional signs are in clear view for evacuees, support staff and volunteers.
- o) Ensure all contact information for Repatriation staff is up-to-date and distributed to all personnel. Including:
 - Cell phones
 - Email – Internet, home and office
 - Home phones
 - Office phones
- p) Ensure States have available drinks, water, and snacks for those coming off the plane(s). May include:
 - Water
 - Non-perishable food
 - Fruit drinks
 - Food and drink for staff
 - Coffee/tea
 - Baby formula
 - Children's snack foods (ensure some without sugar)
 - Toiletries and other hygiene needs

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- q) Ensure that staff supplies are distributed to Emergency Repatriation Team (ERT) members efficiently and timely. Emergency Repatriation Team Members are individuals assigned by ORR to perform specific duties at the ERC.
- r) Ensure coordination with business offices for facilitating budget processing and payments.
- s) Ensure that medical facilities are aware of possible needs of arrivals and costs for providing services. Reimbursement for eligible repatriates is not pay at private rate but third party insurance (e.g. Medicaid).
- t) Assign a person to assist and remind employees to process timely travel and attendance during the event.
- u) Ensure information regarding overtime and comp-time is provided to staff.
- v) If needed, ensure to make arrangements for ground transportation.
- w) Ensure State agency has arranged with local hotels for lodging for in transit evacuees. ORR will advise regarding the number of hotel rooms and clear directions regarding billing process.
- x) Ensure transportation to/from lodging place as necessary.
- y) Ensure proper set-up of cash disbursement location, including:
 - Access to cash box
 - Availability of repayment agreements for evacuees
 - Distribution of repayment agreements with repatriates

4) Post-Operational Phase

After the closure of the ERC, all agencies are to review their roles/performance during the operations to document and analyze the procedures that worked well and those that need improvement. In addition, states are to submit an After Action Report (see page 30, under report, for more information regarding reporting). Some of the actions to be completed are the following:

- i) Solicit feedback from all participating Federal and non-Federal agencies;
 - Write detailed account of actions taken during event, including evaluations, conclusions, and recommendations.
 - Ensure acknowledgment of appreciation of assisting agencies, organizations and locations (airports, hotels, transportation companies, etc.).
 - We ask that the State maintains the ERC on a stand-by mode for at least five-hours after an ORR notice to close the ERC is received by the State. States won't need to staff the ERC after the ORR notice to close the ERC center, but will maintain the layout and connectivity ready. Notice to close the ERC

could be provided due to (1) operation has come to an end, or (2) no more planes will be landing at the POE.

- Ensure return of all materials and supplies from the ERC.
- Ensure return transportation for staff.
- Ensure all follow-up with any outstanding evacuee issues.
- Ensure all follow-up with any hotels, transportation or lodging companies for closure.
- Ensure all evacuees documents and information is given to authorized staff.
- Ensure all original forms are sent to ORR designated staff for appropriate processing and filing.
- Ensure state follow-up with agencies involved regarding financial claims.
- Submit timely after action reports.
- Ensure the development of a full accounting of funds used, including disbursements to individuals, hotels, and transportation companies, etc.
- Write a detailed account of actions taken during the event, including evaluations, conclusions, and recommendations.
- Submit timely financial claims with all supporting documentations. States would not be reimbursed based on estimates but actual numbers.

XII. RESOURCES

A. Personnel

Each repatriation site will require a minimum of ten (10) ACF/ORR repatriation staff to assist in the assessment and processing of repatriates; this of course, depends on the repatriates' population. ORR will assign one staff to be the Onsite Repatriation Team Manager (OTM). The OTM serves as the Repatriation Program advisor at the ERC to all agencies and will maintain communication with the ACF Central Office Command Post; ORR designated staff, the ACF Regional offices as well as the POE State contacts. Union and contractor's matters will be dealt with prior to deployment to the POE. Number of required State personnel will be determined by the State in consultation with ORR. This number will vary based on the emergency.

ISS-USA might be requested to provide staff support at each ERC to assist in the coordination of referrals to the State of final destination and other duties as assigned by the Repatriation Coordinator or designated staff.

B. Finance (Budget)

Immediately following notification from DOS regarding any large-scale repatriation event, ORR will initiate a request through ACF's Office of Legislative Affairs and Budget (OLAB) for additional emergency repatriation funds. Funding for the Repatriation Program must be sufficient to cover the reimbursable loans to repatriates as well as personnel and administrative costs. The ORR Director may have to request that the funding cap to be lifted, by Congress, during an emergency. States are required to submit their claims containing all supportive documentation to ORR designated staff within 30-days after the emergency. States should utilize form SSA-3955 to request reimbursement (see Appendix H).

After initial medical assistance, repatriates have to be made aware of the repatriation program and whether he/she qualifies or wants to accept the repatriation assistance. It is the decision of the repatriate to accept or refuse the repatriation loan. If the repatriate accepts the repatriation loan, states will be reimbursed by the repatriation program for medical services provided to the repatriate. If the person refuses to accept the repatriation loan, the State's medical services provided after the initial evaluation and provision of services, may not be reimbursed by the repatriation program.

ORR will reimburse State(s) for actual costs incurred during the repatriation event. This amount will vary according to State plans, the number requiring assistance, and the amount of assistance provided to the repatriates.

Presently, ORR does not have the resources to cover State's emergency planning activities. However, States would be justified in using Federal TANF funds only for emergency repatriation development and planning activities. These activities include, the development of Plans, participation in preparedness exercises to test Plans and training necessary to implement the Plan, and other activities specified in the Code of Federal Regulations at 45 CFR, section 205.45 (State emergency welfare preparedness). Such expenditures can be justified through the grandfathering authority provided at title IV-A, section 404(a) (2) of the Social Security Act. For more information regarding the use of TANF funds, please visit the Administration for Children and Families website at <http://www.acf.hhs.gov/programs/ofa/repatri.htm> (see Appendix G). In addition, States may use CDC funds distributed through the Centers for Public Health and Preparedness (CPHP) Program (see <http://emergency.cdc.gov/training/cphp/>) to adapt public health emergency plans to reflect potential repatriation activities performed to protect and preserve the health of the repatriated citizens or the population into which they are being repatriated;

C. Cost Reimbursement

States are responsible for reporting expenditures and requesting reimbursements for repatriation costs in accordance with Federal procedures. ORR will reimburse all reasonable, allocable and allowable repatriation costs incurred by the States (including payments to repatriates). During an emergency repatriation, ORR will assist States in determining what is reasonable, allocable and allowable.

All funds provided directly to repatriates are given in the form of a loan which must be reimbursed to the U.S. Government. Repayment by a recipient or recovery from subsequently available resources must be made to the HHS Program Support Center (PSC) for deposit to the U.S. Treasury.

D. Supplies

Whenever necessary, States should provide necessary supplies during the emergency.

Supplies include:

- Pens
- Markers
- Paper tablets
- Masking tape
- Paper clips
- Repatriation Processing Form (Appendix A)
- Laptop computers
- Welcome folders
- Pencils
- Staplers
- Name Tags
- Clipboards
- String
- Extension cords
- Repatriation contact lists (What is this?)
- Repatriation processing folders
- Pencil Sharpeners
- Staples
- Scotch tape
- Calculators
- Privacy Act Agreements (HIPAA?)
- Cell phones/BlackBerry with chargers
- Emergency Logistics Kits (Example?)
- Checklist for evacuees (Example?)

E. Food and staff

ERT members are required to bring food with them to the ERC. If a repatriation event takes place at night, on a military installation, or at an alternate site away from the airport, food shops or stores may not be available.

XIII. MONITORING AND UPDATING THE OPERATIONAL GUIDE (OG)

In order to maintain optimal preparedness for implementation of the OG, ORR and the States must maintain a protocol for monitoring and updating the plan. Periodic testing of the plan is also important. ORR will achieve this goal by convening trainings and conferences with agencies involved during an emergency.

A. Monitoring

ORR will review and edit the OG periodically to keep the document current as well as operationally viable. The designated ORR Onsite Repatriation Team Manager (ORT) and State designated staff, are responsible for ensuring that the reviews take place.

The following elements should be emphasized during the review:

- 1) Update and verify all partner and personnel contact information.

- 2) Review and update all MOUs to ensure their relevance.
- 3) Assess general office readiness, test all equipment (cell phones, laptops, etc.), and check emergency logistics kits.

B. Reports and Debriefings

1) Report

Following the completion of each repatriation event, a written post-event report is to be submitted to the Coordinator of the Repatriation Program to ensure institutional memory, including both successes and breakdowns, and to propose recommendations for future repatriation events. An After Action Summary Report/review (e.g. hot wash) within 30-days, and the After Action Final Report/review within 60-days.

2) Debriefings

Before the report is completed, debriefings will be convened to include all offices and other supporting agencies that participated in the preceding emergency repatriation effort. The debriefing should solicit feedback from all agencies in order to be included within the report's assessment. Relevant recommendations should be integrated into the Operational Guide and State Emergency Repatriation Plan.

ORR will also coordinate a debriefing with other Federal partners and States that participated in the repatriation effort. This debriefing should provide a forum for discussing any outstanding issues while examining the effectiveness of inter-agency communication and cooperation. Please look at the ORR 2006 Lebanon internal report for examples of the steps followed during an emergency.

C. Training and Periodic Testing

Involved Federal agencies at central headquarters, ACF Regional, and State levels should participate at least annually in joint exercises of the National Emergency Repatriation Plan, OG. Such exercises should include a walk-through practice event using this Operational Guide and would be conducted under the overall coordination of ORR.

Prior to such annual intergovernmental exercises, ORR and the States should review and update their Emergency Repatriation Plan. They should also provide guidance and training to participating personnel, preparing them to carry out their responsibilities in an actual repatriation event. After each exercise, ORR and the States will review and revise their respective procedures, taking into account the lessons and insights learned from Plan implementation.

List of Acronyms

ACF	Administration for Children and Families
ARC	American Red Cross
CAN	Central Accounting Number
CDC	Center for Disease Control
CONUS	Continental United States
D/ORR	Director, Office of Refugee Resettlement
HHS	Department of Health and Human Services
DMAT	Disaster Medical Assistance Team
DOD	Department of Defense
DOJ	Department of Justice
DOS	Department of State
ERT	Emergency Repatriation Team
ERC	Emergency Repatriation Center
FEMA	Federal Emergency Management Agency
HUD	Department of Housing and Urban Development
ICS	Incident Command System
INS	Immigration and Naturalization Service
ISS	International Social Services – USA Branch
MOU	Memorandum Of Understanding
NERP	National Emergency Repatriation Program
NIMS	National Incident Management System
OGC	Office of General Counsel
OLAB	Office of Legislative Affairs and Budget
ORR	Office of Refugee Resettlement
POE	Port Entry
PSC	Program Support Center
RTM	Repatriation Team Manager
SATO	Scheduled Airline Traffic Office
USAID	United States Agency for International Development
USCS	United States Customs Service
USDA	United States Department of Agriculture
WLG	Washington Liaison Group

HHS Repatriation Processing Form
Complete one Form Per Family/Traveling Unit

Attachment A

I. U.S. Citizen: Head of Family/Traveling Unit Are you a U.S. citizen under the age of 18 traveling without an adult? Yes__ No__

Name _____ SSN _____
Last First MI

The Office of Refugee Resettlement requests your social security number in order to ensure it can contact you to receive reimbursement for expenditures made for your repatriation to the U.S. Disclosure of your social security number is voluntary. The statutory authority for this collection is 42 U.S.C. section 1313.

DOB _____ Birth Place _____ Gender M__ F__ U.S. Passport # _____
Mo/Day/Yr

Are you a U.S. citizen under the age of 18 traveling with an adult? Yes _____ No _____

Accompanying Adult _____ Passport (Country/#) _____
Last First MI

Repatriated From _____ Repatriation Center (Airport) _____ Date _____

II. Do you need assistance? Y _____ N _____

III. Accompanying Dependents:

Name	Passport #	Relationship	DOB

IV. Next of Kin/Emergency Contact in U.S.:

Name	Address	Phone	Relationship

DO NOT COMPLETE BELOW

Repatriation Services Provided: This section should be completed by authorized staff. Assessment staff should initial the services needed. Cash authorizer should initial the amount authorized. Processing staff should write and initial the appropriate type of service and ensure repatriate's initials. Make sure you retain and attach to this form copies of all supportive documents.

Transportation _____	Lodging _____	Medical _____
Total \$ _____	Total \$ _____	Total \$ _____
Staff Initials _____	Staff Initials _____	Staff Initials _____
Repatriate Initials _____	Repatriate Initials _____	Repatriate Initials _____
Cash Advance \$ _____	Other (specify): _____	
Staff Initials: _____	Total \$ _____	Staff Initials: _____
Repatriate initials: _____	Repatriate initials: _____	

V. Exit from Processing Center: Designated staff should review this form before the repatriate leaves the center to ensure accuracy.

Date _____ Time _____

Destination/Address _____
Street City State Zip Code

Transportation Carrier _____ Travel Date _____ Estimated Arrival _____

VI. Signature Head of Family/Traveling Unit: _____ **Date** _____

HHS Repatriation Processing Form

Privacy Act Statement

The U.S. Repatriation Program provides funds for financial, medical, transportation and other assistance to individuals who are certified by the Department of State as repatriates in need. This assistance must be repaid to the U.S. Government by the repatriate. Section 1113 of the Social Security Act authorizes the collection of the information solicited on these repatriation forms for the purpose of determining your eligibility for such assistance.

The Department may disclose this information to other Federal, State or private organizations, if necessary to enable the Department of Health and Human Services to carry out its responsibilities under Section 1113 of the Act, or to enable another Federal agency to carry any functions related to your return from a foreign country and entry into the United States, or as otherwise expressly authorized by the Assistant Secretary for Children and Families. Furnishing the information on these forms is voluntary; however, if you fail to provide the requested information, such failure may result in your being found ineligible for repatriation assistance.

Repayment Agreement

I understand that all financial, medical, transportation and other assistance provided to me through the Repatriation Program must be repaid. I understand that I will be billed by the United States Department of Health and Human Services for the cost of this aid, and I agree to repay this amount in full. Repayment in full or my first installment payment is due 30 days after billing. If I pay by installment, or am delinquent in repayment, interest at the current rate fixed by the Secretary of Treasury for private consumer loans will accrue on the unpaid portion. Until I repay in full the aid received, I agree to report all changes in my address to PSC/HHS, Office of Family Services, 5600 Fishers Lane, Room 2B60, Rockville, MD 20857.

Payments should be made by check or money order payable to "PSC/HHS/Repatriate." **Payments should be mailed to:**

PSC/HHS
Office of Family Services
Attention: Repatriation Collections Officer
5600 Fishers Lane
Room 8B45
Rockville, MD 20857
Tel: 301-443-9250 (Richard Harris)
E-mail:Rharris@psc.gov

Name (print) Last _____ First _____ MI _____

US Address _____

Social Security Number _____ Phone Number _____

The Office of Refugee Resettlement requests your social security number in order to ensure it can contact you to receive reimbursement for expenditures made for your repatriation to the United States. Disclosure of your social security number is voluntary. The statutory authority for this collection is 42 U.S.C. section 1313.

I understand and agree to all terms and conditions of the Privacy Act Statement and the Repayment Agreement, and certify that the information provided by me is correct.

Signed _____ Date _____



ADMINISTRATION FOR CHILDREN AND FAMILIES
370 L'Enfant Promenade, S.W.
Washington, D.C. 20447

Department of Health and Human Services
Administration for Children and Families
Office of Refugee Resettlement
Repatriation Program

IMPORTANT NOTICE

Table with 6 columns: Pages, Date, Time, Classification, Agency, Type of response. Row 1: unclassified, HHS/ORR, immediate

Message Type

Notice of Emergency Repatriation,
ACTIVATE STATE EMERGENCY REPATRIATION PLAN

From:

To: State (name)

Subject: Emergency Repatriation

Based on notification from the State Department of (describe situation) in (country), the State of _____ is requested to activate its Emergency Repatriation Plan. Please provide notice to all State participating agencies (e.g. Red Cross, Salvation Army, city/state agencies, other partners).

- 1. We have scheduled a meeting on _____ at _____ to provide you with more information. Meeting calling information is as follows:
2. Please call _____ to verify receipt of this message. And fax this form to 202-401-6533.

If you have any questions or need a copy of the NERP, Operational Guide, please feel free to contact me at _____. All other inquiries and information should be sent to our designated Federal and State line at _____. Please do not give this number to the public; it is only for our Federal and State partners.

Thank you in advance for your cooperation.

Table with 4 columns: State main contact name, 24 hour contact information, Signature of receipt, date



ADMINISTRATION FOR CHILDREN AND FAMILIES
370 L'Enfant Promenade, S.W.
Washington, D.C. 20447

Department of Health and Human Services
Administration for Children and Families
Office of Refugee Resettlement
Repatriation Program

IMPORTANT NOTICE

Pages	Date	Time	Classification	Agency	Type of response
			unclassified	HHS/ORR	immediate

Message Type

ASKED TO BE ON STAND-BY

From:

To: State (name)

Subject: Emergency Repatriation

Based on notification from the State Department of (describe situation) in (country), the State of _____ is **asked to be on stand-by**. Please provide notice to all State participating agencies (e.g. Red Cross, Salvation Army, city/state agencies, other partners).

Please call/e-mail _____ to verify receipt of this message. And fax this form to 202-401-6533.

If you have any questions or need a copy of the NERP, Operational Guide, please feel free to contact me at _____. **No further action is required from the State.**

Thank you in advance for your cooperation.

State main contact name	24 hour contact information	Signature of receipt	date



ADMINISTRATION FOR CHILDREN AND FAMILIES
370 L'Enfant Promenade, S.W.
Washington, D.C. 20447

Department of Health and Human Services
Administration for Children and Families
Office of Refugee Resettlement
Repatriation Program

IMPORTANT NOTICE

Pages	Date	Time	Classification	Agency	Type of response
			unclassified	HHS/ORR	immediate

Message Type

Cancel Previous Notice of Stand-by

From:

To: State (name)

Subject: Emergency Repatriation

Thank you for your cooperation and prompt response during our most recent notice to be on-stand-by for possible activation of your State Emergency Repatriation plan. Please be advised that the mass evacuation did not materialize.

Once again, thank you for responding to our on-stand-by notice. Please call/e-mail _____ to verify receipt of this message. Please notify appropriate State agencies about this notice. **NO FURTHER ACTION IS REQUIRED FROM THE STATE.**

State main contact name	24 hour contact information	Signature of receipt	date



ADMINISTRATION FOR CHILDREN AND FAMILIES
370 L'Enfant Promenade, S.W.
Washington, D.C. 20447

Department of Health and Human Services
Administration for Children and Families
Office of Refugee Resettlement
Repatriation Program

IMPORTANT NOTICE

Table with 6 columns: Pages, Date, Time, Classification, Agency, Type of response. Row 1: unclassified, HHS/ORR, immediate

Message Type

Cancel Previous Notice of Stand-by

From:

To: State (name)

Subject: Emergency Repatriation

Thank you for your cooperation and prompt response during our most recent notice to be on-stand-by for possible activation of your State Emergency Repatriation plan. Please be advised that the mass evacuation has materialized and after looking at the totality of the circumstances, the following States were asked to activate their plan:

- Vertical list of five bullet points

Once again, thank you for responding to our on-stand-by notice. Please call/e-mail _____ to verify receipt of this message. Please notify appropriate State agencies about this notice. NO FURTHER ACTION IS REQUIRED FROM THE STATE

Table with 4 columns: State main contact name, 24 hour contact information, Signature of receipt, date

US Main Ports of Entries (POE)				
STATE	AIRPORT 1	AIRPORT 2	AIRPORT 3	AIRPORT 4
Alabama	Birmingham International Airport			
Alaska				
Arizona	Phoenix Sky Harbor International Airport			
Arkansas*	Arkansas International Airport			
California	Los Angeles International Airport	Norman Y. Mineta San Jose International Airport	San Diego International Airport	San Francisco International Airport
Colorado	Denver International Airport			
Connecticut	Bradley International Airport			
Delaware*				
Florida	Tampa International Airport	Orlando International Airport	Fort Lauderdale/Hollywood International Airport	Miami International Airport
Georgia	Hartsfield-Jackson Atlanta International Airport			
Hawaii	Honolulu International Airport			
Idaho*				
Illinois	O'Hare International Airport	Chicago Midway International Airport		
Indiana	Indianapolis International Airport			
Iowa	Des Moines International Airport			
Kansas	Kansas City International Airport			
Kentucky	Cincinnati/Northern Kentucky International Airport			
Louisiana	Louis Armstrong New Orleans International Airport			
Maine	Bangor International Airport			
Maryland	Baltimore-Washington International Airport			
Massachusetts	General Edward Lawrence Logan International Airport			
Michigan	Detroit International Airport			
Minnesota	Minneapolis-Saint Paul International Airport			
Mississippi	Jackson-Evers international Airport			
Missouri	Lambert International Airport	Kansas City International Airport		
Montana	Missoula International Airport			
Nebraska*				
Nevada	Las Vegas McCarran International			
New Hampshire*				
New Jersey	Newark Liberty International Airport			
New Mexico	Albuquerque International Airport			
New York	JFK International Airport	La Guardia Airport		
North Carolina	Charlotte Douglas International Airport	Raleigh-Durham International Airport		
North Dakota*				
Ohio	Cleveland Hopkins International Airport			
Oklahoma	Tulsa International Airport			
Oregon	Portland International Airport			
Pennsylvania	Philadelphia International Airport	Pittsburgh International Airport		
Puerto Rico	San Juan International Airport			
Rhode Island*				
South Carolina	Charleston International Airport			
South Dakota*				
Tennessee	Memphis International Airport	Nashville International Airport		
Texas	Dallas/Ft. Worth International Airport	George Bush Intercontinental/Houston Airport		
Utah	Salt Lake City International Airport			
Vermont *				
Virginia	Dulles International Airport			
Washington	Seattle-Tacoma International Airport			
Washington, DC **				
West Virginia*				
Wisconsin*				
Wyoming*				

* During an emergency it might not be utilized as a main part of entry but might be utilized for contingency emergency plans. Encouraged to work with near-by States with selected international airports

** Not likely to be utilized during an emergency repatriation



DEPARTMENT OF HEALTH & HUMAN SERVICES

ADMINISTRATION FOR CHILDREN AND FAMILIES
370 L'Enfant Promenade, S.W.
Washington, DC 20447

WELCOME BACK TO THE UNITED STATES OF AMERICA

Dear fellow Americans,

On behalf of the President of the United States, George W. Bush, and The Secretary of Health and Human Services, _____, we welcome you back to the United States. We want to make your transition from [COUNTRY NAME] to your final destination as smooth as possible. This letter outlines the process of the Emergency Repatriation Center (ERC) at the [AIRPORT NAME] which is your initial port of entry into the United States. Please read this paper carefully so that we may assist you in getting to your final destination in the United States as quickly as possible.

You are being given a *Repatriation Processing Sheet* that you will need to complete during your time at the ERC. This sheet will ensure that we can efficiently identify any needs that you may have. If you need interpretation or other assistance in completing the Repatriation Processing Sheet, please inform any member of the ERC staff and we will try to assist.

At the ERC, you first will go through Immigration and Customs. If you require any immediate medical assistance, it will be provided to you at that point. After you pass through Customs, you will be greeted by staff from various Federal, State, and non-governmental agencies that will be ready to assist you in meeting your emergency needs. This may include food, shelter, clothing, transportation, and special services such as medical and psychiatric care. These services are available to all eligible repatriates, and the ERC staff will make arrangements for you to receive them.

If you have sufficient funds and **do not need** the repatriation services at the ERC, please place an "X" in Section II, of the Repatriation Processing Sheet. Return the sheet to a repatriation processing team official who will fill-out Section V as you exit the ERC.

If you are ill or without sufficient funds and you need certain repatriation services, authorized staff at the ERC will be able to assist you. **All services are in the form of a loan, which must be repaid to the U.S. Government, and you must sign repayment agreement papers.**

If you need assistance with getting reestablished in your home area, ERC staff will refer you to the local social services agency in your area. In addition, to temporary financial aid, the social services agency in your home area will be able to help you access vocational or occupational training as well as child welfare and medical services. Those agencies can also assist you in applying for benefits under other government programs for which you may qualify.

Once again, we welcome you back to the United States and wish you a successful return to your family and country. If there is anything you need while at the RRC, please do not hesitate to ask the staff.

Sincerely,

Director, Office of Refugee Resettlement

ASSISTANCE FOR UNITED STATES CITIZENS RETURNED FROM FOREIGN COUNTRIES
Expenditure Statement and Claim for Reimbursement

(1) NAME OF AGENCY	STATE	FOR THE PERIOD	
		From:	To:
		, 20	, 20

THE FOLLOWING EXPENDITURES HAVE BEEN MADE BY THIS AGENCY FOR ASSISTANCE TO A UNITED STATES CITIZEN RETURNED FROM A FOREIGN COUNTRY. ASSISTANCE AND SERVICES HAVE BEEN PROVIDED IN ACCORDANCE WITH THE POLICY AND PROCEDURES PRESCRIBED FOR THIS PROGRAM.

(2) CASE NAME (FIRST NAMES OF MAN AND WIFE, IF A COUPLE):	NO. OF PERSONS:

REPATRIATED FROM (COUNTRY):	CURRENT ADDRESS

(3) A. CLASSIFICATION/AUTHORITY PUBLIC LAW 86-571 (MENTALLY ILL) <input type="checkbox"/>	C. EXPENDITURES
SECTION 1113, SOCIAL SECURITY ACT (OTHER THAN MENTALLY ILL) <input type="checkbox"/>	MEDICAL CARE \$
B. NATURE OF THIS ACTION: INITIAL CLAIM <input type="checkbox"/>	HOSPITALIZATION \$
INTERIM CLAIM <input type="checkbox"/>	NURSING HOME \$
ESTIMATED FUTHER CLAIMS \$ _____	MAINTENANCE \$
1. DATE CASE CLOSED	TRANSPORTATION \$
2. REASON CASE CLOSED	FOSTER CARE \$
3. REPAYMENT RECOMMENDED <input type="checkbox"/>	OTHER (SPECIFY) \$
4. WAIVER RECOMMENDED <input type="checkbox"/>	TOTAL \$

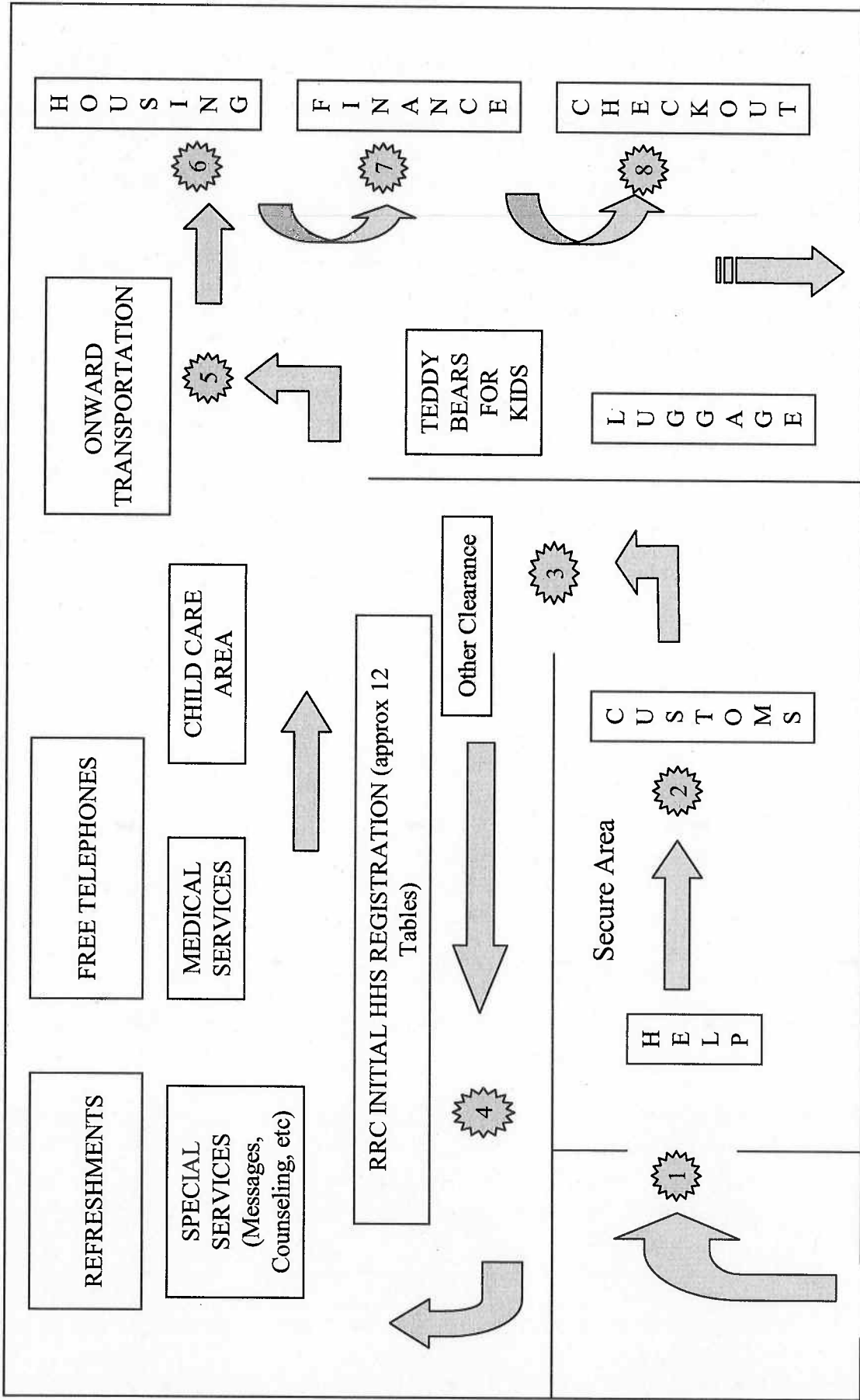
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(4) DESIGNATION OF STATE OFFICIAL AUTHORIZED TO RECEIVE FEDERAL FUNDS AS REIMBURSEMENT OF THIS CLAIM	
TITLE	ADDRESS

(5) THIS IS TO CERTIFY THAT THE ABOVE INFORMATION IS CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF AND THAT PAYMENT FOR THESE EXPENDITURES HAS NOT BEEN RECEIVED.

SIGNATURE OF OFFICIAL OF AGENCY	TITLE	DATE

B.W.I. Repatriation Center (Sample chart)



ENTER

DEPART

This plan is subject to changes depending on POE