



Repatriation Support Services – Operational Overview

Purpose

The Maryland Department of Human Services (DHS) supports federal repatriation operations by providing coordinated, on-the-ground assistance to ensure the safe, efficient, and humane reception of U.S. citizens returning through Maryland.

Operational Role

DHS is activated to support reception operations at designated points of entry, working in close coordination with federal, state, and local partners. DHS serves in a centralized coordination role, ensuring individuals and families have access to immediate, essential services upon arrival.

Services are prioritized for individuals who arrive without immediately available resources, including those who do not have access to cash, credit, or other means to meet their immediate needs.

Core Service Areas

1. Reception & Operational Coordination

- Provides on-site coordination at designated arrival locations (e.g., BWI Airport)
 - Collaborates with federal partners, including the U.S. Department of Health and Human Services (HHS), and other state agencies
 - Supports real-time operational needs, troubleshooting, and issue resolution
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2. Lodging, Transportation & Assistance Support

- Coordinates temporary lodging accommodations, as needed
- Facilitates ground transportation, including hotel transfers and onward travel
- Supports coordination of travel logistics across bus, rail, and air systems

Federal Assistance Context:

Certain travel-related services provided through federal partners may be issued in the form of repayable assistance (e.g., federal loans or credit arrangements) rather than direct, non-repayable services. DHS coordinates these efforts but does not determine federal repayment requirements.

Cash Assistance Guidelines:

- Humanitarian cash assistance may be provided to individuals without immediately available resources, including those lacking access to cash or credit
 - Assistance is limited to addressing immediate, short-term needs upon arrival
 - Individuals receiving support will be connected to a case manager at their final destination to ensure continuity of care and access to longer-term services
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3. Basic Needs & Supplies

- Provides essential items, including hygiene kits, food, water, and clothing, as needed
 - Supplies pet-related resources, including food, carriers, and cleaning materials
 - Coordinates on-site veterinary support to address animal care needs
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4. Individual & Family Support Services

- Assists individuals and families with immediate needs upon arrival
 - Coordinates with case management partners to support stabilization and transition
 - Provides targeted support for vulnerable populations, including families with children
 - Ensures access to on-site mental health support through a licensed Master's-level therapist deployed by the local Department of Social Services (DSS), in coordination with Anne Arundel County
 - For individuals identified as Maryland residents, the Anne Arundel County Department of Social Services (DSS) provides access to local service supports, including eligibility screening and connection to public assistance programs (e.g., Temporary Cash Assistance, SNAP, and other supportive services), case management, and referrals to community-based resources to support ongoing stabilization and self-sufficiency
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5. Interagency Coordination

DHS collaborates with multiple partners to ensure comprehensive service delivery, including:

- Maryland Department of Health (MDH) – health-related services
- Department of Agriculture – animal and pet support (as available)

- Department of Disabilities – accessibility and disability-related services
 - MIEMSS – emergency medical services coordination
 - American Red Cross – supplemental humanitarian support and supplies
 - Additional state and federal partners, as activated
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Operational Posture

- DHS maintains 24-hour operational support during active repatriation periods
 - Staffing is structured in rotating shifts to ensure continuous coverage
 - Operations are scalable based on volume, complexity, and mission requirements
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Point of Contact

Division of Administrative Operations (DAO)
Maryland Department of Human Services